

Emergency Operations Plan

2018





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City of Sacramento
Emergency Operations Plan

PART 1 – BASE PLAN

2018

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Administrative Material

Promulgation

The City of Sacramento Emergency Operations Plan (EOP) provides guidance for those with emergency management responsibilities within the City of Sacramento. The EOP provides year-long preparedness guidance, as well as specific guidance to those activated in the event of an emergency in order to save lives, enhance the health of citizens, and protect property and the environment. This EOP authorizes the city's personnel in all its departments and offices, to perform their duties and tasks before, during, and after an emergency.

This EOP complies and is consistent with the National Incident Management System (NIMS), California's Standardized Emergency Management System (SEMS), and the Federal Emergency Management Agency's (FEMA's) standards on EOP organization for a local jurisdiction.

Authority for emergency management in the City of Sacramento resides with the City Manager, who is designated by city code as the Director of Emergency Services. City Code further provides emergency management authority to the city's designated Coordinator of Emergency Services, and all department directors who also have roles in the city's emergency management program, and need to coordinate efforts toward preparing city employees to coordinate activities before, during and following an emergency or disaster event. These individuals, and any individuals presented with specific written delegation, have the authority to make changes to and implement this plan. These individuals will coordinate efforts to train and exercise city employees to use this EOP as a guidance for a coordinated emergency response effort.

Prior to its issuance, this EOP was reviewed by department representatives that have assigned primary responsibilities for the management and implementation of emergency functions. With the joint agreement of all these representatives, this EOP will be submitted to the City Council for review, and, upon their concurrence, officially adopted and promulgated.

This promulgation shall be effective upon its signing and shall remain in full force and effect until amended or rescinded by further promulgation. The promulgation of this EOP further affirms the City of Sacramento's support for emergency management, and a safe and resilient community.

Approval and Implementation

The preservation of life, property and the environment is an inherent responsibility of government. The City of Sacramento has developed this Emergency Operations Plan (EOP) to ensure that the most effective emergency response is provided to the residents, businesses and visitors of Sacramento.

This City of Sacramento EOP, 2018 describes actions the city will take in an emergency to protect lives, enhance health, and protect property and the environment of the City of Sacramento. This plan also serves to strengthen the city's resilience in the face of recognized threats and strengthens the city as a vibrant community to live and work.

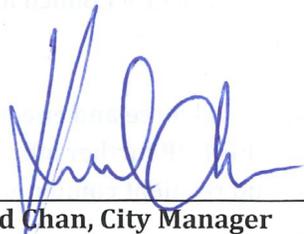
This EOP was prepared by the city's Coordinator of Emergency Services in order to implement, and maintain a viable all-hazards response capability, and to establish a comprehensive approach to managing emergencies.

Authority for emergency management in the City of Sacramento resides with the Director of Emergency Services and those that he or she delegates to support emergency management program.

All departments, offices, and employees of the City of Sacramento shall abide by and cooperate fully with the actions described in this plan when it is executed. Any or all parts of the EOP may be activated based on the specific emergency as decided by the emergency management leadership.

This EOP and its supporting content supersedes all previous versions and other iterations of this plan. This EOP shall be effective immediately upon execution of all signatures below.

Signed:



Howard Chan, City Manager
City of Sacramento, California

7/27/18

Date

Record of Changes and Distribution

Any approved additions or modifications to the City of Sacramento EOP will be documented and noted in this section. The date of the change, the title of the person making the change, and a summary and reason for the modifications, will be inserted into this section of the plan.

If any major or significant changes to this plan need to be made, then the revised EOP will be considered an update, and the cover page, promulgation page, and approval and implementation page should reflect that it is a new plan.

After any modification to this plan, the Coordinator of Emergency Services will ensure that the updated version is distributed to all departments and offices in the city, and that the revised plan is uploaded to any share sites and/or webpages where this plan resides. Printed EOP material will be available at the Emergency Operations Center (EOC). Personnel with a role in executive leadership, coordination and management, and operational implementation of emergency procedures are encouraged to have digital access to this plan, or a printed copy of this plan available to them at all times.

Change Number	Date of Change	Sections	Summary of Change	Change Made By (Title or Name)
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This page held for City Council Resolution adopting EOP.

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1. Introduction, Purpose, Scope, Situations, and Assumptions

1.1 Introduction

The City of Sacramento EOP addresses planned response to extraordinary emergency situations associated with natural disasters and human-caused incidents (technological, terrorism, civil unrest, etc.) for the City of Sacramento. This plan outlines emergency management operations, including the personnel and departments responsible for managing an incident in the city.

Departments, agencies, and volunteer organizations having roles and responsibilities established by this plan are encouraged to develop standard operating procedures (SOPs) and emergency response checklists based on the provisions of this plan. This plan should be used in conjunction with applicable local contingency plans, the Sacramento County EOP, and the California State EOP.

This plan was developed to provide general guidance through the National Planning Framework's five phases of emergency management: prevention, protection, mitigation, response, and recovery. The specific focus of this EOP is on the emergency management and response operations. The plan is divided into three parts as described below.

Part 1 - Basic Plan. This part provides the structure and organization of the city's emergency management structure, identifies individual roles and responsibilities, describes the concept of emergency operations, and identifies how the city implements SEMS and NIMS, as established by federal and state emergency management entities.

Part 2 - Emergency Functions. The emergency function sections outline the functions that are defined by the National Response Framework and the state of California. These sections have been tailored to specifically address the needs of the City, and provide general guidance information regarding the operations and components of each function.

Part 3 - EOC Management and Position Guides. This part provides an introduction to the EOC management positions and the EOC sections. It also includes the EOC position guides in a checklist format that detail emergency actions to take during phases of increased readiness, initial activation, extended operations, and post emergency. These guides provide position-specific guidance to support personnel that are assigned to a position within the city's emergency management organizational structure.

1.2 Purpose

This plan was developed for the following purposes in support of emergency management in the City of Sacramento.

- Outlining the methods and procedures used by emergency management personnel to assess emergency situations and take appropriate actions to save lives and reduce injuries, prevent or minimize damage to public and private property, and protect the environment.
- Supporting the provision for emergency public information throughout the emergency, including information on personal protective actions the public can take.
- Develop a whole community approach to emergency management to facilitate a response that is inclusive of the entire community.
- Defining the operational concepts and procedures associated with the EOC interface with the field emergency responders, and EOC coordination with city departments, personnel, and systems.
- Identifying the organizational framework for the overall management and coordination of emergency operations in the city by implementing the National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS).
- Identifying the responsibilities of local, state, and federal agencies in the event of an emergency or disaster affecting the city.
- Facilitating mutual aid to supplement local resources.
- Facilitating multi-agency and multi-jurisdictional coordination, particularly between local government, operational area (OA), state response levels, and appropriate federal agencies in emergency operations.
- Outlining the functions and their components that the city must undertake to effectively respond to and resolve the emergency situation.
- Providing an operational plan as well as a reference document; it may be used for pre-emergency planning as well as emergency operations.
- Providing information for training emergency response personnel and local government staff to efficiently and effectively prepare for, respond to, and recover from emergencies and disasters.

1.3 Scope

The policies, procedures, and provisions of this plan are applicable to all agencies and individuals, public and private, having responsibilities for emergency preparedness, response, recovery, and/or mitigation activities within the city.

This plan applies to any extraordinary emergency situation associated with any hazard, natural or human-caused, which may affect the City of Sacramento, and that generates situations requiring planned, coordinated responses by multiple agencies and jurisdictions.

Emergencies addressed by this plan range from winter storms, with limited short-term affects, to terrorism and catastrophic earthquakes, with long-term public safety, economic, social, and political implications, addressing emergency management from an all-hazards approach.

1.4 Situation

The City of Sacramento, situated within Sacramento County, faces a variety of hazards. The city developed this plan on the basis of hazard and vulnerability findings that are identified in the *Sacramento County Multi-Hazard Mitigation Plan*. The analysis of these threats included both natural and technological hazards that affect the operational area. The hazards and threats that have the potential to impact the city include, but are not limited to:

Natural hazards

- Severe weather
- Flood
- Earthquake
- Wildland fire
- Drought
- Freeze
- Disease outbreak
- Landslide/subsidence
- Volcanic ash from volcanic eruption

Technological threats

- Hazardous materials
- Transportation accident (mass casualty incident)
- Dam failure
- Loss of utilities (phone, power, potable water)
- Airplane crash
- Cyber Infrastructure Breach

Human-caused threat

- Civil disturbance
- Terrorism

More details regarding the potential impact of the identified hazards can be found in the *Sacramento County Multi-Hazard Mitigation Plan*. As many of these hazards may result in large-scale impacts to the city, multi-agency and multi-jurisdiction coordination will be necessary for effective response operations.

Significant, recent emergency situations that have actually taken place and elicited an emergency management response from the city include the following:

• Y2K (1999-2000)	• Major wind storms (multiple)
• 2005 weather related incident	• Cold fronts (multiple)
• 2007 weather related incident	• Trestle Fire (2007)
• Severe Heat events (multiple)	• Drought (2013-2016)
• Folsom Dam gate failure	• Ebola investigation and prevention (2014)
• H1N1 pandemic threat	• Flood events from storms (1995 and 1997)
• Oroville Dam Incident 2017	• 2017 Winter Storms

1.5 Planning Assumptions

Included below is a listing of key planning assumptions that are associated with emergency management and response operations in the city.

- Catastrophes may occur at any time, day or night, in populated, as well as remote areas of the city.
- Major emergencies and disasters will require a multi-agency, multi-jurisdictional response. For this reason, it is essential that NIMS, SEMS, and ICS are implemented immediately by responding agencies, and expanded as the situation dictates.
- Large-scale emergencies and disasters may overburden local resources and necessitate mutual aid from neighboring jurisdictions.
- Large-scale emergencies and disasters and the complex organizational structure required to respond to them pose significant challenges in terms of warning and notification, logistics, and agency coordination.
- Disasters and emergencies may require an extended commitment of personnel and other resources from involved agencies and jurisdictions.
- Major emergencies and disasters may generate widespread media and public interest; information provided to the public needs to be accurate, timely, and disseminated by a designated Public Information Officer (PIO). The media must be considered an ally in large-scale emergencies and disasters; it can provide considerable assistance in emergency public information and warning.
- Large-scale emergencies and disasters may pose serious long-term threats to public health, property, the environment, and the local economy. While responding to significant disasters and emergencies, all strategic decisions must consider each of these potential impacts.
- All EOC staff have read the EOP and its supporting documents, and are prepared to work in the EOC environment.

2. Concept of Operations

This plan, supported and approved by the City Manager, was developed to provide guidelines for the implementation of emergency management operations for the City of Sacramento. Emergency operations address the entire spectrum of contingencies, ranging from relatively minor incidents, such as a utility failure, to large-scale disasters such as an earthquake. Some emergencies will be preceded by a build-up period, which, if recognized, may offer advance warning to potentially affected areas and populations. Other emergencies occur with little or no advanced warning, and therefore require a response characterized by efficient and coordinated mobilization and deployment of local resources. This section of the plan outlines how the plan will be activated and implemented, with the purpose of protecting lives, property, and the environment of the City of Sacramento.

2.1 Activation

This EOP provides guidance for preparedness activities, as well as response and recovery activities in the City of Sacramento. Preparedness is an ongoing, daily effort, and the city strives to maintain a culture of preparedness and readiness. The EOP, as a preparedness tool, is thus always operative.

The emergency operations center (EOC) facility can be activated in the event of an impending or actual emergency in the city by the City Manager, as Director of Emergency Services. The Assistant Director and the Coordinator of Emergency Services can also activate the EOC with the Director's approval. If the activation is urgent, the Assistant Director, or the Coordinator can activate EOC staff immediately while seeking the Director's approval. Other circumstances that will require the activation of the EOC include the following:

- On the order of the City Manager, or designee, when a local emergency has been proclaimed.
- When the Governor has proclaimed a State of Emergency in an area including the City of Sacramento.
- Automatically on the proclamation of a state of war emergency as defined in the California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code).
- A Presidential declaration of a national emergency.
- Automatically on receipt of an attack warning or actual attack on the United States.

There are three distinct activation levels for the EOC: monitoring, partial, and full, as defined below.

Monitoring-level activation. Monitoring-level activations includes having at least one Office of Emergency Management (OEM) staff member monitoring the situation that is either pending, or is currently only a minor event but has potential to escalate into a more severe emergency. The OEM staff member(s) will develop updates on an ongoing basis to increase readiness for the response. The objective is to track the potential or actual emergency's impacts, and be ready to stand up additional resources and personnel if the emergency evolves to a more significant threat to the city. The physical EOC facility may or may not need to be opened or staffed.

Partial Activation. Partial activations take place when the emergency is having a measurable impact on the city, requiring a more significant field operational response. This higher level of response then requires OEM to coordinate city staff, physical resources, and information. OEM will activate enough staff members to focus on the needs of emergency management actions to support ongoing field operations. OEM will also provide situation updates as communication requirements increase with city departments, the county, public, and other stakeholders.

Full Activation. Full EOC activations take place when the emergency expands to the level of a disaster that significantly impacts the city, poses threats to the lives and safety of people, and threatens critical infrastructure and services in the city. A full EOC activation requires having all required staff to meet at the EOC to make critical decisions, and to coordinate resources until the major disaster related impacts are resolved. In a high-level activation, the City Manager may use a policy group to provide guidance regarding issuing of disaster proclamations, prioritizing limited city resources, and making key decisions. In a disaster situation, the EOC will remain open throughout the transition of operations from response to recovery.

2.2 Alert and Warning

Alert and Warning systems are in place to let citizenry know about an imminent and potential disaster with some lead time (such as a potential levee failure), or that an event has occurred (such as a hazmat spill), and to give them time critical information as to how they should respond. There are a number of systems available in the city to alert the population. The following information outlines how the dissemination of warnings will occur.

Emergency Notification System. The Coordinator of Emergency Services, Fire Department, and Police Department have access to an emergency notification system and can send emergency alert messages to the areas within the city that may be, or are being, impacted by the incident or disaster event.

National Weather Service (NWS). The NWS provides weather-related emergency alerts and is monitored by the Coordinator of Emergency Services. The general public can also monitor weather alerts via the weather system radio or the Emergency Alert System broadcast on public radio and television channels.

Federal Emergency Alert System. The Emergency Alert System is a network of public broadcast stations and interconnecting facilities, authorized by the Federal Communications Commission to provide a communications link between government authorities and the public regarding:

- Presidential messages
- Local programming
- State programming
- National programming and news

National Warning System (NAWAS). The NAWAS assists in the coordination of emergency information between the federal, state, and local levels. NAWAS is a dedicated wire-line system which provides two-way voice communications between federal warning centers, state's warning points, and local warning points. The system in California consists of four elements:

- NAWAS, Federal-California link
- NAWAS, State-County Warning Points circuits
- City warning systems
- Local warning devices and systems

Specific Outreach to People with Access and Functional Needs (PAFN). If the EOC is activated, the city's appointed Americans with Disabilities Act (ADA) Coordinator will alert PAFN service providers in the impact area(s) and encourage them to activate their own emergency plans to support their clients and service area. Outreach will be to non-governmental organizations (e.g., Hands-On Sacramento and 211 Sacramento), service provider organizations (e.g., Alta Care Regional Center), long-term care facilities (e.g., Eskaton and Sutter Senior Care), transportation providers (e.g., Paratransit, Inc. and Cerebral Palsy), and government agencies (e.g., county support facilities that are located in the city).

2.3 Proclaiming an Emergency

In the case of the existence or threatened existence of an emergency that threatens the people, property, or environment of the City of Sacramento, and the condition is beyond the capability of the city to control effectively, the City Council, or the City Manager if the Council is not in session, can proclaim a local emergency. A local emergency may be proclaimed to exist due to a specific situation, such as flood, fire, storm, pandemic, drought, sudden and severe energy shortage, or other condition.

A review of the emergency policy decision process, and the necessary forms for proclaiming a local emergency are provided in *City of Sacramento EOC Forms and Tools*.

2.4 City-Wide Coordination

The City Manager or designee will activate the EOC and be available for policy determinations, strategic level decision making, and reporting to the city elected officials.

The EOC will coordinate city-wide emergency management (including response, recovery and continuity activities) with the departments by communicating with their department director directly, or with their respective Department Operations Centers (DOCs). Each department in the city maintains its own emergency management structure, led by the department director, and supported by departmental staff. In an emergency, the departments will activate their DOC to coordinate and manage activities of their field and operational staff during the emergency.

The city departments have varying levels of assigned emergency management responsibilities, and thus their DOCs capacities also vary. For example, the Utilities Department and the Public Works

Department have designated space and many trained staff for their DOCs, as they have significant responsibilities in a disaster, such as needing to respond to issues involving city infrastructure management and recovery, conducting damage assessments, managing debris removal, and interacting with partners. The Utilities Department plays an essential role in flood fighting operations, coordinating with American River Flood Control District and Reclamation Districts (e.g. RD1000) regarding levee patrol and flood management. Other departments play a supporting role in a disaster, and may activate their assigned DOC functions without actually setting up and moving to a physical operations center. All departments have personnel trained to support the EOC when activated in an emergency.

Field Incident Commanders will typically communicate with their DOC. For example, Fire Department Incident Commanders would speak to fire dispatch and the Fire Operations Center (FOC). The FOC would in turn communicate with the EOC. In a similar fashion, the PIO at the site of an incident will coordinate messages with their DOC and the EOC, if activated, so that one unified message is released to the public regarding the emergency in general, and the incident area in specific.

2.5 People with Access and Functional Needs

As a planning assumption, the city can expect that up to 20% of any population that may be impacted by an emergency or disaster is in the category of PAFN. People in this category include all those that might need additional assistance with evacuating, sheltering, or in any way effectively reacting in a way to support themselves with taking safe actions. Such people might include those that are elderly, physically disabled, homeless, mentally ill, non-English speakers, unaccompanied youth, and others. The City of Sacramento is fortunate to have many organizations that provide services for PAFN, although some disasters, especially those requiring significant numbers of evacuations, require determined support to ensure PAFN will receive the level of support needed.

The day-to-day PAFN service providers play an important role in supporting their client base in notification, transportation and self-preparedness for themselves and their clients in an emergency. The EOC's PAFN Coordinator will communicate with PAFN service providers to support provision of additional staff, resources and information they need during an emergency incident. Additional information outlining the details of support of people with access and functional needs are included in the *People with Access and Functional Needs Plan (PAFN)*.

Additional information outlining the details of PAFN support area included are in the *PAFN* plan.

3. Organization and Assignment of Responsibilities

3.1 Overview of Key Functions

Emergency functions are those that must be conducted during an emergency event to ensure the most effective and efficient response operations, with the purpose of protecting life, property, and the environment. Various offices and departments from the City of Sacramento are responsible for the management and implementation of these functions.

This EOP provides a description of all the key emergency management functions that come from a combination of emergency management best practices and resources from FEMA’s National Response Framework, and the State of California State Emergency Plan.

Each of the emergency functions described in Part 2 of this EOP will include a listing of the responsible and supporting city departments that have responsibility for the completion of the function. It will include the section (and branch and unit, as applicable) in the EOC that has responsibility for the function when the EOC is activated. Each emergency function description contains its purpose, description, activation, scope, parameters and operational components for the functions. Some functions are supported by detailed stand-alone SOPs or annexes that are maintained by the departments responsible for the function. Any supplemental material (e.g., activity checklists) needed to support the functions can be found in *City of Sacramento EOC Forms and Tools*. The city has defined the following functions listed in the table below.

Functions Described in this Plan
A. Direction, Control and Coordination
B. Continuity of Government
C. Communications
D. Transportation
E. Warning
F. Emergency Public Information
G. Population Protection
H. Human Services, Mass Care, Emergency Assistance, Housing
I. Public Health
J. Management
K. Critical Infrastructure Restoration
L. Damage Assessment
M. Firefighting
N. Logistics management and Resource Support
O. Search and Rescue
P. Oil and Hazardous Materials Response
Q. Agriculture and Natural Resource
R. Utilities and Energy
S. Public Safety and Security

T. Long-Term Community Recovery
U. Financial Management
V. Mutual Aid and Mutual Jurisdictional Coordination
W. Private Sector Coordination
X. Volunteer and Donations Management
Y. Worker Safety and Health
Z. Prevention and Protection
AA. Support to People with Access and Functional Needs
BB. Debris Management
CC. Flood Management



3.2 Department Responsibilities

City departments are responsible to support emergency preparedness, response and recovery objectives, and taking the lead regarding the emergency function to which they have been assigned. The departments also provide representatives to the EOC to coordinate people, resources and information in order to manage an incident that occurs in the city, and to communicate emergency efforts between departments and/or jurisdictions. Designated department representatives are trained in emergency management and response operations as established by the Coordinator of Emergency Services. In addition, these representatives have assigned successors to support EOC staff in the event of extended operations. The sections below outline the designated responsibilities for each of the city departments. Details for department staff roles and responsibilities in the EOC are defined in the EOC position guides included with this plan.

City Manager’s Office. The executive staff members of the Sacramento City Manager’s Office are responsible for policy level decisions related to the management of the incident. The office will provide representatives to assist in the EOC, and provide liaison assistance to the operational area, if activated. The City Manager, or designee (e.g., Assistant City Manager, City’s Emergency Manager), will serve as the EOC Manager overseeing the direction and policy guidance of all EOC operations. Policy level decisions are related to formation of policies/procedures, authorization of expenditures, support of local emergency management operations with additional staff, resources, etc., as well as other operations as determined appropriate.

The City Manager’s Office will also utilize the Public Information Officer (PIO) to staff the position of EOC PIO to support the collection, verification, and dissemination of emergency related information to the public and the media.

Office of Emergency Management. The Sacramento Office of Emergency Management is responsible for the coordination of all emergency management operations in the city, addressing the elements of protection, prevention, mitigation, response, and recovery. In the EOC, the Coordinator of Emergency Services will serve as the EOC Coordinator, providing assistance to the

EOC Manager, supporting EOC operations, and overseeing all emergency operations for the city. The Coordinator of Emergency Services serves as the primary emergency management policy advisor to the Director of Emergency Services (City Manager or designee).

Community Development Department. The Sacramento Community Development Department is responsible for providing support on public infrastructure evaluation/damage assessment, providing GIS support upon request, identifying possible shelter locations (ensuring the structural safety of the buildings), providing staff to the EOC, providing animal care services to sheltering/evacuation, and administering evaluations and permits in the recovery process. Department representatives from Community Development lead the Planning Section, and may serve in a variety of EOC sections and branches, depending on the needs of the incident.

Convention and Culture Services Department. The Sacramento Convention and Cultural Services Department serves in a support role to EOC and city emergency management operations. Convention and Cultural Services can provide facilities for sheltering, such as the convention center, if necessary. Some facilities have the capacity for feeding large numbers of people. The department also has a responsibility for the management of the Sacramento Zoo during an emergency, working in direct correlation with Sacramento Zoological Society. Department representatives will be appointed to the EOC to support emergency operations and logistics. The department will provide the primary lead role for the Donations Management Unit and Food Unit in the EOC. Convention and Cultural Services will serve the primary role during recovery operations, involving the establishment of a local assistance center and restoration of cultural entities within the city following an incident.

Economic Development. The Sacramento Economic Development Department serves in the Recovery Coordination Group following the response phase of a disaster event as the city moves into the recovery phase. Economic Development supports redevelopment and recovery strategies for the city using current economic development strategies.

Finance Department. The Sacramento Finance Department is responsible for overseeing all expenditures related to emergency management and response operations, including tracking and documentation necessary for recovery reimbursement purposes including personnel time tracking during emergency operations. Finance will provide department representatives to staff the Finance Section in the EOC. Department representatives will utilize established procedures and protocols for expense tracking and documentation, but may also develop additional procedures as necessary to fit the needs of emergency operations. Finance will also provide staffing to the Procurement Unit in the Logistics Section in the EOC utilizing established procedures and protocols for purchasing, but may develop procedures as necessary to support emergency operations.

Fire Department. The Sacramento Fire Department is responsible for the management of fire operations within the city during emergency response efforts. This includes the immediate first responder effort to manage any fires, as well as the management of a safe scene, recognition of potential hazardous materials, public safety on scene, and many other responsibilities. The Fire

Department will coordinate all response efforts through the Sacramento Regional Fire Emergency Communication Center (SRFECC). This center will also serve as the main coordination point when requesting fire response or emergency medical service (EMS) assistance from neighboring jurisdictions.

Fire services also include the provision of Emergency Medical Services (EMS), providing life-saving medical care. Fire EMS personnel will work in coordination with private EMS providers to meet the needs of the incident in the event that Fire EMS is overwhelmed. A Fire Department representative will be appointed to serve in the Fire Branch of the Operations Section in the EOC.

Human Resources Department. The Sacramento Human Resources Department is responsible for managing all efforts associated with city personnel and volunteers. As emergency resources, city personnel and volunteers may be assigned to positions in the EOC or in the field to support city emergency management and response operations. Department representatives will staff the Personnel Branch of the EOC, addressing issues such as workers compensation, disaster service worker (DSW) agreements, volunteer management, and other various tasks as determined appropriate. In addition, the risk management personnel within Human Resources are responsible for providing a representative to staff the Safety Officer position within the EOC.

Information Technology Department. The Sacramento Information Technology (IT) Department is responsible for ensuring the operation of the city's critical IT infrastructure during an emergency, and providing technical support to the EOC when activated. IT will provide support for WebEOC which is used to manage emergency operations within the city. IT will staff the Communications Unit in the EOC, and will provide support to GIS, mapping, and any other technical resources. IT will provide representatives to the EOC when activated.

Youth, Parks, & Community Enrichment Department. The Sacramento Youth, Parks, & Community Enrichment Department is responsible for supporting mass care operations, including the implementation of shelter operations in the city. Mass care and shelter operations include the mobilization and deployment of department personnel and resources (in coordination with the Sacramento operational area), and receiving and registering volunteer resources during emergencies. Youth, Parks, & Community Enrichment will provide staff to manage the shelter facilities, and may request additional assistance from the American Red Cross (ARC), if necessary. Youth, Parks, & Community Enrichment personnel are also responsible for reporting damage assessment information related to park facilities, working within their departmental reporting structure. Youth, Parks, & Community Enrichment will appoint department representatives to the city EOC to assist in the coordination of department operations.

In addition, due to the large number of community, elderly, childcare, and disability programs that Youth, Parks, & Community Enrichment provides, the department also serves in a primary role for the provision of services for people with access and functional needs (PAFN) during an emergency.

Police Department. The Sacramento Police Department is responsible for law enforcement operations and terrorism prevention within the city. Police officers will respond to the immediate threats and dangers associated with any emergencies in the city. The Police Department will support emergency operations including, but not limited to prevention of threats, protection of population, evacuation, and damage assessment. A Police Department representative will be appointed to serve in the Law Branch of the Operations Section and will lead the Evacuation Unit in the EOC.

Public Works Department. The Sacramento Public Works Department serves in a variety of roles to support emergency management and response operations. Responsibilities for Public Works include, but are not limited to, damage assessment, critical infrastructure restoration, support for debris management, transportation, evacuation, and general logistics operations. Public Works is also responsible for providing flood gate management services for designated areas within the city. Several department representatives will be appointed to the EOC to serve in both the Operations and Logistics Sections. In addition, Public Works will assist emergency operations by deploying personnel into the incident area to assess damage, manage flood gates (if necessary), and begin emergency restoration efforts. These operations will be coordinated through their Department Operations Center (DOC), which will communicate and coordinate with the EOC.

Utilities Department. The Sacramento Utilities Department is responsible for the management of flood response operations, mitigation, planning and recovery activities. Utilities will monitor and assess weather-related data, provide technical assistance for interpreting river level related data and its impacts in the city, document any flooding through photographs, observations, and computer generated data, ensure water and sewer are maintained during the emergency, manage certain floodgates, and provide staff to the EOC. The flood monitoring information provided by Utilities will assist the EOC in making necessary evacuation, transportation, or other emergency management related decisions. Utilities will coordinate flood fighting operations in coordination with local reclamations districts (i.e., RD1000 and American River Flood Control Districts), and other city and contracted partners in the event of potential or actual levee failure, or other weather related flood emergencies. Utilities is responsible for the maintenance and access to hazard maps (such as 100-year flood zone maps).

Support Agencies/Entities/Organizations. While not part of city government, there are a number of key supporting entities that play a critical role in emergency management within the City of Sacramento. The table below includes a listing of agencies, entities, and organizations that have been identified with responsibilities to support city emergency management and response operations. Those listed below are also represented as supporting the major emergency functions outlined in this plan.

Agencies/Entity/Organization	Responsibilities
American River Flood Control District	Levee monitoring and flood management on American River and various creeks.

Agencies/Entity/Organization	Responsibilities
American Red Cross (ARC)	ARC provides support to city mass care and shelter operations when requested by Youth, Parks, & Community Enrichment.
American Society for the Prevention of Cruelty to Animals (ASPCA)/Society for the Prevention of Cruelty to Animals (SPCA)/Humane Society of the United States (HSUS)	These various private, non-profit entities in the city and county provide animal care support to City Animal Care Services during emergency management and response operations.
County of Sacramento Department of Health and Human Services (DHHS)	DHHS provides technical response support for hazardous materials incidents in the City.
County of Sacramento Public Health Department	County Public Health provides primary response resources to public health incidents that occur within the city.
Metro Fire Protection District	Metro Fire assists in fire and emergency response efforts when requested by the Fire Department, and also provides hazardous material team response support in the city.
National Weather Service (NWS)	NWS provides information regarding weather watch and weather warning advisories related to events in the city.
Private EMS Providers	Private EMS providers support Fire EMS response upon request. They also provide resources to, and support coordination of hospital patient transport.
RD1000 Reclamation District	Levee monitoring and flood management on Sacramento River in the Natomas Basin.
Regional Transit/California Transportation Department (Caltrans)/California Highway Patrol (CHP)	The various transportation resources provide support to transportation efforts during evacuation, transportation, and other emergency management functions in the city.
Sacramento County Human Assistance Division	County Human Assistance will provide assistance in mass care/shelter and with the city's long-term recovery efforts following an incident.
School Districts	The school districts in the city provide facilities for mass care operations in the city. They can also support evacuation and transportation operations in the city if primary city resources are overwhelmed, supplying buses, drivers, and communications support.

EOC, DOC and Responder Personnel. While this EOP is focused on preparedness of the City of Sacramento’s organizational response, all city employees with responsibilities for emergency functions would greatly benefit from having a personal and family preparedness plan. Any city employee with responsibility to report to the EOC, a department operations center (DOC), or to field response operations should have a personal and family preparedness plan in place. Personal and family preparedness planning supports city employees in ensuring the safety of their loved ones, and in turn supports the employees with being available to respond to their city emergency management responsibilities.

3.3 Crosswalk of Emergency Functions and Department Responsibilities

The following matrix identifies the emergency functions for which each department is responsible to provide either the primary or support role. Details for the function components can be found in the emergency functions section of this plan.

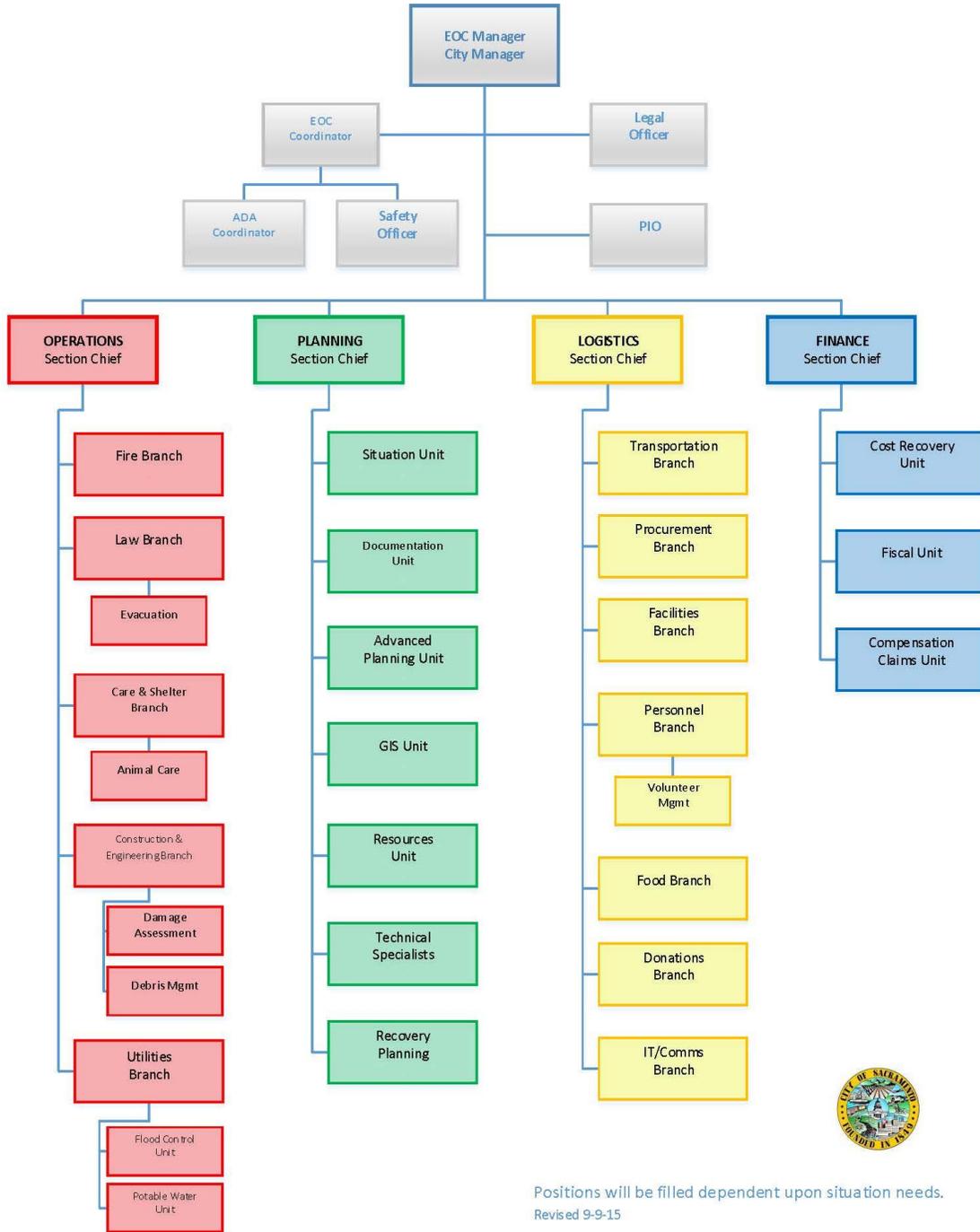
City of Sacramento Department and Emergency Function Matrix															
Function	Departments														
	City Manager	Emergency Management	Community Development	Convention Cultural	Economic Development	Fire Department	Youth, Parks, & Community Enrichment	Police Department	Public Works	Utilities	Finance	Human Resources	Information Tech	Support Agencies	
A	Direction and Control	P	P				S		S	S	S				
B	Continuity of Operations	P	S	S	S	S	S	S	S	S	S	S	S	S	S
C	Communications		P	S	S	S	P	S	P	S	S	S	S	S	S
D	Transportation									P					
E	Warnings		P				S		S		S		S		
F	Emergency Public Information	P	S				S		S		S		S	S	
G	Evacuation and Population Protection	S	S				S	S	P	S	S		S		S
H	Mass Care, Assistance, Housing, Human Services, and Sheltering			S	S			P					S		
I	Public Health						S	S		S	S		S		P
J	Resource Management		S				S		S	P		S	S	S	
K	Critical Infrastructure Restoration			S						P	S			S	
L	Damage Assessment			P	S	S	S	S	S	P	P	S	S	S	S

City of Sacramento Department and Emergency Function Matrix															
Departments		City Manager	Emergency Management	Community Development	Convention Cultural	Economic Development	Fire Department	Youth, Parks, & Community Enrichment	Police Department	Public Works	Utilities	Finance	Human Resources	Information Tech	Support Agencies
M	Firefighting						P								S
N	Logistics Management and Resource Support									P		S	S	S	
O	Search and Rescue						P		S						
P	Hazmat Response						P				S				
Q	Agriculture and Natural Resources			P	S					S					
R	Utilities and Energy										P				
S	Public Safety and Security								P						
T	Long Term Community Recovery	S	S	P		P				S		S	S		S
U	Financial Management	S	S									P			
V	Mutual Aid/Multi-Jurisdictional Coordination		P				S		S	S					
W	Private Sector Coordination		S			S		S		P			S		
X	Volunteer and Donations Mgmt.									S		S	P		
Y	Worker Safety and Health												P		
Z	Prevention and Protection		S						P						
AA	Debris Management						S			P	S				
BB	Flood Management				S		S		S	S	P				S

3.4 City Emergency Operations Center

The EOC will activate to coordinate resources, information, and emergency response efforts within the city’s jurisdiction. The EOC will activate to a situation monitoring level, a partial activation level, or to a full EOC staffing level. Operations within the EOC are overseen by the EOC Manager, a role filled by the City Manager or designee. The EOC will activate operational sections (operations, planning, logistics, and finance), with supporting branches as necessary to meet the needs of the emergency. These section and branch operations will function under the established standards of NIMS, SEMS, and ICS. An organization chart that depicts the positions and roles of the EOC personnel is shown below.

City of
SACRAMENTO
EMERGENCY OPERATIONS CENTER
ORGANIZATION CHART



Positions will be filled dependent upon situation needs.
Revised 9-9-15

4. Direction, Control, and Coordination

4.1 NIMS, SEMS and ICS

Emergency management operations for the City of Sacramento are organized under the guidelines established by NIMS, SEMS, and ICS. These emergency management structures and guidelines provide the foundation for all emergency operations, creating a flexible organizational structure that can be adjusted to meet the needs of any incident, regardless of the size, extent, or associated damage. This plan, following the identified emergency management structures and guidelines, serves as a local, city management plan, and nests into and supports the Sacramento County and operational area EOP.

The city will manage their internal operations through the implementation of this plan as outlined, and work in support of county operations if necessary. In following these standardized systems, the city EOC is organized into the sections listed below.

- Management Staff
- Operations Section
- Planning Section
- Logistics Section
- Finance Section

Detailed descriptions of the roles of each position in the EOC can be found in the Direction and Control emergency function section in Part 2 of this plan.

NIMS is the national standard for incident management operations defined by the FEMA, and based on the National Response Framework. NIMS has been adopted by the City of Sacramento by resolution to serve as its incident management system. ICS is the organizational structure within NIMS that defines how emergency management operations will be organized. All state and local jurisdictions are required to prepare, plan, and respond to emergencies based on the NIMS and ICS standards in order to be eligible for federal reimbursement for emergency related costs. Additional details regarding NIMS and ICS can be found online through FEMA's website.¹

In addition, the Standardized Emergency Management System (SEMS), based on State of California emergency management standards, has been adopted by the City of Sacramento for managing response to multi agency and multi jurisdiction emergencies, and to facilitate communications and coordination between all levels of the system and among all responding agencies. California Government Code § 8607 requires all local public agencies (cities, special districts and counties) to respond to emergencies using the SEMS at the scene of a multi-agency emergency and in the EOC. SEMS defines the organizational structure of local EOCs, reporting to operational area EOCs, which report to Regional EOCs (REOC), to state EOCs, and finally to FEMA. The utilization of SEMS during emergency management and response efforts is required in order for jurisdictions to be eligible for

¹ <https://www.fema.gov/national-incident-management-system>

state reimbursement. Additional information for SEMS can be found online through the California Office of Emergency Services (CalOES) website.

4.2 Multi-Entity/Jurisdiction Coordination and Mutual Aid

Operational Area Coordination. In the event that an incident overwhelms the resources and capabilities of the city, additional support will be requested from a variety of entities, jurisdictions, and organizations. For general emergency management operations, the city will follow SEMS and make requests for additional assistance through the operational area, working directly with the operational area emergency management personnel and the operational area EOC, if activated. If the emergency requires state and federal support, representatives from the operational area will work with the state level emergency management organization (Regional Emergency Operations Center), following the established SEMS, NIMS and ICS structures.

When working with external partners such as private companies, non-profit organizations, non-government organizations, or other partners, city representatives in the EOC will ensure that these external partners work within the designated organizational structure of the city EOC. The City EOC Manager will designate the coordination procedures for new partners that are not already established as part of the city's emergency management operational systems.

Mutual Aid. Multi-jurisdictional mutual aid systems are well developed in the State. Emergency management and operational plans that support the coordination of multi-entity/jurisdictional operations, such as jurisdictional specific plans and agreements, are listed in the Authorities and References section of this plan. Information on mutual aid and multi-jurisdictional coordination is included in the *Mutual Aid/Multi-Jurisdictional Coordination Function* descriptions of this plan.

Additional information outlining details are included in the *Direction and Control Function* section of this plan.

5. Communications

City EOC. Once notified of an emergency or disaster of any size, or of a potential or imminent threat to the city, communications will be established between the city EOC and outside entities, such as field responders, department level personnel, media, or other outside agencies and partners. From the EOC, telephones, cell phones, radios, email, and internet applications (such as WebEOC) are used for direct communications with field responders or outside agencies.

The city EOC can communicate with the OA EOC to access the State OASIS satellite system. OASIS can support the operational area entities by allowing for direct satellite communication with the State's Regional EOC (REOC), and the State Operations Center (SOC). OASIS voice transmission works like a standard telephone and data transmission is similar to a computer modem.

City Operations and Responders. The City of Sacramento operational staff in the field implement interoperable communications through the use of 800 MHz radios to facilitate communications with all responding departments and city entities. Alternate forms of communications such as the use of cell phones, text messaging, email, amateur radio etc., may be utilized if determined necessary. The use of the interoperable radio system allows for communications between DOCs, EOCs, and the Incident Command Post (ICP) that is located near the site of a field emergency incident. Communication channels will follow the communication structure that is defined by the City of Sacramento emergency management organizational chart. DOCs and dispatch centers for private entities (i.e. private EMS providers) are responsible for maintaining communications with the city EOC when it is activated. More details are provided in the *Communications Function* section of this plan.

6. Information Collection, Analysis, and Distribution

Before an Incident. Information is often provided before an incident occurs. Sources may include weather reports, National Oceanic Atmospheric Administration (NOAA) alerts, levee monitoring data, crime reports, credible threats of intentional events, and others.

Advanced notice information can be used to activate the EOC, prepare emergency management and response personnel, and provide information to the city population. This advanced information can increase the preparedness level of emergency management and response personnel, ensuring the number of responders and material resources needed for response operations. Advanced information is also used to notify people that might be living in harm's way, and supports individuals and their families with preparing for, or evacuating from, the hazardous situation. Early information can greatly reduce the numbers of people who might otherwise be harmed by the emergency event.

During an Incident. Information collected during the incident assists in determining the correct course of action and emergency management decisions. Information is collected from field responders, DOCs, private entities, the media, social media, community members, and a variety of other sources. All information collected from open source public resources will be analyzed for accuracy, processed through rumor control, and documented by the respective EOC sections, branches, and units. All information documentation will be provided to the Situation Unit in the Planning Section of the EOC for inclusion into in the EOC Action Plan. It will also be provided to the PIO, for use as part of providing the most accurate public messages.

During EOC operations, the respective EOC sections will utilize WebEOC, telephones, and messaging for the communication and documentation of information. Templates within WebEOC will be utilized for the proper documentation and transmittal of information.

In addition, all EOC situation status reports and EOC Action Plans will be developed and presented for the purpose of information sharing at scheduled meetings during each EOC operational period. The Planning Section Chief, with input from the EOC Manager, EOC Coordinator, and the Operations Section Chief, establishes the schedule and cycle for planning and situation information dissemination. Initially, meetings may be conducted every few hours or several times each day. Over time, meetings may be held twice each day, and then daily, depending on the level of operations.

After an Incident. Information collected throughout emergency operations will be documented by members of the Planning Section. This information will be used during the recovery phase of the emergency to develop a history of actions and expenditures related to the disaster. Information will also be used for the development of the after-action report that is used to document effective practices, archive effective tools, note areas in which EOC personnel saw need for additional training or tools, and document areas for program enhancements. In addition, the city and other agencies, entities, and organizations involved in the emergency management and response

operations will collect information related to their respective after-effects of the incident, such as social and economic impacts, relief support provided, and ongoing recovery operations.

7. Administration, Finance, and Logistics

Emergency management operations will be supported by administration, finance, and logistical procedures, processes, resources, and personnel. In many cases, department representatives will use the same procedures and processes during emergency operations that are used during daily operations to manage similar functions. In other cases, unique emergency-related procedures and protocols may be accessed or developed to meet the needs of the emergency.

Services and Procedures. Representatives from Public Works, Finance, IT, Human Resources and potentially other departments will provide support for all administrative, finance, and logistical operations. Many of these operations will take place within the Logistics and Finance Sections of the EOC. Services and procedures of administrative, financial, and logistical considerations include:

- Tracking and documentation of expenses
- Documentation of all actions taking during emergency operations
- Procuring necessary equipment, resources, and additional support
- Tracking and documentation of city employee working hours
- Documentation of city employee working hours
- Managing continuity of operations (COOP) for the city (see the Function B: Continuity of Operations section attached to this plan, and the *City of Sacramento COOP Plan* for additional details)
- Developing staff rotation schedules for extended operations
- Managing compensation and claims related to emergency operations
- Tracking and documenting of the deployment and utilization of resources
- Managing additional staff and volunteers to support emergency operations
- Managing both financial and in-kind donations
- Overseeing and managing information technology components and issues as they arise
- And other actions as determined appropriate

All tracking and documentation will be completed on forms provided within the city's WebEOC system, following the standardized ICS guidelines. The use of standard ICS forms will allow for ease of tracking information, standardization throughout the operation, and interoperability between various levels of emergency management entities, if necessary. Additional information outlining the details of logistics are included in the *Logistics and Resource Management Function* section of this plan.

Financial Considerations. During an emergency all financial actions are required to be documented for the purposes of tracking all expenditures, and providing appropriate documentation for possible reimbursement. Representatives from Finance will work in the Fiscal Unit and Cost Recovery Unit to ensure that all finances are tracked and accounted for during emergency operations, utilizing procedures and protocols that are implemented during normal

day-to-day operations. Additional/alternate procedures may be developed if necessary to meet the needs of the incident.

All emergency expenditures must be documented and approved by the City Manager (EOC Manager). In the event that the City Manager is not available, all expenses are to be approved by the Assistant City Manager, or designated successor. During emergency operations, the designated successor has unrestricted expenditure authority. All expenditure approvals will be documented with a signature by the City Manager, or designee. Additional information outlining the details of financial management are included in the *Financial Management Function* section of this plan.

8. Transition to Recovery

During emergency management operations, city representatives will begin to consider needs for short-term and long-term recovery actions, objectives, and planning efforts. A representative from the Community Development Department will lead the Recovery Planning Unit in the Planning Section. This unit will need to consult with a variety of other city departments, including but not limited to, the City Manager's Office, Economic Development, Public Works, and the Office of Emergency Management. This unit will begin addressing necessary recovery efforts immediately following the impact of a significant emergency or disaster in the city.

Beginning as soon as possible after a disaster occurs in the city, additional city department representatives will be assigned to address recovery efforts. The Recovery Planning Unit of the EOC will transfer operations to the City of Sacramento's Recovery Coordination Group. This group will be led by the City Manager's Office to address long-term recovery needs with the purpose of returning the city to pre-incident, or better than pre-incident conditions. Additional information outlining the details of short and long-term recovery efforts are included in the *Recovery Function* section of this plan.

9. Training and Exercises

All city department personnel that are designated responsible for staffing the EOC are required to complete training related to emergency management operations. All designated personnel will be provided a copy of this plan (as noted in the Record of Distribution section of this plan), and are required to read and become familiar with the plan. The Coordinator of Emergency Services will notify holders of this plan of training opportunities associated with emergency management and operations.

A multi-year training and exercise plan (MYTEP) will be developed and followed that will identify and prioritize the levels of training and exercises the city will follow. This MYTEP should, as best as possible, align with other trainings and exercises within the operational area to ensure practice and integration with OA partners as often as possible. The Coordinator of Emergency Services will be responsible for the ongoing maintenance of the MYTEP and ensure plan reviews, trainings and exercises are conducted accordingly.

Partner jurisdictions and agencies having assigned responsibilities under this plan must ensure their assigned personnel are properly trained to carry out identified responsibilities. Individual jurisdictions and agencies are responsible for maintaining their own plans, training, and program maintenance.

Training and exercises involve a variety of scopes, scales, and participation. Such training events include the following:

Drills. A drill is a small, organized exercise that tests one specific action, such as evacuation of a building, or a sheltering-in-place.

Tabletop exercises. A tabletop exercise is a discussion-based exercise in a low-stress environment to discuss a possible emergency scenario.

Functional exercise. A functional exercise is an activity designed to exercise a single function, or multiple functions through the simulation of a realistic scenario. The functional exercise is designed to simulate real conditions in the EOC, and as such as time constraints on decision making and, by its nature, allows for a more stressful environment.

Full-scale exercise. A full-scale exercise is an activity involving multiple agencies, jurisdictions, entities, organizations, etc., and exercising multiple functions through the simulation of a realistic scenario. This exercise includes the mobilization and utilization of city resources.

10. Plan Development and Maintenance

Plan Development Process. The City of Sacramento Director of Emergency Services (i.e., the City Manager) or designee has primary responsibility for developing, reviewing and updating the EOP annually, or according to schedule provided in the city's MYTEP. The 2018 EOP was developed through an integrated planning effort involving input from all city departments, and input from other community partners within the City of Sacramento. Department representatives were integral to developing and assigning responsibilities for the key emergency management functions that take place in an emergency or disaster response.

Other key plans that work in coordination with this EOP are the *Sacramento County All-Hazards Mitigation Plan*, the *City of Sacramento Evacuation Plan*, the *City of Sacramento Continuity of Operations Plan*, and a number of annexes to this city EOP (e.g., *City of Sacramento Access and Functional Needs Annex*).

The *Sacramento County All-Hazards Mitigation Plan* was developed by the county in coordination with the City of Sacramento, other municipalities in the county, and county-wide public feedback. Sources for demographic data were the US Census, and State of California Department of Finance statistical data.

Plan Maintenance. The Coordinator of Emergency Services is responsible for ensuring that necessary changes and revisions to this plan are prepared, coordinated, published, and distributed. The EOP will be reviewed at least annually by the Coordinator of Emergency Services in coordination with each city department. Changes resulting from reviews will be inserted to the EOP, and sent to the departments and other plan users. Any changes will be noted in the record of changes section of this plan. The EOP in its entirety will be reviewed, updated, and redistributed every five years, or sooner if there are major changes in emergency management structure or procedures.

Each city department and supporting entity identified in this plan will maintain the plan materials based on their experience in emergencies, new findings and best practices recognized through drills and exercises, and changes in government structure and emergency organizations. Any changes that city departments need to make to the functional responsibilities, activities, or specific roles and responsibilities in the plan will be communicated to the Coordinator of Emergency Services to update in the next plan review process. All identified departments and entities in the plan will be notified of any revisions made to the plan.

This plan may also be modified as a result of post-incident analyses and/or post-exercise critiques. In the event that actual emergency operations result in changes to the plan, proposed changes shall be submitted in writing to the Coordinator of Emergency Services, and these changes shall be published and distributed to jurisdictions and agencies holding this plan.

This plan may also be updated as a result of a change in laws or regulations associated with city emergency management operations. The Coordinator of Emergency Services is responsible for making any necessary updates, and will provide information regarding any revisions to all identified departments and entities within the plan.

After-Action Reporting. If the Governor proclaims a State of Emergency in California, the SEMS regulations require that any city or county that then also declares a local emergency must complete and transmit an After-Action Report (AAR) to State OES within 90 days of the close of an incident period.

As a best practice commitment, the city will also complete a formal AAR following any drill, training, or exercise that they sponsor or attend. The Coordinator of Emergency Services will coordinate and facilitate post-incident analyses and critiques following emergencies and exercises, respectively. An After-Action Report will be prepared and distributed to city departments, as well as to those outside jurisdictions and agencies that were involved in the emergency or exercise.

The AAR will provide, at a minimum:

- Response actions that were taken.
- Application of SEMS during response.
- Necessary modifications to plans and procedures that are needed.
- Lessons learned.
- Noted areas of improvement.
- Best practice implementations proposed.
- Training needed.
- Recovery activities conducted to date.
- Additional information as appropriate.

Findings and recommendations in the contents of the AAR will be used to further develop and update the city EOP as necessary. AAR development will include the input of all personnel involved in the incident or exercise.

11. Authorities and References

Federal

- National Preparedness System. Includes provision for the National Incident Management System (NIMS). FEMA
- National Response Framework, 2013. FEMA
- National Disaster Recovery Framework, 2011. FEMA
- National Mitigation Framework, 2013. FEMA
- National Infrastructure Protection Plan 2013. FEMA
- Debris Removal Guidelines for State and Local Officials (FEMA DAP-15)
- Digest of Federal Disaster Assistance (DAP-21)

California

- California State Emergency Plan, July 2009
- California Law Enforcement Mutual Aid Plan
- California Fire Service and Rescue Emergency Mutual Aid Plan
- California Code of Regulations (CCR) Title 19, Division 2. Standardized Emergency Management System (SEMS)
- Public Assistance Guide for Applicants (CalOES DAP-1)
- CA Government Code (CGC), Title 1, Chapter 4, Division 8, Section 3100, (Disaster Service Workers)
- CGC, Title 1, Chapter 4, Division 8, Section 8635, (Continuity of Government)
- CGC, Title 2, Division 1, Chapter 7, (California Emergency Services Act)
- CGC, Title 2, Division 1, Chapter 7.5 (California Natural Disaster Assistance Act)
- California Water Code (CWC), § 128 (Department of Water Resources - Flood Fighting)

City of Sacramento, and Sacramento County

- Sacramento 2035 General Plan. City of Sacramento, March 2015
- City of Sacramento, Department of Utilities, Comprehensive Flood Management Plan. February 2015
- Sacramento Climate Action Plan. February 2012
- City of Sacramento Evacuation Plan. March 2007
- City of Sacramento Emergency Services/Ordinance No. 2934. December 1970
- City of Sacramento Resolution adopting the California Master Mutual Aid Agreement, No. 233. December 7, 1950
- Sacramento County Multi-Hazard Mitigation Plan. December 2004
- Sacramento County Emergency Operations Plan. July 2008
- Sacramento County Evacuation Plan. November 2008

Appendix A – Acronyms

City of Sacramento Emergency Operations Plan Acronyms Used in the Plan	
ARC	American Red Cross
CalOES	California Office of Emergency Services
CalTrans	California Department of Transportation
CHP	California Highway Patrol
COOP	Continuity of Operations Plan
DHHS	Department of Health and Human Services (County)
DOC	Departmental Operations Center.
DSW	Disaster Service Worker
EAS	Federal Emergency Alert System
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FOC	Fire (Department) Operations Center
GIS	Geographic Information Systems
HSUS	Humane Society of United States
ICP	Incident Command Post
IT	Information Technology
NAWAS	National Warning System
NIMS	National Incident Management System
NRF	National Response Framework
OA	Operational Area (includes all operational jurisdictions within the geographic boundaries of the County)
OEM	Office of Emergency Management (City)
OES	Office of Emergency Services (County or State)
PAFN	People with Access and Functional Needs
PIO	Public Information Officer
REOC	Regional Emergency Operations Center
RT	Regional Transit (Sacramento)
SEMS	Standardized Emergency Management System (California)
SOC	State Operations Center
SOP	Standard Operating Procedure
SPCA	Society for the Prevention of Cruelty to Animals
SRFECC	Sacramento Regional Fire Emergency Communications Center
UOC	Utilities (Department) Operations Center



City of Sacramento
Emergency Operations Plan

PART 2 – Emergency Functions

2018

Part 2: Emergency Functions

Function A	Direction and Control
Function B	Continuity of Operations
Function C	Communications
Function D	Transportation
Function E	Warning
Function F	Emergency Public Information
Function G	Evacuation and Public Protection
Function H	Mass Care, Emergency Assistance, Housing, and Human Services
Function I	Public Health
Function J	Resource Management
Function K	Critical Infrastructure Restoration
Function L	Damage Assessment
Function M	Firefighting and Emergency Medical Services
Function N	Logistics Management and Resource Support
Function O	Search and Rescue
Function P	Hazardous Materials
Function Q	Agriculture and Natural Resources
Function R	Utilities and Energy
Function S	Public Safety and Security
Function T	Short- and Long-Term Recovery
Function U	Financial Management
Function V	Mutual Aid/Multi-Jurisdictional Coordination
Function W	Private Sector Coordination
Function X	Volunteer and Donations Management
Function Y	Worker Safety and Health
Function Z	Prevention and Protection
Function AA	Debris Management
Function BB	Flood Management

Function A: Direction and Control

Responsible Departments

City Manager
Office of Emergency Management

Supporting Department/Entity

Fire Department
Police Department

Responsible EOC Sections

EOC Manager, EOC Coordinator

Emergency Function Corollary

N/A

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The direction and control function describes the organizational structure that is used for the management of emergency operations, including lines of communication, and coordination of operations within the City Emergency Operations Center (EOC). This function will ensure facilitation of all emergency management and response efforts through city departments, coordinating with external entities and jurisdictions as necessary.

Activation

The direction & control function is activated under any of the following circumstances:

- There is a potential threat that may impact the city.
- There is a confirmed threat that will impact the city.
- A threat has already occurred and the city has been impacted.
- A large event is occurring in the city that requires a monitoring of public activity.

Supporting Documents

- City of Sacramento EOC Activation and Operations Guidance Document
- City of Sacramento City Ordinance Chapter 2.116
- Standardized Emergency Management System (SEMS)
- National Incident Management System (NIMS)
- State of California Government Code, Chapter 7 - California Emergency Services Act (8550-8668)

Parameters and Assumptions

The following planning assumptions will be utilized for the planning, development, and implementation of the Direction and Control function:

- The Office of Emergency Management (OEM) will initiate the activation of the EOC, if necessary, under the direction of the City Manager.
- Emergency management personnel will be notified of EOC activation and will report to the EOC for duty.
- Depending on the potential threat or emergency, the EOC may not be available, and alternate continuity procedures will be activated for management of emergency operations.
- Notifications to EOC personnel will be made through the available emergency notification system or by direct contact from OEM.
- All management of emergency operations in the city's jurisdiction will be managed through the City EOC, utilizing the National Incident Management System (NIMS), the Standardized Emergency Management System (SEMS), and the Incident Command Structure (ICS) and established EOC organizational structure.
- The EOC organizational structure will be utilized for lines of communication throughout emergency management operations.
- All emergency management decisions will be made under the direction of the EOC Manager.
- Direction and control operations will be managed within the NIMS and SEMS established guidelines.
- Sections and branches of the EOC will be activated as appropriate for the emergency, as determined by the EOC Manager.

Function Components

Direction and control of emergency management operations will be facilitated through the utilization of NIMS, SEMS, and ICS within the City EOC. As appropriate, the EOC will be activated to oversee emergency operations, activating EOC sections and branches as determined appropriate.

NIMS, SEMS, and ICS

NIMS is the national standard for incident management operations defined by the Federal Emergency Management Agency (FEMA), and based on the National Response Framework (NRF). ICS is the organizational structure within NIMS that defines how emergency management operations will be organized. All state and local jurisdictions are required to prepare, plan, and respond to emergencies based on the NIMS and ICS standards in order to be eligible for federal reimbursement for emergency related costs. Additional details regarding NIMS and ICS can be found online through FEMA's website.¹

In addition, the Standardized Emergency Management System (SEMS), based on State of California emergency management standards, has been adopted by the City of Sacramento for managing response to multi agency and multi jurisdiction emergencies, and to facilitate communications and

¹<https://www.fema.gov/national-incident-management-system>

coordination between all levels of the system and among all responding agencies. California Government Code § 8607 requires all local public agencies (cities, special districts and counties) to respond to emergencies using the SEMS at the scene of a multi-agency emergency and in the EOC. SEMS defines the organizational structure of local EOCs, reporting to Operational Area (OA) EOCs, which report to Regional EOCs (REOC), to State EOCs, and finally to FEMA. The utilization of SEMS during emergency management and response efforts is required in order for jurisdictions to be eligible for state reimbursement. Additional information for SEMS can be found online through the California Office of Emergency Services (OES) website.²

City of Sacramento EOC

The City EOC will activate to manage emergency response efforts within the city's jurisdiction; activation levels include a situation monitoring level, partial EOC level, and a full EOC activation level. Operations within the City EOC are overseen by the EOC Manager, typically a role filled by the City Manager or designee. The EOC will activate operational sections (operations, planning, logistics, and finance), with supporting branches as necessary, to meet the needs of the emergency. These section and branch operations will function under the established standards of NIMS, SEMS, and ICS.

EOC Informational Briefings

Upon arrival at the EOC, Section Chiefs are briefed by the EOC Manager or EOC Coordinator to obtain an overall perspective on the current situation. Section Chiefs provide a similar briefing to the personnel assigned to their respective sections.

Incoming briefings include:

- Current situation assessment
- Summary of the significant actions taken or in process
- Initial incident objectives and priorities
- Any limitations on available communications or personnel/equipment resources
- Any directives on specific actions to be taken

In addition to the above information, Section Chiefs review the following information with assigned staff:

- Responsibilities of the assigned function
- Any specific actions to be taken
- Appropriate flow/sharing of information within and between sections
- Work shifts
- Eating and sleeping arrangements, if necessary
- Time of next briefing

²<http://www.calema.ca.gov/planningandpreparedness/pages/standardized-emergency-management-system.aspx>

Incident Command

The city of Sacramento subscribes to and utilizes the Incident Command System (ICS). Onscene, Incident Command Posts (ICP) will be established to manage field response efforts. The ICP will keep in constant communication with the EOC to coordinate resource requests and update status of response efforts. Unified Command, joint Incident Command (IC) of multiple responding agencies, will be established whenever possible to allow for coordination of multiple jurisdictions and entities.

Generally, City emergency response operations in the field will be led by the City Fire, Police or Utilities Department, as designated by the incidents defined in the lists below:

Police Department

Crime scenes
Civil disturbances
Evacuation operations
Search and rescue operations
Transportation accidents (city streets only)
Traffic control operations

Fire Department

Fire suppression operations
Hazardous material incidents
Urban search and rescue operations
Heavy rescue operations
Radiological incidents

Department of Utilities

Flood management operations

In some instances, state or federal authority may preempt city authority. In those instances, city government will act directly under the authority of the duly authorized representative of the state or federal government.

Function B: **Continuity of Operations**

Responsible Department

City Sacramento Manager's Office
Office of Emergency Management

Supporting Department/Entity

All city departments

Responsible EOC Sections

Planning Section

Emergency Function Corollary

N/A

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The continuity of operations function identifies alternate facilities and/or alternate strategies for completing the City's emergency management and essential business operations. It provides for the succession and delegation of authority for critical City positions. It also describes the management of, and resources needed to complete essential functions. Continuity of operations includes actions such as providing vital services, exercising civil authority, maintaining the safety and well-being of the community, and sustaining the City's critical activities in an emergency. Continuity of government operations are a component of the overall continuity of operations program.

Activation

In the event that continuity operations need to be activated, the Continuity of Operations (COOP) Plan will be utilized to manage operations. A COOP Plan activation will typically follow the City council's proclamation of a local emergency, and/or a state of emergency or war emergency declaration. In the City of Sacramento, the authority to activate the COOP Plan can be given by the following persons:

- The City Manager, who acts as the Director of Emergency Services.
- Assistant City Manager, if the City Manager is unavailable (The Assistant City Manager, with the next level of authority to order a COOP activation, is listed in the order of succession section in the City Manager Annex of the COOP Plan.)

The EOC Manager will keep the Mayor and City Council informed of COOP activation and implementation events.

The decision to activate the COOP will be made in consultation with, as applicable, the City's EOC Manager, department director(s) of the impacted department(s), and the Command Staff at the EOC, if activated. The COOP strategy may be implemented for one department, many departments, or all departments and offices throughout the City, depending on the severity of the situation.

Supporting Documents

- City of Sacramento Continuity of Operations Plan, May 2009
- Sections 8635 through 8643 of the Government Code, Succession of Local Officials
- Continuity of Government in California (Article IV, Section 21 of the State Constitution).
- Preservation of Local Government (Article 15 of the California Emergency Services Act).
- Temporary Seat of State Government (Section 450, Title 1, Division 3, Chapter 1 of the Government Code).
- Temporary County Seats (Section 23600, Title 3, Division 1, Chapter 4, Article 1 of the Government Code).
- Members of the Legislature (Section 9004, Title 2, Division 2, Part 1, Chapter 1.5, Article 1 of the Government Code).
- Legislative Session after War or Enemy-Caused Disaster (Sections 9035- 9038, Title 2, Division 2, Part 1, Chapter 1.5, Article 2.5 of the Government Code).
- Succession to the Office of Governor (Article V, Section 10 of the State Constitution).
- Succession to the Office of Governor (Sections 12058-12063, Title 2, Division 3, Part 2, Chapter 1, Articles 5.5 and 6 of the Government Code).
- Succession to Constitutional Offices (Sections 12700-12704, Title 2, Division 3, Part 2, Chapter 7 of the Government Code).
- Preservation of State Records (Sections 14745-14750, Title 2, Division 3, Part 5.5, Chapter 5, Articles 2 and 3 of the Government Code).

Parameters and Assumptions

The City of Sacramento's governmental, emergency management, and business essential functions can be disrupted by numerous natural, human caused, and technological events. According to the *Sacramento Multi-Hazards Mitigation Plan*, flooding has historically been the most costly in terms of injury, deaths, and damages. Along with flooding, other likely hazards that could result in a COOP activation are pandemic, earthquake, terrorism, and hazardous materials releases. Mitigation activities, as well as emergency response and continuity preparedness activities, have considered these more likely threats in the building of plans and response systems.

Certain hazards, such as a major disaster or a nuclear attack could result in great loss of life and property, including the death or injury of key government officials, the partial or complete destruction of established seats of government, and the destruction of public and private records essential to continued operations of government and industry. In the aftermath of an intentional attack during the reconstruction period, law and order must be preserved, so far as possible, and government services must be maintained. Management of the city's essential functions are best completed by local units of the city government.

Function Components

COOP Management

Typically COOP activities initiated during a city-wide emergency are activated in conjunction with the operation of the EOC. The EOC Manager will either assign EOC staff to support the COOP actions, or assign staff (typically from Finance, Human Resources, and Information Technology departments, along with others) to stand up a separate continuity coordination group to focus on meeting the departments' essential function requirements.

The EOC can also provide support to individual departments that send their COOP action updates and requests to department representatives in the Operations Section. Resource support for COOP operations can be supported through the Logistics Section. The Planning Section and Finance Section also need to be kept apprised of COOP activities for purposes of overall situation status reporting, documentation, and expense tracking. The EOC Manager retains overall leadership for any activated COOP coordination group.

Succession of Leadership

City Council– Succession of Leadership

California Government Code Section 8638 provides that the governing body has the power to appoint three standby officers for each member of the governing body (i.e., City Council) that could step in during a state of emergency, local emergency, or war emergency, in order to provide for successors to complete the legislative and executive functions. Standby officers serve until the regular officer becomes available, or until the election or appointment of a new regular officer has taken place.

If all members of the City of Sacramento's governing body, including all standby members, are unavailable, temporary officers will be appointed by Sacramento County's Chairman of the Board of Supervisors.

California Government Code 8635-8644 provides further details on the succession of leadership and the reconstitution of government of a political subdivision during a war crisis, state of emergency, or local emergency where members of the governing body are unavailable (see appendix).

City Manager – Succession of Leadership

Sacramento's City Council adopts resolutions establishing the order of succession in the event of absence or disability of the City Manager. Such a resolution identifies who is to assume the City Manager's duties and obligations during an absence, and especially if the EOC is activated. The successor assumes all City Manager duties until the City Manager returns to duty.

Charter Officers – Succession of Leadership

Should a City Charter officer be unavailable during an emergency situation, the City Council will designate a successor. To support the council's decision in a timely manner, the Charter Officers

have listed their suggested successors, which include deputies and assistants of that officer. Under normal conditions, these same deputies and assistants are authorized to exercise the same duties and powers of the City Officer when that officer is on travel or in any way unavailable (City Code 2.08.020).

Department and Division Managers – Succession of Leadership

For departments within city government, the succession of leadership is a matter of department and division heads naming (by position and current staff person in the position) who would be a successor. This is especially important for functions related to law and order, and to the health and safety of the public.

Department managers have listed those who would succeed them in cases where they were unavailable, and not able to assume their leadership position during a COOP activation. Division managers have likewise listed, by title and name, those that would succeed them. Details on how the transfer would be recognized are listed, as well as any limits to the authorities that would be transferred. This data is listed in the COOP Annex for each department.

Relocation of Department(s)

In most situations requiring a COOP activation, all of, or some part of a department's facilities, may need to be relocated. A major exception to this is the case of a pandemic, where the focus of the COOP is to provide for succession of leadership due to staff illness. This type of event will cause the department to focus on the management of essential functions due to the minimal number of staff that are available, instead of focusing on the need to relocate operations.

If City Hall needs to be relocated due to emergency conditions, the temporary physical seat of government will be determined based on an evaluation of viable and safe facilities located in the city.

When any department must relocate its facility(s), staff will be required to transport vital records, equipment, and supplies to the relocation area. The responsibility for the relocation is with the department's assigned COOP Coordinator and his/her team. The COOP Coordinator needs to coordinate vehicle and transportation needs within the department operations center's (DOC's) Operations and Logistics Sections. Long-term transport/vehicle needs must be planned. Should the DOC be unable to support the COOP Activation, the COOP Coordinators, working under the direction of the department director, must work directly with the City of Sacramento EOC for support, and/or work with their standard key vendors to obtain support.

If a COOP activation seems likely or imminent (for example, potential flood due to a levee failure), department COOP coordination members should begin moving vital records, equipment, and other critical resources early to avoid being in conflict with transportation assets needed for emergency support. Transportation of vital records, equipment, and personnel to the relocation site presents multiple challenges. First, the roadways may be impacted, especially in the case of contiguous evacuation of an area, and this is due to the numbers of people on the roads as well as the

potentially poor conditions of the roadways. Secondly, department vehicles may be urgently needed to support emergency response activities to the emergency. Early relocation of vital records, equipment, and other resources is critical for the success of COOP operations.

Relocation areas and strategies, along with other continuity strategies (e.g., telework, replication of activities, and service cancellation policies, etc.) are provided in each department's COOP Annex.

Appendix 1 – Government Code in support of Succession of Leadership

Sections 8635 through 8643 of the Government Code:

1. Furnish a means by which the continued functioning of political subdivisions can be assured by providing for the preservation and continuation of (city and county) government in the event of an enemy attack, or in the event a state of emergency or local emergency is a matter of statewide concern.
2. Authorize political subdivisions to provide for the succession of officers (department heads) having duties related to law and order and/or health and safety.
3. Authorize governing bodies to designate and appoint three standby officers for each member of the governing body and for the Chief Executive, if not a member of the governing body. Standby officers may be residents or officers of a political subdivision other than that to which they are appointed. Standby officers take the same oath as regular officers and are designated Nos. 1, 2, and 3 as the case may be.
4. Authorize standby officers to report ready for duty in the event of a state of war emergency, state of emergency, or local emergency at the place previously designated.
5. Authorize local governing bodies to convene as soon as possible whenever a state of war emergency, state of emergency, or local emergency exists, and at a place not within the political subdivision. Authorize that, should all members, including all standbys, be unavailable, temporary officers shall be appointed as follows:
 - By the Chairman of the Board of the county in which the political subdivision is located, or
 - By the Chairman of the Board of any other county within 150 miles (nearest and most populated down to farthest and least populated), or
 - By the mayor of any city within 150 miles (nearest and most populated down to farthest and least populated).

Suspensions and Appointments

Section 8621 of the Government Code: Specifies that during a state of war emergency, in the event that any officer of a political subdivision or employee of a state agency refuses or willfully neglects to obey an order or emergency regulation, the Governor may suspend that person and designate a replacement.

Standby Officers for the Local Governing Body

Lines of Succession and Alternate Officials are provided as follows.

1. The City Council has provided for the preservation of city government in the event of a war-caused emergency. The Council may designate standby officers to reconstitute itself in the event of war-caused vacancies.
2. A successor to the position of EOC Manager (City Manager) is appointed by the City Council. Should the EOC Manager be unable to serve, the Assistant EOC Manager (Fire Chief) shall succeed, should he/she be unable to serve, individuals who hold permanent appointments to the following positions in government will automatically serve until a successor has been

appointed by the council and has been seated. An individual serving as Acting EOC Manager shall have the authority and powers of the EOC Manager.

3. The alternates to key positions in units of the emergency organization are shown in appropriate staff, service, or division annexes of this operations plan.
4. The alternates to key positions in the regular departments and agencies of government, or of business and industry, are shown in executive or administrative orders (or the equivalent) issued by department or agency authorities.

Function C: Communications

Responsible Departments

Office of Emergency Management
Fire Department
Police Department

Supporting Department/Entity

City-wide department operations centers

Responsible EOC Sections

All EOC Sections

Emergency Function Corollary

Federal ESF#2: Communications
California EF: Communications

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The communications function identifies and describes the actions that will be taken to manage communications between the on-scene personnel/agencies, any activated DOCs, the Emergency Operations Center (EOC), and external entities in order to establish and maintain a common operating picture of the incident while utilizing interoperable communications. This function includes the notification of city emergency management personnel to respond to the EOC.

Activation

The communications function is activated under any of the following circumstances:

- Emergency responders have been activated to a threat, or potential threat in the city, and must communicate situational details from field response sites/incident command posts, to supporting operations and coordination centers.
- Department and city operations centers must communicate situational details of the threat or incident with field command, amongst other centers, and to city and other officials.

Supporting Documents

- Operational Area Communications Plan
- City of Sacramento Communications Plan (*pending*)
- Department communication standard operating procedures

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the communications function:

- In the event of an emergency, the city's EOC will be activated to manage communications between the various responding departments, as well as external partners.
- First responders on the scene will manage field communications through their departmental structures, who will then facilitate communications with the EOC as necessary.
- All departments will utilize available communication systems such as hand-held radios, voice over internet protocol (VIOP) systems, cell phones (including text messaging), and satellite radios.
- City departments will utilize interoperable communications both in the field and in the EOC to ensure all departments are able to communicate with one another.

Function Components

Field/Department Communications

Many departments will have representatives in the field during emergency operations, managing on scene incidents and gathering information to provide to their respective departments and the EOC. All field/department communications will be coordinated through their respective DOCs, and then relayed to the EOC as appropriate. Each DOC will coordinate and communicate with the EOC to ensure that the EOC is receiving the necessary information regarding the emergency, and that the departments are being provided the necessary information, personnel and resource support.

Emergency Operations Center

In the event that the EOC is activated, all communication and coordination efforts regarding emergency management information and decisions will be managed through the EOC. The EOC is a location from which centralized strategic management is performed, and serves as a coordination point, not an incident command center. The EOC does not provide operational direction for field activities.

Communications within the EOC are accomplished using the most expedient and appropriate means possible (usually in-person or via telephone). Each EOC position should be designated a dedicated telephone for communicating with EOC staff members, outside agencies, vendors, field operations, etc. Radios may also be used for direct communications with field forces or outside agencies. Key decision-makers and certain EOC staff will be issued portable radios. Most department specific communications will be first routed to their respective department operations center (DOC), and then communicated to the EOC, if appropriate. Much of the department specific communication will take place in the field or on scene. The WebEOC system will be used as one tool to communicate a common operation picture to all EOC staff.

External Entities

External partners will be contacted via phone, text, email, and, other standard communications systems. For resource requests and situation updates, WebEOC system will be used between entities that have the system or compatible system.

Operational Area Satellite Information System (OASIS)

OASIS is a satellite communications system designed to ensure voice and data communications with and between the Sacramento Operational Area, other operational areas, the Regional EOC (REOC), and the State Operations Center (SOC). The City of Sacramento may access OASIS through the Operational Area EOC. The City of Sacramento EOC relays OASIS requests verbally via a phone call or on-line via a WebEOC request form. The OASIS system includes:

- Four direct, single-line sets for voice transmission
- One line split to be used for voice transmission, data transmission, and facsimile transmission
- One single line set in the dispatch center

OASIS voice transmission works like a standard telephone and data transmission is similar to a computer modem. When transmitting data, however, special forms must be used and are contained in the OASIS Operations Manual.

Roles and Responsibilities**Fire Department**

- Manage field communications through the Sacramento Regional Fire Emergency Communications Center (SRFECC).
- Communicate necessary information regarding resource requests and status updates from the SRFECC to the city EOC.

Police Department

- Manage field communications through the city police dispatching system.
- Communicate necessary information regarding resource requests and status updates from the dispatch center to the EOC.

Office of Emergency Management

- Oversee communications within the city EOC.
- Provide EOC communications equipment (radios, phones, etc.) as available.

Department of Information Technology

- Provide access to city technology equipment in support of emergency communications equipment use, especially telecoms and computing services.
- Assist with the set up and utilization of communications equipment.
- Provide troubleshooting and technical assistance for any issues regarding functionality of communications equipment.
- Staff the Communications Unit in the EOC.
- Coordinate with Sacramento Regional Communication System.

Department of Utilities

- Manage communications for all utilities field operations through the DOC, including but not limited to: damage assessment, levee patrol, flood gate management, water contamination, debris management, and inspection of critical infrastructure.
- Provide critical situational information from the DOC to the EOC.
- Coordinate communications with Sacramento County Public Health in the event that there is water contamination; this occurs through the Utilities Branch activities when EOC is activated.

Department of Public Works

- Manage communications for all public works field operations through the DOC, including but not limited to: damage assessment, inspection of critical infrastructure, debris management, and evaluation of evacuation routes.
- Provide critical situational information from the DOC to the EOC.

Function D: Transportation

Responsible Department

Public Works

Supporting Department/Entity

Regional Transit

School Districts

Other Transit Entities

Caltrans

California Highway Patrol

Responsible EOC Section

Operations Section, Construction and Engineering Branch

Emergency Function Corollary

Federal ESF#1: Transportation

California EF: Transportation

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The transportation function describes the process for monitoring and reporting the status of, and damage to, the transportation system and infrastructure as a result of an incident, including the identification of alternate transportation solutions to support emergency evacuations. This function will address both roadway and vehicle considerations for emergency response efforts.

Activation

The transportation function is activated with the recognition of an imminent or substantial threat to the City. Transportation procedures will likely be implemented following the impact of an emergency, assessing the impact to the transportation infrastructure. In addition, transportation procedures may be implemented prior to the impact of a potential threat, in an effort to support evacuation operations.

Supporting Documents

- Transportation Resource Coordination, Standard Operations Guide, March 28, 2013.

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the transportation function:

- Transportation functions support both infrastructure and utilization of vehicles for evacuation efforts. Transportation actions will be prioritized in response to immediate life and safety concerns of the affected community members.
- Transportation procedures may be implemented in preparation of a potential threat, or in response to a threat that has already impacted the City.
- Transportation efforts will be coordinated between various City departments, specifically with Public Works, as well as Sacramento Regional Transit and other local transit infrastructure and assets.
- Transportation infrastructure may be severely impacted by an emergency event, and limited resources may be available to assist in evacuation and emergency response efforts.
- Public Works personnel will be available to deploy in the field to evaluate damage to infrastructure and determine available resources.
- Not all transportation entities operate during non-business hours, and do not provide 24 hour contact information. In the event that an emergency occurs after business hours or on the weekend, make plans to obtain resources as far in advance as possible.
- Alternate resources will need to be evaluated during normal operating hours. Many transportation resources such as school buses and transit will not be available during their normal operating hours.

Function Components

Field Level and ICP Activities

The management of transportation at the field level is coordinated by Public Works. Public Works will manage all assessments, and information collected from these assessments will be consolidated and provided to the EOC to assist in making of evacuation, search and rescue, and other emergency management decisions. Fleet Management Division will also provide field personnel to assess the status of their transportation resources such as buses, and provide a summary of their findings to the EOC. This information will be used to assist with evacuation procedures, as well as the transportation of emergency management and response personnel. All field level actions and information will be coordinated through the respective department's Department Operations Centers (DOC), then transferred to the EOC, as appropriate.

EOC Activities

The transportation function for the City is managed out of the Construction and Engineering Branch of the Operations Sections of the EOC. Representatives from Public Works will report to the Transportation Branch of the EOC, along with other representatives from various agencies as necessary. The Transportation Branch will collect information that is gathered from the field and DOCs to help determine action priorities, status of infrastructure, and availability of resources. Construction and Engineering Branch will focus mainly on the status of roadways for the movement of vehicles in and out of the affected areas, including the transportation of people affected by the

emergency. Safe and available transportation routes will be determined, and the utilization of transportation resources will come from a variety of sources, including but not limited to school buses, commuter buses, and private companies.

Responsibilities

Department of Public Works

- Provide personnel and resources for road closures and traffic diversion, if required.
- Establish traffic control zones.
- Provide personnel and resources for construction activities and re-opening travel ways.
- Provide damage assessment for roads and bridges.
- Open and close specific floodgates.
- Provide staff for the Emergency Operations Center **per the EOC organizational chart**.
- Provide personnel and equipment for the assessment of available resources (i.e. vehicles).
- Provide status information on the status of resources, specific fleet vehicles, to the DOC.
- Coordinate with external partners to determine what resources are available to meet the needs of the operation. External entities and partners may include Regional Transit, Greyhound, school districts, car rental firms, equipment rental businesses, taxis, as well as others.
- Provide staff for the Emergency Operations Center.

Supporting Entities

Unified School Districts (USDs)

- Provide school bus and paratransit-like vehicles in support of evacuations.
- Provide personnel to operate the various buses, as well as dispatch support.
- USDs include: Center Joint, Elk Grove, Folsom Cordova, Galt, Natomas, Sacramento City, San Juan, Twin Rivers, and Washington.

Regional Transit

- Provide bus, light rail, and shuttle vans as necessary and available to assist with the transportation of emergency management and response personnel, and supporting evacuation efforts.
- If requested, provide an authoritative representative to the City EOC.
- In the EOC, serve as a liaison between the City EOC and Regional Transit operations.

Public, Private and Non-Profit Transportation Providers

- Providers include: City of Elk Grove; Paratransit, Inc.; Placer Transit; United Cerebral Palsy of Sacramento and Northern California; Yellow Cab; and Yuba Sutter Transit.
- Roles include provision of coach bus, paratransit-like vehicles, and vans or cars in support of evacuations.
- Resources available may include personnel to operate the various buses, as well as provide dispatch support.

Caltrans

- Assess damage to state highways.
- Assist in providing information to establish route recovery priorities.
- Remove debris from highways.
- Make repairs and establish detours to restore highway transportation on selected routes.
- Assist local agencies, as required.
- Assist the California Highway Patrol with traffic regulation.
- Coordinates rideshare, vanpool, and other mass transportation programs throughout the state.

California Highway Patrol

- Provide field officers to assist with the assessment of transportation infrastructure.
- Provide support in blocking of roadways and access points to the affected area.

Function E: Warning

Responsible Departments

Office of Emergency Management

Supporting Department/Entity

Fire Department

Police Department

Utilities Department

City Manager's Office

ADA Coordinator

Responsible EOC Sections

Command Staff, EOC Coordinator

Emergency Function Corollary

Federal ESF#15: Public Information

California EF: Public Information

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The warning function identifies and describes the actions that will be taken to initiate/disseminate initial alert and warnings informing the public that a disaster or threat is imminent or has occurred (e.g., emergency alert system activation, door-to-door warnings, sirens, cable/TV messages, etc.). This function includes addressing actions taken to alert people with access and functional needs (PAFN).

Activation

The warning function is activated under any of the following circumstances:

- There is a potential threat that may impact the city.
- There is a confirmed threat that will impact the city.
- A threat has already occurred and the city has been impacted.

Supporting Documents

- Notification system(s) standard operating procedures and guidance documents

Parameters and Assumptions

The following planning assumptions will be utilized for the planning, development, and implementation of this warning function:

- Office of Emergency Management (OEM), Fire Department, Utilities and/or Police Department personnel will be available to determine that a warning is necessary, and will initiate the dissemination of warnings through the mass notification systems, as well as with other modalities to the public.
- In the event that the threat has already occurred, there may be damage to the usual communication infrastructure, (e.g., emergency notification system, telephone systems, or cell towers). In these cases, alternate methods for warning the public will be needed, such as using the public address systems on squad cars and other localized warnings outreach.
- Warning messages to the public will provide current threat information that is available, including any immediate protective actions that need to be taken.
- Warning messages will be repeated at regular intervals, even if to repeat previous information. Additional warnings regarding the event will be provided as it becomes available.
- Warnings will only include, immediate “need to know” information. Further details regarding the threat or potential threat will be communicated through the appropriate emergency management, Public Information communications channels, either from the incident command post, or eventually from the EOC, if activated.
- Warning dissemination will take into considerations for the PAFN population to ensure that everyone has access to information regarding the threat.
- Once the warning is established, the public information function will activate to provide ongoing situation status to the public.

Function Components

The dissemination of warnings involves advising the public about a potential or actual emergency. Many emergencies, such as flooding situations, provide “lead time” preceding the event, allowing for the dissemination of alert and warning messages in advance. The following information outlines how the dissemination of warnings will occur.

Local Warnings

The City of Sacramento may be affected by disasters that grow from smaller to larger events (e.g. grass/wildfire, hazardous materials incident, etc.). The city can also be impacted by potential disasters that can be predicted due to current and/or developing conditions (e.g. like flood or severe storm). Any of these events has the potential to require warning messages for the public. It is likely that multiple methods of warning and notification will need to be utilized to reach the greatest number of people. Each of these various formats will need to ensure that people with disabilities and access or functional needs are addressed in methodology, content and access of messages.

Weather-related emergency alerts are broadcast by the National Weather Service (NWS) and monitored by the City of Sacramento OEM. The general public can also monitor weather alerts via the weather system radio or the emergency alert system (EAS) broadcast on public radio and television channels.

Warnings disseminated to the public can come from a variety of sources. The City of Sacramento Police Department's Communications Division operates the Public Safety Communications Center 24 hours a day. The Fire Department facilitates communications through the Sacramento Regional Fire Emergency Communications Center (SRFECC). The communication center services all of the fire districts in the county including the City of Sacramento.

The Office of Emergency Management, Fire Department and Police Department have access to and can deploy emergency notification messages using the City's reverse dialing emergency notification system. This telephone based system is able to reach land-line phones in addition to phone numbers registered by citizens into the system.

The City Public Information Officer will provide messages to the citizens via local media (providing interviews and press releases), website updates, and social media releases. The PIO will coordinate these messages with the ADA Coordinator to ensure considerations are met for people with disabilities and access or functional needs.

For emergencies that start small and grow, once the potential impact of the emergency is known, the Sacramento Public Safety Answering Point (PSAP) (i.e., the 911 call center) notifies the appropriate City of Sacramento departments and the City Emergency Manager. If necessary, the EOC Manager will initiate the activation of the City EOC, and will contact the appropriate emergency management personnel to carry out EOC activation procedures.

State and Federal Warnings

The emergency alert system (EAS) is a network of public broadcast stations and interconnecting facilities, authorized by the Federal Communications Commission (FCC) to operate in a controlled manner during wartime, or during a state of disaster or national emergency. The system is designed to provide a communications link between government authorities and the public. Priority for use is:

- Presidential messages
- Local programming
- State programming
- National programming and news

The National Warning System (NAWAS) assists in the coordination of emergency information between the federal, state, and local levels. NAWAS is a dedicated wire-line system which provides two-way voice communications between federal warning centers, state's Warning Points, and local Warning Points. The system in California consists of four elements:

- NAWAS, Federal-California link

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- NAWAS, state-county warning points circuits
 - City warning systems
 - Local warning devices and systems

The federal warning centers disseminate warning information to state warning points over NAWAS. State warning points disseminate the information they receive over NAWAS to the local warning points. In addition, state agency radio systems, teletype and telephone circuits are used ensuring maximum dissemination. Each local warning point further disseminates the warning over local public safety communications channels. Sacramento County disseminates information to other jurisdictions (including City of Sacramento) and the media through the systems described above.

Roles and Responsibilities

Office of Emergency Management

- Activate the emergency notification system and provide emergency warning message to potentially impacted community.
- Review and acknowledge any proposed large-scale warning to be released by fire or police prior to an EOC activation.
- Provide warning services for the foreign language speaking and people with access and functional needs (PAFN) populations, as necessary, working in coordination with city representatives.
- Consult with a City PIO, as needed, to craft information beyond simple warning message.

Fire Department

- As needed, the Fire Department has access to the emergency notification system and can coordinate the release of warning information to the public.

Police Department

- Activate the emergency notification system and provide emergency warning message to potentially impacted community.
- Consult with the emergency notification vendor for technical assistance if needed via the dispatch section.

Utilities Department

- As needed, the Utilities Department will coordinate the release of warning information to the public regarding water safety or other utility concerns affecting public health and safety.

Human Resources Department – ADA Coordinator

- Work to ensure emergency warning is appropriate and useful for people with access and functional needs.
- Coordinate with organizations serving the needs of people with disabilities and access or functional needs to broaden the outreach capacity and effectiveness.

Function F: Emergency Public Information

Responsible Departments

City Manager's Office

Supporting Department/Entity

Fire Department
Police Department
Public Works
Utilities
Office of Emergency Management
Human Resources, ADA Coordinator
Information Technology

Responsible EOC Section

Public Information Officer

Emergency Function Corollary

Federal ESF#15: Public Information
California EF: Public Information

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The emergency public information function identifies and describes the actions that will be taken to provide continuous and accessible public information concerning the disaster. Methods include: media briefings, press releases, cable interruptions, emergency alert system, text messages, social media releases, and door-to-door information. The function also includes the process of rumor control and validation of emergency information, and information dissemination considerations for people with access and functional needs. The function includes the role of the Public Information Officer, as sole provider of information, and that of the Joint Information Center, if activated.

Activation

The emergency public information function is activated when a potential or actual threat to the public is determined. Once the public is warned using available emergency alert and warning systems, they will need ongoing and updated information regarding the situation and recommended actions that they should consider taking through ongoing public information messaging.

The emergency public information function can be activated by the Incident Commander in the field, and by the Emergency Operations Center (EOC) Manager or the EOC Coordinator. Emergency public information may be disseminated in preparation of an emergency, when given enough advance warning, or in response to an emergency that has already occurred. The dissemination of

public information will be provided by a designated City Public Information Officer (PIO) working alone, or through the Joint Information Center (JIC), if activated.

Supporting Documents

- Hazard Specific Emergency Broadcast Sample Messages.
- Sacramento Regional Joint Information Center procedure Manual, October 2007.

Parameters and Assumptions

The following planning assumptions will be utilized for the planning, development, and implementation of the emergency public information function:

- The general public and media will demand information about the emergency situation and instructions on proper survival/response actions.
- Residents will remain calm and make wise decisions if they have up-to-date information about the emergency situation.
- Emergency public information dissemination will take into consideration people with access and functional needs to ensure that everyone has access to information regarding the emergency. Work with ADA Coordinator as necessary.
- The local media, particularly radio, can perform an essential role in providing emergency instructions and status information to the public. Depending on the severity of the emergency, or the media's conception of the severity of the emergency, regional and national media will also demand information and may play a role in reassuring (or alarming) distant relatives of disaster victims.
- A variety of communication options exist. Not all may be available. The city will use available methods depending on circumstances. Telephone communication may be sporadic. Local and regional radio/television stations without emergency power may also be off the air.
- Demand for information will be overwhelming if sufficient staff is not provided and if staff is not trained.
- The emergency organization will become overwhelmed by the demand for information if a sufficient number of trained staff is not available. Likewise, having little information or inaccurate information will increase anxiety and may cause the public to make poor decisions.
- Perception equals reality. The manner in which the city is represented by the media is the way the public will perceive the situation is being handled.
- All messages released need to be coordinated for content with messages from other partner agencies, both internal and external to City.

Function Components

EOC Activities

During emergency operations, the Public Information Officer will serve as the main coordinating point of all emergency messages to the public. All information collected in the field and DOCs is to be reported to the EOC and then reviewed prior to reporting to the public. Management of emergency public information requires the vetting of information received, rumor control, and the

approval of all messages by the EOC Manager prior to dissemination. In the event that the emergency expands to the County level, the city PIO will coordinate all emergency public information efforts with the County PIO and neighboring jurisdictions through the established Joint Information Center (JIC). The JIC will serve as a centralized point of emergency information, and coordination of public information for all jurisdictions will be managed through the JIC.

Prior to an emergency occurring, in the event that there is adequate time for notice and preparation, emergency public information will involve warning the public of the threat or potential threat, and providing them with reliable and accurate information to prepare themselves, reducing any impact to the public as much as possible. During an emergency, emergency public information will include timely and accurate instructions on appropriate actions to take. Emergency information before and during the emergency will be disseminated to the public with the following priorities:

- Lifesaving
- Health preservation instructions
- Status information necessary for survival
- Emergency preparedness
- Victim assistance information
- General emergency status information
- Other information

Types and Sources of Information

Collected information will likely be obtained from the field response teams and their respective Department Operations Centers (DOC), but can also come from the media footage and reports, phone calls from the public, social media outlets, internet sources, emails, and many others. Just as with information that is collected by the DOCs and reported to the EOC, all information collected from other sources will go through the same process of vetting, rumor control, review, and approval before it is disseminated to the public.

Media Management, Access, and Regulations

Information should not be released to the public unless it has been reviewed and approved by the EOC Manager. All information provided to the media must be timely and accurate. All of the PIO's interactions with media will be coordinated with the knowledge of the EOC Manager. A log of all information provided to the public will be kept by the PIO throughout emergency operations in order to track the date, time, and type of information that was provided.

Messaging Templates and Guides

Certain emergency public information announcements can be pre-scripted to support a faster release of information, and provide focus for the type of information most useful to the public. Attachment 1 to this section includes a sample emergency broadcast message template. And Attachment 2 to this section includes a number of hazard specific emergency broadcast sample messages

City Manager

- Work with the EOC Coordinator and PIO to determine what information should be included in the EPI.
- Review and approve of the proposed EPI before the message is disseminated.

Public Information Officer

- Assist the EOC Coordinator and EOC Manager with the determination of information to include in the EPI.
- Work with the EOC Manager to get approval of the EPI prior to dissemination.
- Disseminate the EPI using the various methods described in Function Description.
- Respond to media inquiries and calls from the public.
- Provide the public with emergency information and instructions, as indicated and/or as directed by the EOC Manager.
- Monitor external reports and conditions via broadcasts on commercial TV and radio, social media, and advise the EOC Coordinator.
- Provide the news media with event information, as required by the situation, and/or as directed by the EOC Coordinator.
- Coordinate with EOC decision makers the provision of escorts to accompany visitors.
- Coordinate with EOC staff for accommodations and transportation for official visitors.
- Provides for foreign language translation and people with access and functional needs (PAFN), as necessary.

Office of Emergency Management

- Provide emergency management guidance and coordination regarding the development and release of emergency public information.
- Review and approve of the proposed EPI before the message is disseminated if delegated by EOC Manager.
- Coordinate with ADA Coordinator to ensure whole community included in emergency public information dissemination.
- Provide liaison activities with partnering agencies to coordinate incident information.
- Consult with PIO, as needed, to craft information and messages.

Fire Department

- Provide updated field response information to the EOC to assist with the development of emergency public information messages.
- Provide PIO support to JIC.

Police Department

- Provide updated field response information to the EOC to assist with the development of emergency public information messages.
- Provide PIO support to JIC.

Department of Public Works

- Provide updated field response information to the EOC to assist with the development of emergency public information messages.
- Provide PIO support to JIC.

Department of Utilities

- Provide updated field response information to the EOC to assist with the development of emergency public information messages.
- Provide PIO support to JIC.

Department of Information Technology

- Work with the PIO in the dissemination of emergency public information.
- Assist in the dissemination of the emergency public information, troubleshooting any technical difficulties that may result in attempting to disseminate the message.

Human Resources, ADA Coordinator

- Work with the PIO to ensure emergency public information is appropriate for people with access and functional needs.
- Coordinate with organizations serving the needs of people with disabilities and access or functional needs to broaden the outreach capacity and effectiveness.

Function G: Evacuation and Public Protection

Primary Department

Sacramento Police Department

Support Departments and Entities

- Office of Emergency Management
- City Manager’s Office
- Human Resources Department (ADA Coordinator)
- Public Works, Transportation
- Utilities Department
- Youth, Parks, & Community Enrichment
- Fire Department
- Regional Transit
- California State Transportation Department (Caltrans)
- California Highway Patrol

Responsible EOC Sections

- Operations Section, Law Enforcement Branch, Evacuation Movement Unit
- Operations Section, Care and Shelter Branch, and Animal Care Unit
- Logistics Section, Fleet and Transportation Branch
- Command Staff, Public Information Officer
- Command Staff, ADA Coordinator

Emergency Function Corollary

- Federal ESF: NA
- California EF: Evacuation

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The evacuation and public protection function describes the actions that will be taken to coordinate evacuations, shelter-in-place, and movement to shelters. This function includes establishment of modes of transportation, assignment of appropriate evacuation routes, identification of evacuation transfer points, and transportation to mass care and shelter locations. This function includes the coordination of efforts between a variety of entities, departments, and external partners. Evacuation actions include considerations for people with access and functional needs.

Activation

The *City of Sacramento Evacuation Plan* is activated with the recognition of an imminent or substantial threat from a flood or other natural disaster. Evacuation procedures assume some time is available to notify persons who may be impacted, develop a site specific evacuation strategy, and mobilize resources to support the persons needing assistance with evacuation. The intent is to evacuate while there is the opportunity to do so, in order to avoid the need to rescue people from hazardous situation.

Population protection or shelter-in-place is activated when there is a natural or human-made threat (e.g., chemical release) that results in the ambient conditions to be, or potentially be hazardous. In these cases, shelter-in-place actions will be required.

Supporting Documents

- City of Sacramento Evacuation Plan (March 2007)
- County of Sacramento Evacuation Plan (July 2008)
- Evacuation Movement Unit, Guidance and Functional Checklists (July 2011)
- Sacramento Transportation Coordination Standard Operating Guide (March 2014)

Parameters and Assumptions

Effective evacuation requires pre-planning on the part of governmental agencies, commercial businesses, non-profit agencies, service providers, and private citizens. These entities must remain aware of the threat and be prepared for their role in evacuations. Businesses, non-profits, and citizens should not assume governmental agencies alone can provide all transportation services, equipment and resources to evacuate an entire area of the city.

- The predominant threat that would initiate an evacuation in the City of Sacramento is a flood due to overtopping or failure of the levee system on the American and Sacramento Rivers and tributaries, or a failure of the Folsom or Oroville dam systems. Street flooding is also a threat. Evacuation planning for floods will support evacuations due to any other threat, such as facility or transportation related hazardous chemical release, or an intentional release of a hazardous material to an area of the city.
- Evacuation will commence with the “imminent and substantial threat” of a flood. Such a threat defines an emergency, and the city will not wait until an actual levee breach or other flood event occurs before initiating an evacuation order and commencing with providing evacuation services. In many cases, waiting to the flood event occurs would be too late for many people to evacuate and force the city into a rescue as opposed to an evacuation response.
- Approximately 80% of the citizens of any one main area (e.g., “the pocket,” downtown, or Natomas area) will have a personal vehicle, or access to a vehicle, and will be able to self-evacuate if given sufficient notification time. These persons will be able to take their pets, important documents, and any key valuables in with them in their cars, so that they can be away from their homes for extended periods.

- Self-evacuating citizens will find care and shelter from traditional commercial services (hotels, restaurants and shops) outside the flood area. Nearby evacuation shelters will be focused on serving those without the means to self-evacuate.
- Self-evacuating citizens will be prepared to assist vulnerable family members, friends and neighbors in case of an evacuation event. These cooperative evacuation support relationships need to be pre-planned by citizens.
- Persons will be able to self-evacuate in personal vehicles when water levels remain below one foot of depth. Once the water levels exceed one foot of depth citizens will not be able to evacuate in personal vehicles due to the lack of clearance. The exception is for vehicles with high clearance (e.g., certain SUVs and trucks).
- Once flood water levels exceed a foot of depth, persons remaining in the flood area are considered to be in a rescue as opposed to an evacuation area. All possible notifications, alerts and warning will be given by the city to support citizens leaving evacuation areas before they become rescue areas.
- Approximately 20% of the population will not be able to self-evacuate without assistance from family members, private or governmental transportation agencies, or from support agencies. These people are essentially the “transportation-disadvantaged” persons, and include the general categories of the poor, elderly, disabled, incarcerated, medically fragile, and all persons who do not have, or have access to, personal transportation or are not physically able to drive to a safe area. While these persons are also encouraged to be personally prepared to evacuate, a greater amount of city and governmental services, as well as support from specialty service provider agencies and citizens groups, will be required to assist this population.
- Transportation-disadvantaged persons will evacuate to the nearest evacuation point that can support them.
- Persons who can self-evacuate will be encouraged to seek care and shelter using their own resources, and may be encouraged to travel out of the City of Sacramento and into Sacramento County to find shelter and services out of the evacuation area. Many will choose to leave the county and will move along the major highways.
- Pre-flood event evacuation of populations based on credible imminent and substantial threats of levee failure is critical to the success of the evacuation. Should the levee actually fail, the city would rely on mutual aid support from the county, state and federal resources to enhance evacuation and rescue operations.

Function Implementation

Field Level and ICP Activities

If a case where there is little time to plan for an evacuation, such a hazardous materials train derailment or earthquake related damages to structures, local law enforcement will utilize initial, default evacuation routes organized by police beat. The general strategy is to move people to safety and out of harm’s way, and designate evacuation transfer points, or other evacuation points, for people to assemble for directions, transportation, and resources.

EOC Activities

The EOC will activate its Evacuation Movement Unit (EMU) so that it can develop an area specific evacuation strategy for potentially impacted areas. The EMU is led by the Sacramento Police Department, and is supported by personnel from the Transportation Division of Public Works Department, a Care and Shelter Branch representative from Youth, Parks, & Community Enrichment Department, a representative from the Sacramento Regional Transit, and a people with access and functional needs (PAFN) representative from the City Manager's Office. A Public Information Officer is invited to the EMU so they have initial idea of the strategy being proposed to the EOC. Details on the EMU procedures are provided in the EMUSOP.

Once the EMU defines a site specific evacuation strategy, the Unit then presents it to the EOC Operations and Planning Chief for approval by the EOC Command Staff before implementation.

Evacuation activities require the attention of the entire EOC, due to the level of coordination with multiple city departments as well as the likelihood of the need to coordinate with the county and the state. The EOC Manager signs off on the evacuation strategy, and the EOC command staff plays a role in supporting the strategy with EOC resources, and maintaining communications with response partners and citizenry. The Public Information Officer will provide direction to the public as to locations of designated evacuation areas and to provide general directions both for those self-evacuating, as well as to those that need information regarding evacuation, transportation and sheltering assistance. The PAFN Coordinator will provide subject matter expertise to all branches of the EOC, providing best practice solutions to support PAFN in the impacted areas.

Operation Section branches will make evacuation implementation a priority, and provide the resources needed to enable vulnerable people to move out of harm's way.

Roles and Responsibilities

Police Department

The Law Enforcement Branch, staffed by the Police Department, is responsible for:

- Providing staff member to lead EMU efforts.
- Coordinating the warning of the general public, including shelter-in-place orders.
- Coordinating the deployment of law enforcement, crowd control, and traffic management resources and personnel throughout the city.
- Coordinating evacuation planning with cooperating agencies.
- Providing security and crowd control at evacuation points.

Fire Department

The Fire Branch, staffed by the Fire Department, is responsible for:

- Assisting with warning and notification activities, including shelter-in-place orders.
- Assisting in coordinating evacuation activities.

Youth, Parks, & Community Enrichment

The Care and Shelter Branch, staffed by Youth, Parks, & Community Enrichment, is responsible for:

- Providing staff member to EMU and provide input to evacuate strategy related to shelter siting.
- Including animal care considerations into evacuation task force development and shelter identification.

Public Works

The Construction and Engineering Branch, staffed by Public Works, is responsible for assisting in needed access and evacuation activities including but not limited to identifying transportation corridors.

The Logistics Section positions, many of which are staffed by Public Works, are responsible for responding to requests for identifying and coordinating evacuation related assets with city and regional partners.

Utilities

The Utilities Branch, staffed by Utilities, is responsible for:

- Assisting in flooding situation decision making and resource coordination.
- Supporting EOC Manager with evacuation decision making.
- Assisting with evacuation planning, providing geographic information system (GIS) and flood inundation maps and their interpretation.
- Mobilizing and deploying utility resources for situation awareness, flood control, and water/sewer damage assessments. Coordinate information between EOC and levee patrol partners from field commands (e.g., ARFC and RD 1000).
- Mitigating flood issues that precipitate the need to evacuation.

Human Resources Department – ADA Coordinator

- Work to ensure evacuation procedures are inclusive for people with disabilities and access or functional needs.
- Coordinate with organizations serving the needs of people with disabilities and access or functional needs to broaden the outreach capacity and effectiveness.
- Provide subject matter guidance to Evacuation Movement Unit in development of incident evacuation planning pertaining to serving the needs of those with disabilities or other access and functional limitations.

Other Supporting Entities**Sacramento Regional Transit**

Sacramento Regional Transit (RT) will support evacuation efforts through the following actions:

- Provide a staff member to the EMU in developing the ideal incident specific evacuation strategy.
- Support task force coordination in the evacuation zone, especially given their reliance on RT transportation, facility and communications assets that would be needed.

California State Department of Transportation

The California State Department of Transportation will support evacuation efforts through the following actions:

- Support state highway evacuation route recovery priorities.
- Make repairs and establish detours to restore highway transportation on selected routes.
- Assist local agencies, as required.
- Assist the California Highway Patrol with traffic regulation.

California State Highway Patrol

California State Highway Patrol will support evacuation efforts through:

- Planning the use of state highway evacuation routes.
- Coordination will occur through the use of SEMS and field based ICS.

Function H: Mass Care, Emergency Assistance, Housing, and Human Services

Responsible Departments

Youth, Parks, & Community Enrichment

Supporting Department/Entity

Community Development

Convention & Cultural Services

City Mangers Office, PAFN Coordinator

Responsible EOC Section

Operations Section, Care and Shelter Branch

Emergency Function Corollary

FEMA ESF#6: Mass Care, Emergency Assistance, Housing and Human Services

California EF: Care and Shelter

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The mass care, emergency assistance, housing, and human services function (mass care function) identifies the actions taken to open and staff shelters and staging areas for evacuees, or those affected by an incident. This function will address the immediate needs of people and pets, and addresses all necessary access and functional needs considerations.

Activation

The mass care function is activated during circumstances that require the evacuation of community members from their homes, or the care of individuals that are affected by an incident and are in need of additional assistance. This function is typically activated in coordination with the evacuation function, and is activated by the determination of the emergency manager and city executives.

Supporting Documents

- City of Sacramento, Department of Youth, Parks, & Community Enrichment Care and Shelter Coordination Plan (2005)
- City of Sacramento, People with Access and Functional Needs Annex (2015, in development)
- Sacramento County Mass Care and Shelter Annex, December (2009) Includes supporting sections: Medical Fragile Sheltering; Animal Sheltering; and People with Disabilities and Elderly Sheltering
- Sacramento County Access and Functional Needs Annex

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the mass care and shelter function:

- Youth, Parks, & Community Enrichment personnel will be available to assist with the activation and implementation of mass care functions and services.
- Additional city department personnel may be requested to assist with supporting the activation and implementation of the mass care function.
- Mass care services will be provided without regard to race, color, national origin, religion, nationality, sex, age, disability, limited English proficiency, or economic status.
- People being requested to evacuate their homes will likely depend on the city to provide immediate life sustaining needs (shelter, restrooms, food, etc.).
- A portion of the people that are requested to evacuate will utilize friends and family members to provide shelter and housing until they are able to return to their homes.
- Considerations for mass care include the needs of people with access and functional needs (PAFN). This includes people with disabilities, living in institutional settings, that are elderly, from diverse cultures, with limited English proficiency, who are children, that are transportation disadvantaged, or have animals.
- In the event that the incident exceeds the capacity and capabilities of the city, efforts will be coordinated with Sacramento Operational Area and other local jurisdictions, as necessary.
- Pre-approved Youth, Parks, & Community Enrichment shelter facilities will be the primary shelter locations, chosen depending on their availability and placement in relation to evacuation routes.
- Ad-hoc shelter sites will not be used unless an appropriate safety and Americans with Disabilities (ADA) evaluation can be completed prior to utilization.
- Mass care functions will be supported by the local American Red Cross for logistical, feeding, and other resource needs; Salvation Army and other support entities will provide food and other resource support.
- School facilities may be utilized for short periods of time if agreements have been or can be established during an incident. School sites are not the first priority, since on-going sheltering operation may disrupt a return to of children to school post emergency.
- Mass care services will be coordinated with City Animal Care Services. Animals will be co-locating with owners if possible. Animal shelters may also be used.
- In the event that mass care functions extend for a long duration, responsibility for the care and shelter service management will be transferred to the Recovery Team for planning and implementation processes.

Function Components

Mass Care and Sheltering

Mass care functions includes providing shelter, feeding operations, and emergency items such as toiletries and medications. Activation of mass care operations will be led by Youth, Parks, & Community Enrichment representatives who are responsible for contacting necessary departments, organizations, and outside entities. The American Red Cross will be utilized to

support the acquisition of logistical needs (cots, bedding, etc.) as well as additional volunteers to staff the shelter. Youth, Parks, & Community Enrichment will coordinate with the American Red Cross in shelter management. The Salvation Army will be utilized for providing additional feeding services to support city operations. The city has access to fifteen (15) total community centers, two to four (2-4) that are located outside of the flood plain and could be utilized for three to seven (3-7) days.

Animal Care

Animal care considerations will be provided by City Animal Services. Animal Services has a maximum capacity of handling 400-500 pets (with the shelter on average providing for 300 animals daily). Animal Services will coordinate shelter efforts with the local Society for the Prevention of Cruelty to Animals (SPCA) and Sacramento County for additional kennel space. Other support organizations such as the American Society for the Prevention of Cruelty to Animals (ASPCA), the Humane Society of the United States (HSUS), and other community based animal service organizations are also available to assist the city in the management of emergency shelter and animal care. Animal Services also has a veterinarian on staff to provide and oversee necessary and emergency medical care to affected animals.

Emergency Assistance

Emergency assistance includes providing for needs that are outside of the traditional mass care services, such as family reunification, aid to PAFN persons, coordination of donated goods, coordination of volunteer agency assistance, and services for pets. The American Red Cross will provide a disaster welfare inquiry (DWI), responding to immediate family members inquiries about individuals and family members that are located within the incident area. Considerations and actions taken to address the needs of the PAFN population is the responsibility of both Youth, Parks, & Community Enrichment and Community Development, with the assistance of other city departments as determined necessary. Coordination of donated goods and the management of volunteers is overseen by Youth, Parks, & Community Enrichment staff that are assigned to mass care operations. City Animal Services is responsible for providing emergency assistance to pets that are affected by an incident in the city. Animal Services will work with Youth, Parks, & Community Enrichment to determine the logistical needs of animals, and the ability to provide joint human and animal mass care services in one location, or the need to manage separate locations.

Housing

Housing functions include the provision of temporary housing, in the event that the impacts of the incident exceed the capacity of mass care and shelter operations continue to provide life-sustaining needs of evacuees. Short term and long term housing considerations will be addressed in the case of extended response and long term recovery operations; most housing efforts will be covered in the process of recovery planning. The Care and Shelter Branch of the EOC will work with local jurisdictions, the state, and federal support entities as needed to meet the housing needs of evacuees and those impacted by the incident.

Human Services

Human services functions include the implementation and management of disaster assistance programs to assist persons that have been affected by an incident. Human services addresses the non-housing losses such as personal property. Human services also addresses the need of providing disaster loans, food stamps, crisis counseling, disaster unemployment, and other support services. Youth, Parks, & Community Enrichment is responsible for the initial implementation of human service assistance, working in coordination with city ADA Coordinator, and the county Department of Human Assistance (DHA). Convention and Cultural Services will initiate a local assistance center to help facilitate the provision of human services activities previously described by agencies outside the City organization. City personnel will coordinate with the operational area, state and federal representatives as necessary to ensure that persons affected by incidents within the city have access to available disaster support programs. More information regarding continued human services following an incident will be included in the recovery planning process.

Roles and Responsibilities

Youth, Parks, & Community Enrichment

- Open approved city facilities for use as an emergency shelter(s), as directed by the City Manager, and the EOC Director, if activated.
- Provide staff members to conduct shelter operations.
- Coordinate with American Red Cross and other providers for assistance in shelter operations within City.
- Initiate and coordinate human services assistance for disaster victims.
- Support the needs of PAFN population impacted by the emergency incident.
- Provide staff member to the EOC to lead the Care and Shelter Branch.

Community Development

- Provide animal care staff, resources and subject matter expertise to emergency shelter operations that include pet sheltering.
- Support the activation and/or development of co-located animal shelter operations near emergency shelters.

Conventional and Cultural Services (CCS)

- Provide staff members to assist with shelter logistics when CCS facilities are being used for emergency shelter operations.
- Establish local assistance centers when needed.
- Make Convention and Culture Services facilities available when appropriate.

Human Resources, ADA Coordinator

- Provide subject matter expertise to the EOC and recovery group regarding the needs of PAFN population impacted by the emergency incident.
- Coordinate with organizations serving the needs of people with disabilities and access or functional needs to broaden the outreach capacity and effectiveness.

- Work to ensure mass care and shelter procedures are inclusive for people with disabilities and access or functional needs.

Function I: Public Health

Responsible Departments

County Public Health Department

Supporting Department/Entity

Fire, Utilities, Human Resources
Animal Services (Youth, Parks, &
Community Enrichment)

Responsible EOC Section

Operations Section, Fire Branch

Emergency Function Corollary

FEMA ESF#8: Public Health & Medical Services

California EF: Public Health & Medical

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The public health function identifies the protective actions that will be taken in the event of a public health threat in the city, such as a pandemic or contagious disease outbreak. Protective actions may include isolation, restriction of access, or other actions determined necessary by the Sacramento County Health Department (ref: *FEMA CPG 101*).

Supporting Documents

- Sacramento County Health and Human Services, Public Health Department websites and guidance documents.

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the public health function:

- Public health response efforts at the city level are very limited. Response efforts will rely heavily on coordination and support effort of Sacramento County Public Health.
- Sacramento County Public Health is the lead agency countywide for public health incidents.
- In the event of a known public health incident, County Public Health will be contacted immediately via phone (in a public health incident, it is assumed that phones will be operable).
- In the event that a public health incident involves zoonotic diseases (disease that are transferable from animals to humans), Animal Services and County Agriculture Commission and Weights & Measures will coordinate efforts with human health personnel.

- Public health incidents will likely require the isolation of infected persons, involving coordination efforts of both city and county departments.
- Personnel responding to public health incidents will only be able to respond if they have completed all of the necessary training to handle such an event.
- The City Safety Officer will serve as a point of contact for all developing public health concerns, and as a liaison between the city, county, and other public health entities as determined appropriate.
- Utilities will provide monitoring and response efforts to contaminated water that may cause public health concerns.

Activation

The public health function is activated during an incident that threatens the health of the Sacramento community. Public health incidents can include the introduction of the disease into the human population with or without harmful intent. Initiation of public health actions will take place upon the determination of the City Emergency Manager and city executives, in coordination with Sacramento County public health personnel.

Function Components

The city will work with first responders in the initial evaluation of any incidents that affect the health and well-being of the Sacramento community. First responders such as emergency medical services (EMS) personnel are likely to be the first to treat those affected by a public health incident. Unless the situation impacting people is already understood (e.g., an intentional attack, related to pandemic outbreak, etc.) EMS responders may not be aware of the larger, public health and pandemic risks associated with the patients they are treating. Health care professionals in the local hospitals will be the second line of defense, and may be able to detect trends due to the large numbers of patients that are affected by the same threat.

In the event health professionals recognize the potential for larger public health concerns, or are aware of a pandemic event, it is the responsibility of health care providers to contact the Sacramento County Health Department. The city will provide support to the Sacramento County Health Department through the activation of the City EOC to provide emergency management support, and will provide administrative and management support as necessary and available. The city does not have the capacity to lead public health response efforts, and will only serve in a supporting role to the county.

Roles and Responsibilities

Fire Department

The Fire Department is responsible for providing EMS personnel to respond to life-threatening emergencies, including transportation to a health care facility. Fire EMS personnel may provide service to those affected by a public health incident, and should remain aware of the potential threats of public health incidents. EMS personnel are responsible for reporting any public health

concerns to the Sacramento Regional Fire Emergency Communications Center (SRFECC). The SRFECC is responsible for coordinating any information and response efforts with the Sacramento County Health Department.

Utilities

Utilities is responsible for serving in a support role to public health operations. The department is responsible for monitoring water contamination levels, and providing notification and information if the water at any point becomes unusable. In the event of water contamination, Utilities serves as a liaison between the city and the Sacramento County Health Department. Utilities will coordinate with Public Safety, City Safety Officer to make determinations on contaminated water.

Human Resources

The City Safety Officer, a representative of Risk Management within Human Resources, serves as a point of contact for public health concerns for the city. As part of Risk Management, the City Safety Officer will oversee safety considerations for members of the Sacramento community. The City Safety Officer will serve as the liaison between city and county public health efforts, as well as external public health entities.

Animal Services (Youth, Parks, & Community Enrichment)

Animal Services will provide a support role to public health efforts if the incident involves the transmission of zoonotic diseases from domestic animals to humans, affecting the health and well-being of the Sacramento community.

Function J: Resource Management

Responsible Departments

Public Works

Supporting Department/Entity

Office of Emergency Management

Fire Department

Police Department

Human Resources

Finance

Information Technology

Responsible EOC Sections

Logistics Section, Procurement Branch

Emergency Function Corollary

FEMA ESF#7: Resource Support

California EF: Resources

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The resource management function describes the system that will be utilized for identifying available resources within the city to enable timely, efficient, and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under the National Incident Management System (NIMS) includes mutual aid and assistance agreements, the use of special federal, state, territorial, tribal, and local teams, and resource mobilization protocols. This function specifically includes the management of personnel for emergency management operations, and addresses necessary coordination efforts with local jurisdictions to secure necessary support and resources (ref: *FEMA CPG 101*).

Supporting Documents

- California Emergency Managers Mutual Aid Plan
- California Emergency Managers Mutual Aid Guidance, companion document to plan
- California Civil Defense Master Mutual Aid Agreement (MMAA)

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the resource management function:

- In the event that emergency resources are needed, city resources will be utilized prior to activating any existing or new mutual aid agreements.
- The city falls under the California State Mutual Aid Agreement and the Standardized Emergency Management System (SEMS). In the event that city resources are overwhelmed, the city will coordinate with the county, state, and federal jurisdictions, as necessary, to secure additional resources.
- Public Works will provide personnel to manage resource needs and requests during an emergency activation.
- The need for additional personnel to assist in the management of emergency operations will be overseen by the department of human resources.
- The resources and response capacity of the city will become quickly overwhelmed in a large scale incident.
- If additional mutual aid agreements are needed to obtain necessary supplies and support, Public Works will lead the effort in developing and securing emergency agreements.
- The city will take advantage of pre-existing contracts with trusted local vendors as the first source for needed resources.

Activation

The resource management function is activated under circumstances that require the emergent and immediate need to mobilize current supplies, or obtain additional supplies and resources that exceed the current capacity of the city. The activation of the resource management function will support city emergency management operations and the implementation of established mutual aid agreements for additional resources. This function may also be activated in the event that specialized teams, outside of city resources, are needed for response operations.

Function Components

Resource management is conducted via the Logistics Section at the Emergency Operations Center (EOC). The Logistics Section will support the resource requests that are being coordinated in the EOC by identifying available resources within the city. If the city cannot meet its own resource requirements during an emergency event, it can make a request to the Operational Area EOC, or through existing mutual aid agreements or pre-event contracts with vendors for supplies and staff.

Various departments within the city have standing mutual aid and pre-event contracts in place, and will be able to respond to their own needs for expanded resources via current relationships.

Roles and Responsibilities

Public Works

- Overseeing and managing the efforts of the resource management function.
- Identifying existing mutual aid agreements.
- Work with the Operations Section in the EOC to determine the needs of response and management operations, and if necessary, determine what additional agreements (e.g., service agreements and contracts) need to be established.
- In working with the Operations Section, Public Works will also determine the need for specialized teams to support response operations, and work with team representatives to provide the appropriate response.

Public Safety Departments

Public safety departments such as the Fire and Police Departments, already have a robust system for mutual aid support, as they deal with maximizing their staff utilization on a regular basis. In addition, Utilities has agreements in place for water and waste water in the event of an emergency and system outage event. These departments may request for the acquisition and mobilization of resources if necessary, but will likely work within their respective mutual aid systems before requesting assistance from the City EOC.

Human Resources

Human Resources is responsible for the location and assignment of city personnel that are able and available to assist with emergency management operations. Support activities may include shelter staffing, evacuation operations, volunteer registration, donations management, and other areas as determined appropriate.

Information Technology

Information Technology (IT) supports all EOC operations, and will assist in any technical requirements for the location, determination, or acquisition of additional resources. IT is responsible for providing representatives in the City EOC to assist with emergency management operations, and provide access to technical resources as requested by members of the various EOC sections. The majority of the IT resource management support will be in the EOC, rather than in the field.

Finance

Finance is responsible for staffing the Procurement Unit within the EOC when activated. Finance is responsible for monitoring and providing subject matter guidance regarding procurement and expenditures to ensure compliance with local, state and federal requirements.

Function K: Critical Infrastructure Restoration

Responsible Departments

Public Works

Supporting Department/Entity

Community Development

Utilities

Information Technology

Responsible EOC Sections

Operations Section, Construction and Engineering Branch

Emergency Function Corollary

FEMA ESF#3: Public Works and Engineering

California EF: Construction & Engineering

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The critical infrastructure restoration function identifies the actions taken to assess the status of all critical infrastructure following an incident, and determining the necessary steps needed to restore life sustaining- and emergency management-based infrastructure. This function includes the evaluation of buildings, roadways, utilities, facilities, levees, and information technology systems within the city. The protection of critical infrastructure and key resources (CIKR) is vital to local jurisdictions, national security, public health and safety, and economic vitality. It includes actions or measures taken to cover or shield assets from exposure, injury, or destruction (ref: *FEMA CPG 101*).

Supporting Documents

- National Infrastructure Protection Plan (NIPP), 2013, Partnering for Critical Infrastructure Security and Resilience. Department of Homeland Security
- Presidential Policy Directive-21, Feb. 2013 - Critical Infrastructure Security and Resilience
- NIPP Supplement, 2013 - Executing a Critical Infrastructure Risk Management Approach
- NIPP Supplement, 2013 - Incorporating Resilience into Critical Infrastructure Projects

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the critical infrastructure restoration function:

- Incidents occurring in the city will likely result in significant damage to critical infrastructure.
- Damage to critical infrastructure may cause disruption to life-sustaining services and/or emergency response operations.
- Restoration of critical infrastructure will be prioritized with city emergency management operations in the City EOC, if activated.
- Assessment of critical infrastructures will be completed by the respective departments.
- Coordination of assessment information will be coordinated through the respective department operations centers (DOC), and then communicated to the City EOC, if activated.
- Critical infrastructure operations are essential to city operations.

Activation

The critical infrastructure restoration function is activated under any circumstances which cause significant damage to critical infrastructure in the city, including buildings, city services, and information technology infrastructure. Activation of the critical infrastructure function will follow the activation of the City EOC to manage city emergency management operations.

Function Components

All departments are responsible for the assessment and evaluation of their own infrastructure systems, and will coordinate information collection and analysis from the field to their respective DOC, if they are activated. Information will then be communicated from the DOCs to the City EOC (if activated) in order to be collected, processed, and analyzed to determine the restoration priorities for the city as a whole. Each department field team may operate following their own procedures and guidelines. Critical infrastructure restoration during emergency operations will focus on providing necessary and life-sustaining services. Long term restoration of infrastructure systems will be included in the city's recovery planning process.

Responsibilities

Public Works

- Assess and evaluate parking, transportation, maintenance, engineering, and marina services provided by the city.
- Determine what infrastructure is deemed critical to operations, what damage has been done to those areas, and what actions to take in order to begin the restoration process.
- Coordinate efforts with the utilization of field teams that report back to their DOC.
- Provide recycling and solid waste services.
- Oversee the management of city facilities and their restoration.
- Provide representatives to address any infrastructure issues related to solid waste.

- Work with field teams to assess the current situation and determine restoration needs.
- Manage department flood/drainage gates and provide assistance for other gate management operations if necessary.
- Monitor the weather and predicted water levels that may affect identified city critical infrastructure.

Community Development

- Oversee and manage code enforcement, building, and planning services for the city.
- Assist with the restoration process in evaluating damaged infrastructure, and providing necessary permits to begin restoration actions.
- Provide field representatives to do on site assessments.

Utilities

- Manage water services in the city.
- Provide field staff to evaluate the situation, and determine the course of action for restoration.
- Coordinate all operations through the DOC.
- Liaise with Sacramento Municipal Utility District (SMUD) to maintain situational awareness of any energy outages. Coordinate information with the DOC and EOC, and support strategic planning for dealing with potential problems.
- Monitor the health of the city's flood management and monitoring system in addition to providing patrols throughout the city.

Information Technology

- Provide a variety of services to the city, including supporting the City EOC.
- Provide a representative in the EOC to manage necessary technology issues and requests.
- Monitor and report status of IT infrastructure and systems to EOC when activated.

Annex L: Damage Assessment

Responsible Department

Public Works
Utilities, Fire Department
Police Department
Community Development

Supporting Departments/Entities

All Departments

Responsible EOC Sections

Operations Section
Construction and Engineering Branch
Damage Assessment Unit

Emergency Function Corollary

Federal ESF: #3 Public Works and Engineering
California EF: Construction and Engineering

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The damage assessment function identifies the process for conducting and coordinating the damage assessment of public and private properties within the city. This function also describes the process used for the collection and dissemination of damage and disaster assessment information for emergency management and decision making purposes.

Activation

Damage assessment occurs in four distinct phases, each having a distinct purposes.

- 1. Windshield Surveys** are conducted to locate and identify casualties and hazards, and to aid the direction of response efforts. These are completed within 12 hours post disaster.
- 2. Safety Assessments** are conducted to evaluate the extent of any life-threatening situations and of the level of damage. These are completed within the first 24 hours post disaster.
- 3. Detailed Damage Assessments** are conducted to identify and document damage and initial cost estimates. These assessments are conducted to inspect structures, bridges, tunnels, water lines, fire alarm systems, sewer lines, street lights, roadways, fiber optics, and other infrastructure. The assessment is also used to prepare plans for emergency repairs, bracing, and shoring. These are completed from 24 hours to 1 week following the disaster.

- 4. Engineering Assessments** are a quantitative engineering evaluation of damage. This assessment is used to prepare plans for permanent repairs and to prepare engineering cost estimates. These are completed from 1 week to 2 months following the disaster.

Supporting Documents

- ACT-20 Rapid Evaluation Safety Assessment Form (see Forms Section)
- ACT-20 Detailed Evaluation Safety Assessment Form (see Forms Section)
- Damage Assessment Standard Operating Procedure

Parameters and Assumptions

- Fire Department takes the lead in windshield surveys of public and private property, with each fire station having pre-determined, assigned areas to survey throughout the city.
- Each city department will conduct its own survey and safety assessment of its facilities, reporting findings through department management and to the EOC, if activated.
- Damage assessments will be required after a variety of incident situations, including earthquakes, explosions, floods, and other events that impact infrastructure.

Function Components

Following a major disaster, damage inspections and assessments are conducted to determine the presence and magnitude of damages to public and private facilities. The inspection and assessment process will be performed in accordance with the Applied Technology Council (ATC-20-2) Procedures for *Post-Earthquake Safety Evaluation of Buildings*. The process includes the following components.

Windshield Surveys. Following any disaster that impacts city infrastructure (e.g., earthquake, explosion, etc.), on-duty fire, police, and public works field units perform windshield surveys. The survey is done quickly, without exiting the vehicle, and includes a brief, observation of the structure or area for obvious damages. The survey teams will make notes using windshield survey forms, and can take photos as needed to rapidly communicate visual details.

Safety Assessment. As soon as possible following the emergency event, a rapid safety assessment is conducted on occupied buildings and pre-designated essential facilities (e.g., occupied structures, access roads, bridges, utilities, etc.). The assessment involves an immediate visual inspection by Safety Assessment Teams (SATs) assigned by the EOC. SAT staff identify unsafe structures/areas and obvious hazards. Unsafe structures are evacuated immediately, hazardous conditions are secured, and occupied buildings are posted as unsafe, restricted use or inspected, as indicated. The SATs will use the *ATC-20-2 Rapid Evaluation Safety Assessment Form* to note their findings.

Detailed Inspection. Based on findings from the SATs, detailed inspections are performed on damaged facilities by personnel assigned by trained damage assessment staff. This inspection includes a more thorough examination to document damages, identify repair, bracing, and shoring requirements, evaluate the initial posting of occupied structures, and identify facilities that require

an engineering assessment. The condition of occupied structures may be upgraded or downgraded, based on the results of this inspection. The damage assessment staff will use the *ATC-20-2 Detailed Evaluation Safety Assessment Form* to note findings.

Engineering Assessment. Licensed engineers conduct detailed assessments on damaged structures and facilities to prepare plans for repairs, reconstruction and engineering cost estimates. Depending on the type of facility and the nature of the damage, civil, structural, mechanical, and other specialty engineering services may be contracted.

A damage assessment chronology summary is provided in the following chart.

Damage Assessment Chronology Summary		
Time Frame	Purpose	Method/Teams
Windshield Survey		
0-12 hours post-event	Locate and identify casualties and hazards to aid the direction of response efforts.	1. Windshield survey form 2. Police, fire and public works field units
Safety Assessment		
0-24 hours post-event	Identify life safety problems, obvious structural or utility damage. Includes assessment of roads, bridges, tunnels, and access areas. Buildings are posted "Unsafe" (Red), "Restricted Use" (Yellow), or "Inspected" (green). The assessment is also used to identify requirements for barricades.	1. ATC-20-2 Rapid Evaluation Safety Assessment Form 2. Safety Assessment Teams assigned by the EOC
Detailed Damage Assessment		
24 hours to 1 week post-event	Identify and document damage and initial cost estimates. Inspect structures, bridges, tunnels, water lines, fire alarm systems, sewer lines, street lights, and roadways. The assessment is also used to prepare plans for emergency repairs, bracing and shoring.	1. ATC-20-2 Detailed Evaluation Safety Assessment Form; ATC-20-2. 2. Safety Assessment Teams assigned by the EOC Damage Assessment Unit.
Engineering Assessment		
1 week to 2 months	A quantitative engineering evaluation of damage. This assessment is used to prepare plans for permanent repairs and to prepare engineering cost estimates.	1. Engineers and architects 2. Consulting structural, mechanical, and geotechnical engineers

Roles and Responsibilities

Community Development

- Lead the Damage Assessment Unit in the Construction and Engineering Branch of EOC.
- Provide building inspectors to conduct damage assessment and engineering assessments of public facilities.
- Develop preliminary damage assessment (PDA) forms, as component of FEMA reimbursement procedures post-disaster
- Support private sector building inspections with information and procedural guidance.

Fire

- Conduct windshield surveys of their assigned neighborhoods, being able to thus canvas the entire city post-disaster

Public Works

- Damage assessment for city infrastructure, including roads, bridges, transportation corridors, marina, etc.
- Support the EOC Damage Assessment Unit as lead by the Construction and Engineering Branch.
- Conduct safety assessments of city real property and facilities.
- Alert city occupants to safety issues

Utilities

- Lead surveys on their own facilities, and request support rapidly to ensure essential services remain in place for city.
- Survey up to 3,500 miles of pipelines, as well as pumping facilities, and other support equipment and facilities.
- May also use preparedness, response, and recovery forms as requested by, or required by regulators (e.g. USEPA *Rip and Run* forms).
(<http://water.epa.gov/infrastructure/watersecurity/emergency/index.cfm#pp29>)

Youth, Parks, & Community Enrichment

- Coordinate with Community Development and conduct assessments of Youth, Parks, & Community Enrichment facilities with priority given to those facilities that might be needed for mass care and shelter operations.

Convention and Cultural Services

- Coordinate with Community Development and conduct assessments of Convention and Cultural Services facilities with priority given to those facilities that might be needed for mass care and shelter operations.

Function M: Firefighting and Emergency Medical Services

Responsible Departments

Fire Department

Supporting Department/Entity

Police Department

Private Emergency Medical Services

Community Emergency Response Team

California Office of Emergency Services

Responsible EOC Sections

Operations Section, Fire Branch

Emergency Function Corollary

FEMA ESF#4/#8: Firefighting

FEMA ESF #8: Public Health & Medical Services

California EF: Firefighting

California EF: Public Health & Medical

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The firefighting function identifies the actions taken by the City Fire Department to fight urban, rural, and wildland fires in the efforts of protecting the community. This function also includes the emergency medical services (EMS) response in the city, outlining emergency medical care that will be coordinated during emergency response efforts (ref: *FEMA CPG 101*).

Supporting Documents

- California Fire Service and Rescue Mutual Aid Plan
- Cooperative Fire Protection Agreements
- California Fire Assistance Agreement
- Sacramento Fire Department standard operating procedures/guidelines (SOP/G)

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the firefighting and EMS function:

- The Fire Department will serve as the lead entity for all fire response operations.

- The Fire Department will receive support and resources from other local and regional fire departments as requested and determined necessary.
- Local first responders and emergency management personnel will not assist in the firefighting response effort unless they are trained and fully qualified to do so.
- The Fire Department will provide EMS and paramedic services.
- All fire response, resource, and communications efforts will be coordinated out of the Sacramento Regional Fire Emergency Communications Center (SRFECC), located in Rancho Cordova.
- The Fire Department will notify the City Office of Emergency Management if their response warrants the activation of other city departments, and possibly the City Emergency Operations Center (EOC).
- All communications will take place on 800 MHz radio, forming interoperable communications with other responders such as the Sheriff and Police Department.
- A representative of the Fire Department will fill the role of Incident Command (IC) on scene for fire specific responses.
- Community Emergency Response Teams (CERT) are under the direction of the Fire Department, and can be activated to assist in neighborhood emergency response operations.
- During an emergency incident, a large number of calls will be made to 911 regarding life threatening and non-life-threatening concerns.
- EMS for life-threatening issues is coordinated, managed, and dispatched by the Fire Department.
- Private EMS companies will also provide ambulance services for non-life-threatening issues.
- Depending on the scale of the incident, local EMS providers may become quickly overwhelmed and may request the assistance of other local jurisdictions.
- EMS personnel can provide a variety of levels of service, including both Basic Life Support (BLS) and Advanced Life Support (ALS).
- The Fire Department will manage their EMS operations from the Sacramento Regional Fire Emergency Communications Center (SRFECC).
- The Fire Department will provide a representative to coordinate and communicate fire and EMS operations with the City EOC, if activated.

Activation

The firefighting and emergency medical services function is activated under any circumstances that deem the response of the Fire Department. Activation typically results from a call to 911 dispatch regarding a fire or EMS incident resulting in the activation of a firefighter response. The firefighting function can also be activated in support of emergency management and response operations at the request of other first responders, city emergency management personnel, or for mutual aid to the county or other fire districts. EMS services may also be activated by calls that are made to their respective, private dispatch centers.

Function Components

The Fire Department will be dispatched for immediate fire response and management efforts. This call may be made by a member of the community, or by another first responder or city emergency management personnel. Fire Department operations include fire suppression operations, hazardous materials incident response, urban and swift water search and rescue, heavy rescue, and radiological incident response. The Fire Department will manage their own response actions through the SRFECC, and will coordinate efforts and share field response information with the City EOC when the situation is large enough that the EOC is activated. All fire response efforts will follow the established guidelines and procedures of the Sacramento Fire Department standard operating procedures/guidelines; all response efforts will provide for the safety of community members and other first responders on scene.

The firefighting function also include EMS response:

Fire Department and EMS

Life-threatening EMS service for the city is managed and provided by the Fire Department. All operations are dispatched and coordinated through the SRFECC. All 911 calls from the Sacramento community are the responsibility of the Fire Department. Both BLS and ALS services are provided by fire EMS with most of the focus on ALS services to meet the needs of life-threatening situations. The Fire Department EMS will provide inter-jurisdictional support to private entity EMS providers in the event that they are overwhelmed.

Private EMS Providers

Private EMS entities provide mostly non-emergency, medical aid, intra-facility transport (transportation from health care facility to health care facility). A large number of the private EMS providers can only provide BLS level of service. Each private EMS entity has their own dispatch system, and they are called directly for any requested services. Private EMS entities will provide emergency support to incident operations if requested.

EMS and the City EOC

In the event of an incident that requires the activation of the City EOC, the Fire Department is responsible for providing the lead on all EMS services. If private EMS entities are requested to assist with response operations, the respective private dispatch centers will communicate and coordinate all operations with the SRFECC. These coordinated efforts will then be communicated to the City EOC to provide information regarding response operations, request additional resources and support, and assist in the overall coordination of the incident. The EOC may relay requests for assistance to the Fire Department or private EMS dispatch centers through the EOC's established communications channels. EMS coordination is the responsibility of the Fire Branch within the Operations Section.

Levels of EMS***Basic Life Support (BLS)***

BLS is typically the transportation of patients that do not require cardiac monitoring or extra support. This can include the transfer of stable patients from one health care facility to another, transfer of fracture patients, or psychiatric patients. BSL ambulances typically are staffed by Emergency Medical Technicians – Basics (EMT-B) and or Emergency Medical Technician – Intermediates (EMT-I). BLS ambulances cannot provide higher levels of care that involved cardiac monitoring and the administration of intravenous medications.

Advanced Life Support (ALS)

ALS is a higher level of patient care that can only be provided by a licensed Emergency Medical Technician – Paramedic (EMT-P). Paramedics are able to perform treatments to support a patient's circulation and airway, such as cardiac monitoring, intubation, and administration of intravenous fluids. These, and other procedures, are treatments that cannot be provided by an EMT-B or EMT-I.

Roles and Responsibilities**Fire Department**

- Mobilize and deploy fire resources and coordinate fire suppression and related rescue operations.
- Lead EMS response in the city.
- Perform and coordinate search and rescue operations.
- Coordinate and initiate fire safety measures appropriate to the mitigation of fire hazards.
- Perform containment activities necessary to confine hazardous material(s) to the immediate area and prevent further contamination, if these actions can be performed safely within the capabilities of first responders.
- Provide field treatment, field decontamination, and transport for patients (for those agencies which provide emergency medical/transport services).
- Assist in alerting and warning the general public, as available.
- Assist law enforcement agencies with traffic and perimeter control activities, as needed, as available.
- Assist law enforcement agencies with search and rescue efforts, as needed, as available.
- Coordinate heavy rescue operations with other agencies.
- Establish and maintain communications with the Operational Area Fire and Rescue Coordinator.
- Report damage and other vital information, including road closures, bridge failures, collapsed buildings, and casualty estimates to the City and County of Sacramento EOC.
- Provide staff to the City/County EOC.
- When requested by an Incident Commander respond with ground transport ambulance to incidents having casualties and/or fatalities.

- Provide field medical triage, treatment and transport, as indicated.

Private EMS Providers

- Provide EMS services to assist in the emergency response efforts as requested by the Fire Department.
- Provide representatives to the City EOC to assist in coordination of response efforts, if requested.
- Coordinate response operations between private dispatch and the SRFEC.

Community Emergency Response Teams

CERT is composed of community members that are trained in basic emergency preparedness and response operations to assist with the safety of members within their community. The CERT program is operated under the guidance of the Citizen Corps program and the Fire Department. This volunteer based program allows community members to receive training to assist during an emergency that occurs at home, at their workplace, in their neighborhood, or wherever the need may arise. During emergency response operations, CERT members will be activated through their internal communication networks, under the direction of the Fire Department. Emergency preparedness and response training is provided by the Fire Department. A member of the CERT teams may provide a representative for the City EOC to assist in the coordination of efforts.

Function N: Logistics Management and Resource Support

Responsible Departments

Public Works

Supporting Department/Entity

Human Resources

Information Technology

Finance

Responsible EOC Sections

Logistics Section

Emergency Function Corollary

FEMA ESF#7: Resource Support

California EF: Resources

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The logistics management and resources support function identifies the actions that will be taken to manage local resources that are utilized for the emergency management and response functions for the city. This function includes the processes used to manage spontaneous volunteers, in-kind (physical) donations, points of distribution for acquired resources, and the transportation of materials through the incident affected areas of the city that may be restricted, under quarantine, or otherwise difficult to enter. This function also includes processes used to identify and track transportation assets, facilities, personnel and other material resources identified by operations as critical to response efforts.

Supporting Documents

- Transportation Resource Coordination, Standard Operations Guide (March 28, 2013)

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the logistics management and resource support function:

- Public Works personnel, working in the Logistics Section of the EOC, will designate personnel responsible for the management and allocation of incoming resources.

- Allocation of resources will be determined by the members of each Logistics Section Branch, identifying the needs of each specific response area (transportation, donations, etc.). These efforts will be overseen and coordinated by the Logistics Section Chief.
- Requests for resources will be made by the various Emergency Operations Center (EOC) sections.
- Additional agreements may be necessary in order to obtain additional resources during an emergency.
- Tracking of expenses related to emergency management and response operations will be coordinated between the Logistics and Finance Sections.
- Depending on the impacts of the incident, additional considerations and actions may need to be taken in order to physically mobilize and transfer resources into the field.
- Spontaneous and/or unaffiliated volunteers will show up to the incident scene wanting to help with on scene efforts.
- A representative from Human Resources will be available to assist with the management of emergent volunteers.
- Logistical management functions will include the establishment of transportation routes and points of distribution.
- Depending on the size of the incident, surrounding community members will likely want to contribute in-kind (physical) donations to support emergency management and recovery operations.

Activation

The logistics management and resource support function is activated under any circumstances that require the acquisition and management of large number of resources, including volunteers, to meet the operational needs of the incident. This function will provide directional support for the allocation of resources once they are acquired.

Function Components

Transportation of Resources and Distribution Points

Public Works personnel in the fleet and transportation branches of logistics will coordinate the transportation resources to support field events; attention will be given to avoid disrupting emergency operations. In the event that access to the incident site is limited due to hazards or accessibility, utilization of distribution points may be necessary to stage resources until they are able to be brought into the affected area. Coordination of resource transportation and distribution points will take place through the EOC and with operational representatives in the field.

Emergent Volunteers

During any emergency in the city, volunteers, both trained (e.g., CERT) and untrained will present themselves as available for emergency services support. Effective management of the volunteer program includes identification of volunteer registration areas, clear selection criteria, managing

volunteer expectations for their assignments, ensuring volunteer safety, and ensuring volunteers are tasked appropriate to their skill and readiness levels.

Donation Management

The logistics section will need to manage expected donations (such as blankets, food, personal necessities, etc.) arriving from local, regional and even international donors. Effective management of donations includes: clarification of donations reception drop-off locations, assignments of staff to manage donations, and coordination with the PIO to manage donation requests. Early release of donation management information to the public is critical to avoid conflicts and confusion between donors, transportation, staging and receiver pickup of goods.

Facilities

The Facilities Branch of the Logistics Section will identify available facilities need for emergency equipment staging, donations staging, transportation asset staging, and in some cases, field area command post operations. They may also be tasked to identify continuity facilities for city departments to conduct essential function operations. Logistics will work with finance section to ensure lease and other emergency contracts are expedited and accounted.

Information Technology

The Information Technology (IT) Branch will ensure IT resources are available to emergency managers, the EOC, DOCs, and other areas conducting emergency policy development, coordination and field operations. They may also be tasked to support IT infrastructure at continuity facilities where city essential functions are being conducted.

Roles and Responsibilities

Public Works

- Staff the Logistics Section of the EOC.
- Provide Logistics Section Chief and others branch leaders.
- Ensure city fleet services coordination for maximization of city transport assets for both emergency needs and city management business.
- Coordinate transportation resources, assign staging areas,
- Coordinate donation reception services and movement of donated materials to areas for disaster victims pick up.
- Ensure that donated goods do not result in additional waste at the incident site.
- Coordinate with the City Public Information Officer (PIO) to distribute information regarding needed donations to the public.

Human Resources

- Management of emergent (spontaneous and/or unaffiliated) volunteers.
- Staff Logistics Section of EOC, including Personnel Branch and Donations Branch.
- Coordinate with the Operations Section to address resource needs.
- Utilize existing non-profit organizations relationships to organize and utilize volunteers.

- Ensure all city volunteers complete the appropriate paperwork, documentation (such as disaster service worker documentation), and on scene training necessary before they are able to assist with response efforts.

Information Technology

- Staff the IT Branch in the Logistics Section.
- Coordinate resource support for IT infrastructure needed for response, recovery, and continuity related issues throughout city.

Finance

- Provide support to manage finances associated with the provision and management of resources for emergency operations.
- Track, track, and document finances for acquired resources.
- Provide personnel to assist in the management of the EOC logistics section.

Function 0: Search and Rescue

Responsible Departments

Fire Department

Supporting Department/Entity

Police Department

Responsible EOC Sections

Operations Section, Fire Branch

Emergency Function Corollary

FEMA ESF#9: Search and Rescue

California EF: Search and Rescue

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The search and rescue function describes the actions that will be taken to conduct urban search and rescue in response to a structural collapse, as well as swift water rescue operations during flooding situations (ref: *FEMA CPG 101*).

Supporting Documents

- National FEMA Training Program

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the search and rescue function:

- The Sacramento Fire Department will lead all urban and swift water search and rescue operations.
- Local first responders (EMS and police) may provide additional personnel for search and rescue team support (security, medical support) on scene, if requested.
- Search and rescue operations will be coordinated in the field; operations will be led by the on scene Incident Commander, a representative from the Fire Department.
- City department personnel not trained in search and rescue will not be asked or considered available to assist with search and rescue operations.
- Search and rescue operations will follow all standard operating procedures/guidelines (SOP/G) established by the Fire Department.

- Responder safety always comes first in search and rescue operations; search and rescue operations will not be performed at risk of responder safety.
- In situations of flooding, the Fire Department may receive large numbers of calls for people trapped in high water areas that did not evacuate their homes.
- All search and rescue operations will be prioritized by the Incident Commander on scene. The Fire Department may not be able to rescue all victims that are in need of search and rescue operations.
- The Fire Department will request additional assistance from local jurisdictions, state, and federal entities if the event exceeds the response capacity of the department.

Activation

The search and rescue function is activated during any circumstances that threaten the life of community members due to an incident that has impacted the city. Search and rescue operations may be activated following a building collapse, or in high waters resulting from flooding. The activation of search and rescue operations will be determined by firefighters and other first responders that are on scene and able to provide information to the City EOC and Sacramento Regional Fire Emergency Communications Center (SRFECC). Calls from community members to 911, routed to the SRFECC regarding trapped individuals may also activate the need for search and rescue operations.

Function Components

Urban Search and Rescue

Urban search and rescue operations consist of the location and rescue of individuals trapped in collapsed structures. In the city, the large numbers of building and structures provide for high vulnerability of being trapped in an incident such as an earthquake that can result in structural damage to the facility. These rescues require specialized equipment and training to handle the hazards of a collapsed structure.

Swift Water Rescue

Swift water rescue operations consists of the location and rescue of individuals that are trapped in fast moving water that cannot be maneuvered by swimming alone. These rescues require specialized training and equipment to manage the fast moving water, and the transport of an individual through the water. Swift water rescue situations may result from large amounts of flooding in the city from rain, levee failure, and/or river breach.

Urban Search and Rescue California Task Force 7

The Urban Search and Rescue California Task Force 7 (Task Force 7) is a Federal Emergency Management Agency (FEMA) Search and Rescue Task Force based out of the Sacramento Fire Department. This task force is trained and equipped to perform both urban search and rescue, and swift water rescue. They are equipped with six (6) trucks and eighty (80) responders. Additional

equipment includes a boat and trailer cache, and a heavy equipment procurement program (HEPP) cache for hazardous materials incidents. If necessary, Task Force 7 can request assistance from additional FEMA task forces to support search and rescue operations.

Task Force 7 can be used for response operations within the city without a federal request or declaration. The Fire Department is responsible for funding all response operations, and in some cases funding may be provided through the Fire Management Assistant Grant (FMAG) Program. In the event of a federally declared disaster, the operations of Task Force 7 will be eligible to be reimbursed through federal disaster reimbursement funding.

Roles and Responsibilities

Fire Department

- Manage the urban search and rescue (USAR) team preparedness efforts, including administration functions of the team, assignment of team members, and training and exercising the team.
- Provide an Incident Commander to USAR events in Sacramento, and in unified command during federally mobilized USAR team dispatched events.
- Respond to local USAR events.
- Manager the swift water rescue team preparedness efforts, including administration functions of the team, assignment of team members, and training and exercising the team.
- Provide fire personnel to the Fire Branch of the Operations Section in the City EOC.
- Provide emergency medical services (EMS) support as part of search and rescue operations.

Police Department

- Provide security and support to search and rescue operations.

Function P: Hazardous Materials

Responsible Department

Fire Department

Supporting Departments/Entities

Metro Fire Protection District Hazmat Team

Sacramento County Dept. Health and Human Services

Responsible EOC Sections

Fire Branch

Emergency Function Corollary

Federal ESF#10: Oil and Hazardous Materials Response

California EF: Hazardous Materials

Purpose

The purpose of this emergency function annex is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The hazardous materials (hazmat) response function describes the actions that will be taken to prevent, minimize, or mitigate a hazardous materials release. These actions include first responders' efforts to protect the public, and work with the appropriate entities to identify the substance and properly contain the spill.

Activation

Hazmat teams activate in the case of a release, or potential release, of any hazardous material, including chemical, biological, radiological, nuclear, or explosive material.

Supporting Documents

- Sacramento Operational Area Hazardous Materials Emergency Response Plan
- 40 CFR 1910.120 Hazardous Waste Operations and Emergency Response (Hazwopper)
- Comprehensive Emergency Response, Compensation and Liability Act (CERCLA)
- Emergency Planning and Community Right-to-Know Act (EPCRA)
- 49 CFR and the Hazardous Materials Transportation Act (HMTA)

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the hazardous materials function:

- The City of Sacramento hosts two Type 1 Hazmat Teams, and these are both available to support hazardous material incidents that impact the city.
- Metro Fire hosts a Type 1 Hazmat Team that is available to the city per mutual aid agreement.

Function Components

Numerous businesses located in the city are regulated for use of hazardous materials in their manufacturing process, and for storing and selling hazardous materials. Furthermore, hazardous materials are transported through the city by rail, roadway and pipeline. Hazardous materials in the city include chemical, biological, radiological, nuclear and explosive materials. Oils spills are a concern, as is the transportation of fuel oils through the city. An inadvertent release of any of these materials would require a response from a hazardous materials response team, and potential shelter-in-place or evacuation of impacted citizens.

Hazardous materials can also impact the local environment, causing short term acute impacts (e.g., release of toxic vapors into a populated area) or long term environmental degradation (e.g., contamination to ground water). In all cases, a hazardous materials spill prevention program, combined with proficient response capabilities, are part of an effective program for the city's resilience.

Roles and Responsibilities

City of Sacramento Fire Department

The city has two Type 1 Hazmat Teams (designated HMRT-7, and HMRT-30). Type 1 Hazmat Teams maintain the highest level of trained and equipped personnel, and can also respond to incidents involving weapons of mass destruction (WMD), and chemical, biological, radiological, and nuclear (CBRN) materials and threats. The teams are located in the north and the south ends of the city. The teams are equipped with trucks and engines, and decontamination teams mobilize with the hazmat teams. Hazmat team members are blended into normal teams and are dispatched on normal calls until there is a call for hazmat response. City of Sacramento hazmat teams are contracted to support the County of Sacramento.

During field level response actions, the Sacramento Fire Department will provide an Incident Commander for any event involved hazardous materials incidents, while preparing for unified command decision-making.

Metro Fire Protection District

Metro Fire, the fire department responsible for fire operations for Sacramento County, also maintains a Type 1 Hazmat Team (designated HM-109), and is available for mutual aid, and in support of incidents in the City of Sacramento.

County of Sacramento Department of Health and Human Services (DHHS)

DHHS Environmental Management Division's staff members are available to support hazardous material response teams as technical representatives. They represent the Sacramento County Health Officer at the scene of hazardous materials incidents, and provide the Incident Commander with assistance and information related to:

- Threats to public health and the environment
- Clean-up and disposal procedures for hazardous materials

Environmental Management representative can also assist in the following ways:

- Identification, categorization, and analysis of unidentified substances.
- Access the emergency reserve account for hazardous materials incidents (Cal-Superfund) administered by the State Department of Health Services Toxic Substances Control Program.
- Establish criteria for cleanup and disposal of hazardous materials.
- Oversee and supervise clean-up of hazardous materials incident sites.
- As the Health Officer's representative, declare evacuated areas safe for re-entry by the public.
- Ensure California hazardous materials incident report system (CHMIRS) forms are completed for each hazardous materials incident.
- Procure and distribute appropriate supplies essential to emergency response or cleanup.
- Participate in field safety assessment teams.

City of Sacramento Utilities Department

Utilities manages drainage in the city, and as such they can support hazmat teams with containing spills and contaminated water runoff via drainage and water system closures.

Function Q: Agriculture and Natural Resources

Responsible Departments

Convention, Culture, and Leisure
Public Works

Supporting Department/Entity

Community Development
Animal Care

Responsible EOC Sections

Operations Section, Animal Care

Emergency Function Corollary

FEMA ESF#11: Agriculture and Natural Resources
California EF: Food and Agriculture

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The agriculture and natural resources function describes the identification of natural and cultural resources in the city, and efforts associated with the protection of those resources. In addition, this function also addresses considerations to food security and disease outbreaks in agriculture and natural resources (ref: *FEMA CPG 101*).

Supporting Documents

- *No supporting documents available at this time.*

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the agriculture and natural resources function:

- Impacts that result from an incident to the Sacramento Zoo or Sacramento Marina are the responsibility of the city.
- Convention, Culture, and Leisure is responsible for the coordination and management efforts of the Sacramento Zoo.
- The Sacramento Zoo is governed by the Sacramento Zoological Society (SZS). The Zoo's operations staff is responsible for the management and emergency preparedness efforts.
- Public Works is responsible for the coordination and management efforts of the Sacramento Marina.
- Potential or confirmed disease outbreaks in the city will be coordinated with Sacramento County Agriculture Commission and Weights & Measures.

- Identification of a disease outbreak may not occur immediately and may result in harmful impacts to the city.
- Impacts to agriculture may be identified by community members or local animal health professionals. Notifications of agriculture concerns will likely be reported directly to the Sacramento County Agriculture Commission and Weights & Measures, and may also involve state-wide pest or animal disease programs managed by the California Department of Food and Agriculture (CDFA) or the United States Department of Agriculture (USDA).
- Agriculture related impacts will be managed at the county level, with the city providing support to emergency management and response operations as necessary.
- Possible disease considerations, including the need for quarantine of livestock, will be managed by the county in coordination with state and federal level entities as necessary.
- Community Development, and Animal Care services representatives in the City EOC will coordinate and communicate agriculture concerns and considerations to the county.
- The city does not have the resources or capacity to manage impacts to Sacramento's agriculture resources, and will heavily rely on county operations.

Activation

The agriculture and natural resource function is activated during circumstances that deem a potential threat to the agriculture and natural resources of the city. Agriculture and natural resources in the city specifically include the Sacramento Zoo and the Sacramento Marina. City representatives will determine if there are potential threats to these resources, resulting in the need to activate this functions. In addition, activation of this function may also result from the identification of a food or disease outbreak in agriculture resources that affect the community of Sacramento.

Issues involving animal disease (e.g., H2N5 bird flu), pests (e.g., invasive species) or other significant agricultural events must be reported to the Sacramento County Agricultural Commissioner and the California Department of Food and Agriculture (CDFA), as they become area wide emergencies that extend beyond the political borders of the city.

Function Components

Sacramento Zoo

The Sacramento Zoo, as a service of the City of Sacramento, is under the direction of Convention, Culture, and Leisure; zoo policy and governance is conducted by the Sacramento Zoological Society, a local non-profit organization. The non-profit organization is designated responsible for ensuring the direct management of the zoo, and that the zoo conducts emergency planning according to national requirements for such a facility. The zoo regularly conducts emergency drills as preparedness actions to a potential emergency incident.

In the event of a potential threat to the Sacramento Zoo, either a disease outbreak, intentional threat, or natural disaster that affects the facility, Convention, Culture, and Leisure is responsible for directing emergency management and response efforts for the zoo, working in direct coordination with the zoo management and its Board of Directors. If an incident affects the city, as well as the zoo, coordination, prioritization, and delegation of resources will be determined by members of the City EOC, if activated.

Sacramento Marina

Public Works is responsible for the management of the Sacramento Marina. In the event that an incident affects the operations or sustainability of the marina, Public Works representatives are responsible for overseeing emergency management and response efforts. Incidents that concurrently affect the city and the marina will require coordination and response efforts to be managed through the City EOC, if activated.

Animal Services

An animal disease outbreak may be first reported through, or recognized by Animal Care representatives. Animal Care will report any incidents to the appropriate channels for potential disease outbreak, including to the County Agricultural Commissioner.

City Emergency Operations Center (EOC)

As a result of an incident that affects the city, the City EOC will be activated to provide a centralized location for coordination of response efforts, allocation of resources, management of logistics, administrative support, etc. City representatives in the EOC will provide management and operational support to emergency management efforts at the Sacramento Zoo and Sacramento Marina, as well as other natural resource and agriculture entities as necessary. In the event of a potential or confirmed disease outbreak involving agriculture resources, the City EOC will work with the Sacramento County Agriculture and Weights & Commissions. If the event requires the management of operations at the county level, the County EOC will likely be activated, and communication and coordination efforts to address agriculture and resource needs will be managed between the both jurisdiction's EOCs.

Roles and Responsibilities

Convention, Culture and Leisure, Sacramento Zoo

- Coordinate preparedness, mitigation, response and recovery issues with the Sacramento Zoo.
- Provide emergency management support to the zoo during emergency incidents.

Public Works, Sacramento Marina

- Coordinate preparedness, mitigation, response and recovery issues with the Sacramento Marina.
- Provide emergency management support to the marina during emergency incidents.

Community Development, Animal Care

- Provide staff person to the EOC for the animal care unit of the care and shelter branch of operations. In this position, remain aware of animal health issues resulting from, or discovered during the emergency.

Function R: Utilities and Energy

Responsible Departments

Utilities

Supporting Department/Entity

Sacramento Municipal Utilities District
(SMUD)

Responsible EOC Sections

Operations Section, Utilities Branch

Emergency Function Corollary

FEMA ESF#12: Energy

California EF: Utilities

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The utilities and energy function provides resources and support to the city in partnership with private sector to restore gas, electric, water, wastewater and telecommunications (*ref: CalOES Emergency Plan, 2009*). This function will identify protocols and procedures that are in place for the management of utility and energy resource identification and operations (*ref: FEMA CPG 101*).

Supporting Documents

- City of Sacramento, Department of Utilities, Multi-Hazard Emergency Manual (November 1995)
- City of Sacramento, Department of Utilities, Water and Wastewater operations plans and procedures (various, 2003 – 2007)

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the energy function:

- Incident impacts to the city may result in disruption of utilities and energy services to the city and its community members.
- Emergency restoration of services may be required for full activation of all emergency management and operations functions.
- Repair of utility infrastructure following the impacts of an incident will require the utilization of specialized and technical personnel.

- Coordination with private sector representatives, such as the Sacramento Municipal Utilities District (SMUD) for electricity, will be required in order to facilitate response efforts.
- Utilities branch personnel will manage coordination efforts with representatives from private sector utility and energy entities, as necessary.
- Priorities of utility repair and restoration will be determined through the operations section, taking into consideration all emergency management and response operation priorities.
- Priorities for the coordination of utility repair and restoration with SMUD and private utility entities will take into consideration those populations with disabilities or other considerations requiring access to utility services.
- A utilities department representative will serve as a liaison to the SMUD operations center.

Activation

The utilities and energy function is activated for incidents that affect the city and disrupt gas, electric, water, and wastewater, that impact the emergency response, management, and life-sustaining needs of the Sacramento community. Utilities representatives and city executive members will determine the need to activate the utilities and energy function, and prioritize actions along with other emergency management and response actions.

Function Components

Gas. Pacific Gas and Electric (PG&E) provides natural gas services to the City of Sacramento. Any gas outage is reported to PG&E via their emergency notification system. The Utilities DOC, or the Utilities Branch in the EOC, will communicate with PG&E to obtain situation updates from PG&E regarding outages and restoration of services.

Electricity. Sacramento Municipal Utility District (SMUD) provides electricity to the City of Sacramento. If the level of impact is significant, Utility Department personnel will coordinate with SMUD by providing a city energy sector representative to the SMUD operations center. The Utilities DOC and the Utilities Branch of the EOC, if activated, will provides electrical power provision and restoration updates to the Operations Section in the EOC throughout the incident.

Within the city, the Utilities Department is responsible for one hundred (100) generators, twenty-seven (27) of which are portable, to provide emergency power to various locations throughout the city. In addition, utilities is also responsible for the management and operation of other department generators such as the fire department and police department. The Utilities Department is also responsible to ensure the provision of energy to the EOC in order that emergency management operations can continue throughout the incident activation.

Water and Wastewater. Utilities is responsible for providing personnel in the field to analyze the resulting impacts from an incident that affects the city's water and wastewater (both sewage and

drainage) infrastructure. Utilities will also provide specialized and appropriately trained personnel to address restoration operations in the field.

Field units conducting field assessments and analyses will compile field data and report to the utilities DOC. The DOC will serve as a centralized point for the management of utility field operations. All Utilities DOC operations will then be communicated and coordinated with the City EOC. Information regarding the status of city utilities will typically be provided by community members reporting areas of limited or disrupted services as well as reports from Utility Department field personnel. Collected information regarding utilities services and operations will be prioritized with other city impacts from the incident to determine priorities for response and restoration operations.

Roles and Responsibilities

Utilities Department

- Activate the DOC to coordinate field information regarding electricity, gas, water, and wastewater outages, especially for city owned property and city utilities related equipment (e.g., power to pumping stations, etc.).
- Provide situation status information to the city's EOC.
- Staff the utilities branch in the operations section of the EOC.
- Provide a City of Sacramento liaison to the SMUD operations center during emergencies that involve energy outages.
- Coordinate with PG&E regarding electrical outages, and provide situational updates.
- Ensure all utilities, fire and police department generators are operational during power outages.
- Notify citizens of potential or actual potable water shutdowns due to power failure or other utility system disruptions. (Certain vulnerable people, such as those with kidney failure, need water pressure to operate at-home dialysis machinery.)

Sacramento Municipal Utilities District (SMUD)

- Coordinate power restoration activities with the utilities DOC and the city EOC according to priorities of life safety, health, property, and the environment, and as determined by the EOC.

Function S: Public Safety and Security

Responsible Departments

Police Department

Supporting Department/Entity

Sacramento County Sheriff

Responsible EOC Sections

Operations Section, Law Branch

Emergency Function Corollary

FEMA ESF#13: Public Safety

California EF: Law Enforcement

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The public safety and security function identifies the actions that will be taken during emergency management and response operations to implement community safety actions, addressing possible threats to the city and its community. This function includes the blocking of access to security risk areas of the city (*ref: FEMA CPG 101*).

Supporting Documents

- Sacramento Police Department General Order Series 532 (major calls/critical incidents)

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the public safety and security function:

- The Police Department will take the lead on any incident that endangers the public safety and security of the City of Sacramento.
- Determination of the endangerment of public safety and security is at the discretion of on scene police officers.
- Public safety and security impacts may result from a human-made, natural, or technological incident.
- Safety of first responders (e.g., public safety officers) is always first priority during response operations.
- Response operations will be overseen and managed by police department personnel at the identified Incident Command Post (ICP).

- The Police Department is responsible for providing and ensuring controlled access to incident areas.
- Field police operations will be communicated and coordinated with City EOC operations, if activated.
- The Police Department has the law enforcement response authority for incidents in the city and will coordinate with other law enforcement jurisdictions as necessary.
- Coordination of additional resources will take place at the law enforcement department operations center (DOC), and through the City EOC.

Activation

The public safety and security function is activated during any circumstances which local law enforcement personnel determine there is a threat, or potential threat, to the safety and security of Sacramento community members. The public safety and security function may be initiated by police officers in the field, other first responders, or information provided by the public. Activation may result from intentional, human-caused, or natural disasters. Examples of public safety and security incidents include, but are not limited to, civil disturbances, riots/protests, shootings, etc.

Function Components

The Sacramento Police Department is responsible for the management of all safety and security operations within the city. All field operations to protect members of the community will be led by the Police Department and managed by the on-scene Incident Commander (IC). In the event of a public safety and security incident, a member of the Police Department will fill the role of IC. All field operations will be internally managed through the Police DOC and then communicated and coordinated with the City EOC.

When implementing actions to address safety and security operations in the city, the Police Department will perform a variety of law enforcement tactics, capabilities, personnel, and equipment to appropriately manage the incident. Field operations will be guided by established Police Department standard operating procedures and guidelines (SOPs/SOGs). If additional assistance is needed, the Police Department will work with local law enforcement jurisdictions to provide additional personnel and resources. Multi-jurisdiction coordination of law enforcement entities is managed by the Police DOC. A representative from the Police Department is responsible for staffing the Law Branch of the EOC Operations Section. This branch will serve as a liaison between the DOC and the City EOC.

Public safety and security also includes the management of traffic control operations. Traffic control may include the movement of community traffic through the affected area, the management of first responder vehicle traffic, and/or the management of evacuation traffic in and out of an affected area. The Police Department is responsible for leading traffic control operations, and will request additional assistance from local jurisdictions, if necessary.

Roles and Responsibilities

Police Department

- Activate the Police DOC to coordinate field activities and mutual aid.
- Provide a law enforcement person to lead the Law Branch in the Operations Section of the City EOC.
- Ensure public safety and security following standard City of Sacramento Police Department standard operating guidelines.

Sacramento County Sheriff

- Responsible agency for mutual aid requests in the operational area.
- Oversees the implementation of the Standardized Emergency Management System (SEMS) in the operational area.

Function T: Short- and Long-Term Recovery

Responsible Department

City Manager's Office

Supporting Department/Facility

Community Development
Public Works
Economic Development
Finance
Office of Emergency Management
ADA Coordinator
Sacramento County Human Assistance Division

Responsible EOC Sections

Planning Section, Recovery Planning Branch

Emergency Function Corollary

Federal: National Disaster Recovery Framework
California EF: Long-Term Recovery

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The long-term community recovery function identifies the protocols, procedures, and processes that are in place for the detailed assessment of damages, recording of financial losses, community restoration needs, and environmental restoration. This function provides for a transition from emergency response to recovery operations, including both the short-term and long-term, detailed planning efforts of recovery operations (ref: *FEMA CPG 101*).

Supporting Documents

- Sacramento 2035 General Plan (March 3, 2015)
- Sacramento Multi-Hazard Mitigation Plan (October 2, 2012)
- National Disaster Recovery Framework, Federal Emergency Management Agency (September 2011)

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the long term recovery function:

- The City of Sacramento will begin planning for long-term recovery during the response phase of an emergency incident.

- The Planning Section of the EOC will lead the efforts to develop a long-term recovery plan.
- Community Development will lead the Recovery Planning Unit in the EOC.
- Components of recovery operations begin during the response phase, such as damage assessments, damage cost accounting, response cost tracking, et al.
- A long-term recovery coordination group will be activated in the early stages of a declared emergency, so that it can rapidly take over recovery operations as response operations diminish and conclude.
- The Recovery Coordination Group will be led by the City Manager, and will initially be staffed by current staff members. The city may wish to hire additional staff to support recovery efforts in the case of large disaster impacts and a long recovery process.

Activation

Short-term recovery. For short-term recovery activities, the recovery planning unit of the planning section in the City EOC will activate immediately upon the activation of the EOC to a significant disaster in the city, and especially one that will include a disaster declaration by the Governor. The recovery planning unit staff will begin strategizing plans that include: medical and mental health support to citizens and responder staff, alternate locations for long-term facility use in cases where government facilities have been destroyed, and schedules and maps for the return of utilities, roads, and services. The recovery planning will coordinate with people with access and functional needs (PAFN) service provider partners to ensure support with meeting community needs.

Also during short-term recovery events, the Cost Recovery Unit of the Finance Section in the City EOC will also activate to begin documentation and tracking of all disaster related costs and activities (staff time, overtime, rentals, leases, purchased, expenditures, etc.). Both the Cost Recovery Unit and the Recovery Planning Unit will need to work with their section chiefs to ensure full and correct data is being provided to them.

Long-term recovery. The Recovery Coordination Group will be activated within days of the disaster event to begin the pass-off for recovery operations from the EOC, which will deactivate following the response phase of the disaster. The Recovery Coordination Group will continue and complete the work begun by the EOC, and take on additional work of managing the long-term recovery process. While the short-term recovery and response actions may take days or even a few weeks to complete, the long-term recovery could take a few years or more to finish, depending on the severity of the disaster. Those activated to the recovery coordination group will be drawn from current city staff. However, in an especially large event and long recovery process, the city may decide to hire additional staff solely for the purpose of managing the recovery through to the final activities.

Function Components

In the aftermath of a disaster, many citizens will have specific needs that must be met before they can return to pre-disaster conditions. Typically, there will be a need for such services as:

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

The City of Sacramento can help individuals and families recover by ensuring that these services are available and by seeking any additional resources needed. Recovery occurs in two phases: short-term and long-term.

Short-Term Recovery

Short-term recovery operations will begin during the response phase of the emergency. The goal of short-term recovery is to restore local government services to at least a minimal capacity. The major objectives of short-term recovery operations include:

- Reestablishment of City of Sacramento government operations at normal or alternate locations
- Rapid debris removal and cleanup
- Orderly and coordinated restoration of essential services (electricity, water, and sanitary systems)
- Expanded social, medical, and mental health services, even if needed to operate from temporary facilities
- Temporary housing and food to displaced populations
- Return access of any disrupted transportation routes
- Abatement and demolition of hazardous structures that pose a threat to public safety
- Planning, staffing and establishing a local assistance center

For federally declared disasters, tele-registration centers may be established by the Federal Emergency Management Agency (FEMA) to assist disaster victims and businesses in applying for grants, loans, and other benefits. In coordination with the American Red Cross, the city and other jurisdictions will provide shelter for disaster victims until housing can be arranged.

Long Term Recovery

The major objectives of long-term recovery operations include:

- Coordinated delivery of social and health services
- Re-establishing the local economy to pre-disaster levels
- Recovery of disaster response costs
- Effective integration of mitigation strategies into recovery planning and operations
- Improved land use planning
- Improved City of Sacramento emergency operations plan

The City of Sacramento, in coordination with special districts that provide emergency services, will handle the long-term recovery activities. Changes to the City EOP will be coordinated with all agencies that provide emergency response services in the city. Public information during the recovery process will be handled via the Joint Information Center, if activated, or by each jurisdiction working in coordination with each other.

The goal of long-term recovery is to restore facilities to at least pre-disaster condition; there is also the opportunity to improve structures to meet new codes and planning goals. Long-term recovery includes implementing hazard mitigation activities, restoration or reconstruction of public facilities, and disaster response cost recovery. Each affected jurisdiction will be responsible for its own approach to mitigation, which could include zoning variances, building code changes, plan reviews, seismic safety elements, and other land use planning measures. The city's general plan should be consulted such that any reconstruction is aligned with long-range goals.

With public safety a primary concern, rapid recovery may require adjustments to policies and procedures to streamline the recovery process.

Hazard mitigation actions will need to be coordinated and employed in all activities by all jurisdictions in order to ensure a maximum reduction of vulnerability to future disasters. All jurisdictions within the operational area, including special districts, will strive to restore essential facilities to pre-disaster condition by retrofit, repair, or reconstruction during long-term recovery operations. Recovery programs will also be sought for individual citizens and private businesses. The city's redevelopment agencies will play a vital role in rebuilding commercial areas.

Roles and Responsibilities

City Manager's Office

- Lead the City's Recovery Coordination Group.
- Develop strategy and decision making to post-disaster development decisions.
- Provide public information on recovery operations.
- Initiate community outreach activities, especially in disaster impacted areas.
- Assign a long-term Recovery Coordination Group leader to ensure the staffing levels of the group are adequate to meet recovery goals and timelines.

Community Development Department

- Provide staff to the Planning Section, Recovery Planning Unit, during response operations.
- Provide staff to the Recovery Coordination Group during long term recovery operations.
- Implement and align the *Sacramento 2035 General Plan* elements into recovery strategies.

Public Works

- Provide staff to the Operations Section, Engineering, and Construction Branch of the EOC during response operations.

- Provide information related to damage assessment, debris removal, property damage, transportation corridor damage and disruption, and maintenance delays. This is key data for both the Recovery Planning Unit, and will be utilized during transition to the Recovery Coordination Group as they develop initial priorities.

Economic Development

- Manage the evaluation of impacts to the city's economic conditions.
- Provide information, oversight, and a plan to manage identified impacts.
- Work with other city departments as necessary to restore the city's economy.

Finance Department

- Manage finances related to city recovery efforts.
- Coordinate with state, county, and operational area representatives as necessary to develop and submit emergency management and response documentation.

Office of Emergency Management

- Support the City Manager by monitoring and supporting the City's Recovery Coordination Group's activities.
- Support the Recovery Coordination Group with planning, situation reporting and messaging, and coordinating the recovery operations in case of simultaneous emergency situations.
- Provide information regarding proper considerations for city mitigation efforts to decrease potential impacts for future incidents.
- Coordinate with and serve as primary point of contact for state and federal agencies.

Sacramento County Human Assistance Division

- Coordinate and conduct critical incident stress debriefings for emergency response personnel and victims of the disaster event.

Function U: Financial Management

Responsible Departments

Finance

Supporting Department/Entity

City Manager
Office of Emergency Management
All City Departments

Responsible EOC Sections

Finance Section, Fiscal Unit

Emergency Function Corollary

N/A

Purpose

The purpose of this is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The financial management function describes the actions that will be taken to document and track all expenditures related to emergency management and response efforts, including the compensation of employees for hours worked during the incident. This function will ensure that all necessary documentation and reporting processes for reimbursement are followed (ref: *FEMACPG 101*).

Supporting Documents

- Emergency Purchase Orders

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the finance management function:

- The Sacramento City Finance Department representatives will staff the Finance Section and all units (i.e., Cost Recovery Unit, Fiscal Unit, and the Compensation and Claims Unit) in the City EOC.
- All expenditures will be documented in the event that the incident qualifies for reimbursement.
- Current city fiscal operations including the city's financial system, policies and procedures will be utilized for the management of emergency expenditures and tracking.
- Finance representatives in the EOC may have to develop ad hoc expense tracking and documentation to meet the needs of the incident, if day to day procedures are not

appropriate. If the incident is a declared disaster the city will qualify for federal reimbursement.

- Emergency management operations and response expenditures will only qualify for reimbursement if all appropriate financial documentation is completed.
- If the incident exceeds the capability of the city, coordination of financial efforts will take place with county, state, and federal financial representatives, as appropriate.

Activation

The finance management function is activated under any circumstances in which the city provides funding for the management of emergency operations, and the utilization of emergency funding sources. Immediately following any financial decisions related to emergency management efforts in the city, the financial management function is activated. In the event that the City EOC is activated, the financial management function will be activated as well.

Function Components

The financial management function consists of the identification, tracking, and documenting of expenses related to emergency management operations for the city. The Finance Department is designated responsible for managing financial actions related to emergency management and response efforts, including expenses associated with the activation and continuing operations of the City EOC. All financial decisions will be coordinated through the Finance Section, utilizing the Fiscal Unit (if activated) for tracking and documentation.

Finance representatives will utilize alternate procedures such as alternate forms of writing checks in order to provide funding for emergency operations. In addition, improvised procedures and protocols may be developed to track expenses of the emergency operation. Any incident requiring response operations by the city will immediately be assigned a program or project code number in order to track expenses specifically related to all emergency management and response operations to assist in the reimbursement process. The Finance Section will work closely with the City Manager/EOC Manager in order to obtain the proper approval for all expenditures. Following the deactivation of the EOC the City Emergency Manager will closely coordinate with Finance staff to assist with inter-agency and regulatory processes.

Roles and Responsibilities

Finance

- Staff the Finance Section in the City EOC during emergency activations.
- Ensure emergency fiscal tracking systems are in place and fully used during emergency situations to support operations and logistics requests for emergency resources, equipment and personnel. Ensure tracking meets standards for FEMA reimbursement criteria.
- Ensure compensation and claims related to emergency operations are tracked and managed expeditiously.

City Manager's Office

- Provide guidance and necessary approvals, for expenditures related to emergency response actions.

Office of Emergency Management

- Provide emergency management guidance to Finance regarding cost recovery procedures and regulatory processes.
- Coordinate among involved entities including state and federal representatives.

All City Departments

- Track and report to Finance Section expenditures for personnel and resources by program or project code and provide necessary documentation related to emergency response actions in order to seek reimbursement if available.

Function V: Mutual Aid/Multi-Jurisdictional Coordination

Responsible Departments

Office of Emergency Management

Supporting Department/Entity

Public Works

Responsible EOC Sections

EOC Coordinator, Logistics Section

Emergency Function Corollary

FEMA ESF#5: Emergency Management

California EF: Management

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The mutual aid/multi-jurisdictional coordination function describes the processes to establish and execute mutual aid agreements and multi-jurisdictional coordination in support of incident response (ref: *FEMA CPG 101*).

Supporting Documents

- Standardized Emergency Management System (SEMS)
- California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA)
- CAL FIRE's State of California Master Mutual Aid Agreement
- State of California Coroners Mutual Aid Plan
- State of California Medial Mutual Aid Plan

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the mutual aid/jurisdictional coordination function:

- The EOC Manager position is filled by the City Manager, or appropriate successor, and is responsible for the management of multi-jurisdiction coordination efforts.
- All mutual aid operations and plans function under the established California MMAA.
- Human Resources will provide personnel for the administrative tasks associated with securing mutual aid agreements.
- Coordination efforts between the various responding jurisdictions will take place in the City EOC.

- In the event that incident response efforts exceed the capacity of local responders, coordination of field efforts (law enforcement, fire, EMS, etc.) may require multi-jurisdictional efforts at the respective department operations centers (DOCs). This level of coordination will be managed by representatives from the respective response entities.
- The need for additional equipment and resources for city operations is supported by the California MMAA which provides for mutual aid between jurisdictions within the state.
- Depending on the size and scope of the incident, city equipment and resources may be quickly overwhelmed.
- Mutual aid agreements and plans may be established between various jurisdictions.
- During EOC Activations, the coordination and tracking of resources ordered through mutual aid will reside within the Logistics Section.
- Fire and Police utilize pre-defined mutual aid ordering processes independent to their disciplines as defined by SEMS.

Activation

The mutual aid/jurisdictional coordination function is activated during circumstances that require the coordination of multiple partners, entities, and/or jurisdictions to meet the emergency management operations needs of the city. In most cases, this function will be activated in conjunction with the activation of the City EOC. The activation of emergency management operations often requires the utilization of mutual aid agreements to obtain necessary resources and personnel, as well as a coordination of efforts for all responding entities. When mutual aid is not available to the city, the city will coordinate resource requests with the county that in turn may access resources through their respective mutual aid agreements.

The city may also be requested to supply mutual aid to other jurisdictions in the region with which they have an agreement.

Function Components

Within the City of Sacramento, the Fire Department and Police Department regularly use mutual aid agreements with regional partners for resource and personnel support. However, in a city wide emergency or disaster, many other types of resources may be needed that are not available to the city, such as resources for mass evacuations, sheltering, animal care, public health, or mental health. In these cases, many other departments will need to seek mutual aid support from regional partners. The City of Sacramento may need to make requests for aid, or they may be requested to provide assistance to regional partners that need assistance from the city.

When activated, the City EOC will serve as the central location for the coordination of all emergency management efforts, including multi-jurisdictional operations. In the event that response operations in the city exceed the capacity of the city's resource availability, the EOC will coordinate with mutual aid partners and/or the Operational Area EOC for assistance. If county, state, or

federal assistance is needed, the City EOC will provide a liaison to the Operational Area EOC for managing resource requests and mutual aid.

All new mutual aid agreements established specifically to support emergency operations will be approved by the City Office of Emergency Management (OEM) and the City Manager's Office.

Roles and Responsibilities

Office of Emergency Management

- Responsible for the establishment, development, and management of multi-jurisdictional relationships.
- Working in coordination with Public Works representatives, OEM will determine and secure relationships that are necessary for appropriate emergency management operations in the city.

Public Works

- Responsible for serving in a supporting role to city mutual aid/multi-jurisdictional coordination efforts.
- Call upon existing partnerships, relationships, and/or existing agreements to obtain resources for supplemental equipment and resources.
- Place resource orders for mutual aid assets required for activities in support of the incident.

Function W: Private Sector Coordination

Responsible Departments

Office of Emergency Management

Supporting Department/Entity

Public Works

Youth, Parks, & Community Enrichment

Human Resources

Economic Development

Responsible EOC Sections

EOC Coordinator, Logistics Section

Emergency Function Corollary

FEMA ESF#5: Emergency Management

California EF: Management

Purpose

The purpose of this emergency function is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The private sector coordination function describes the processes to ensure effective coordination and integration with the private sector, both for-profit and non-profit, engaged in incident response and recovery activities. This function describes the processes to ensure a shared situational awareness across sectors and between the jurisdiction and the private sector as a whole (ref: *FEMA CPG 101*).

Supporting Documents

- *No supporting documents currently available*

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the private sector coordination function:

- Private sector relationships will need to be utilized to meet the needs of emergency management and response capabilities.
- Private sector representatives will request updated information regarding the status and progress of emergency management operations.
- Involved private sector entities will provide a representative to the City EOC to assist in the facilitation and coordination of response efforts.

- Private sector representatives in the EOC will adhere to the Incident Command Structure (ICS) and coordinate all operations through the designated communication and coordination channels.
- Public Works representatives in the Logistics Section of the EOC will assist with the management of private sector relationships and coordination efforts in the EOC.
- Private sector operations will be managed through established and written agreements between the respective entity and the city.
- Establishment and documenting of private sector agreements will be managed by representatives from Human Resources.

Activation

The private sector coordination function is activated during an emergency management and response operation that requires the utilization of private sector relationships for additional equipment, personnel and/or resources. In addition, this function may also be activated prior to the need for additional resources, but in preparation to keep private sector representatives aware and informed about the current situation.

Function Components

During an emergency in the City of Sacramento, there are established private and non-profit entities that play an established and critically important role in the response to and recovery from an emergency incident.

Roles and Responsibilities

Office of Emergency Management

- Responsible for the development of relationships with established private and non-profit partners that play an acknowledged role in city emergency operations, such as the American Red Cross, Salvation Army, United Cerebral Palsy, and Sacramento Municipal Utilities District.
- During EOC activations, serve as EOC Coordinator, and support the EOC Manager with establishing priorities and resource needs for the emergency. These priorities and resource needs will determine the need for private sector involvement.

Public Works

- Coordinate with key private sector vendors, especially in regards to construction and engineering equipment, private refuse haulers, and resource needs.
- Manage the Logistics Section of the City EOC; and in that role, work directly with the private sector representatives to communicate and coordinate efforts to receive their support.
- Establish priorities for private sector resource needs and relay to the EOC Manager.

Youth, Parks, & Community Enrichment

- Coordinate with key mass care and shelter operations service providers, such as the American Red Cross for sheltering and Salvation Army for feeding.
- Manage the Care and Shelter Branch in the Operations Section of the City EOC.

Human Resources

- Provide administrative support to facilitate the establishment and management of private enterprise and non-profit sector agreements, working within the Logistics Section of the EOC, if activated.

Economic Development

- Provide coordination with private business and industry for effective integration and public-private partnerships during response and recovery.

Function X: Volunteer and Donations Management

Responsible Departments

Human Resources

Supporting Department/Entity

Goodwill (or designated organization)

Public Works

Finance

City Clerk

Public Information Officer (PIO)

Responsible EOC Sections

Logistics Section, Volunteer Management
and Donations Management Branch

Emergency Function Corollary

FEMA ESF#: N/A

California EF: Volunteer and Donations Management

Purpose

The purpose of this section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The volunteer and donations management function describes the process that will be implemented for the registering and tracking of unaffiliated volunteers and donations, both in-kind (physical) and financial. This function includes managing donated resources, establishing donation databases, vetting unaffiliated volunteers, and logging volunteer hours (ref: *FEMA CPG101*).

Supporting Documents

- Sacramento Region Spontaneous Volunteer Management Plan Draft (August 2005)

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the volunteer and donations management function:

- Unaffiliated volunteers will show up at either the incident site, or at an established volunteer check-in site, wanting to provide assistance.
- Volunteers arriving at the incident scene may face significant risk of injury, and possibly impede emergency response operations if they are not appropriately managed.
- Members of the community will donate large amounts of in-kind goods to the incident site.

- Consistent public information is needed to communicate the actual needs of donations, drop off locations, online sources for monetary donations, etc.
- Donations and volunteers will be managed within the Logistics Section of the EOC.
- Human Resources will provide representatives to manage the Donations Branch and Volunteer Management Branch of the EOC.
- Considerations for the management of in-kind donations need to be accounted for early on in the response effort to ensure that spontaneous donation drop-off sites do not become additional waste or hazard areas.
- All unaffiliated volunteers assisting with response efforts are required to complete all necessary paperwork for the disaster service worker (DSW) responsibility and liability agreement.
- Protocols and procedures for managing unaffiliated volunteers may need to be developed during incident response operations to meet the specific needs of the operation.

Activation

This function is activated in support of emergency management and response operations to manage spontaneous volunteers and donation drop offs. The public information function will also be activated to direct the public to designated volunteer and donation drop-off areas.

Function Components

During an emergency event in the city, people will typically present themselves at the site of the incident, or another designated location, to volunteer their time and services. These persons, when not initially affiliated with a response or relief agency, or in any way pre-registered, are considered unaffiliated volunteers (as opposed to volunteers affiliated with organizations such as the American Red Cross or Salvation Army). Volunteers will be directed to an emergency volunteer center (EVC), whether it is an actual walk-in center, an on-line processing site, and/or a phone bank system for intake and referrals.

All unaffiliated volunteers or volunteer groups are processed and assigned tasks by Community Link/Goodwill, the Sacramento region's local volunteer center management provider. Local volunteer organizations are responsible for vetting, registering, training, and supervising volunteers reporting to their own organizations.

In addition, people are likely to drop off a variety of donations to help support response efforts. This spontaneous response from the community will result in the need for activation of the personnel and donation branches in the Logistics Section of the EOC, and field staff to collect donated goods.

Some people will want to donate cash to support the relief of people impacted by the emergency. The city will coordinate with local not-for-profit organizations for the collection of these funds. The city will develop public messaging to assist individuals in where to direct their financial donations.

Volunteer, in-kind donations, and cash donations management require expedited message creation and exposure to the public via the public information function. People often look to volunteer and provide resource support quickly, and the city needs to provide a solution for where to volunteer, where to leave donations, and how to provide financial contributions. Accurate and well-publicized information will keep people from self-activating as volunteers, or dropping off materials at inappropriate locations.

Roles and Responsibilities

Human Resources

- Staff the Personnel Branch and the Volunteer Management Unit in the Logistics Section of the EOC.
- Lead management efforts of unaffiliated and/or spontaneous volunteers.
- Coordinate with Community Link/Goodwill (or other VOAD designated organization) to most effectively manage and utilize volunteers in support of emergency management operations.
- Due to extreme liability, ensure all unaffiliated volunteers go through a volunteer registration process, especially before assisting in response operations.
- Track all volunteers registered and thus affiliated with the city.
- Provide the PIO with information regarding the location of the EVC, any on-line registration sites, and phone bank contact numbers.

Community Link/Goodwill (or other VOAD organizations assigned donations and volunteer responsibilities)

- Coordinate and communicate volunteer situation/status with City of Sacramento.
- Recruit volunteers if necessary.
- Serve in the Logistics Section of the EOC, if activated.
- Oversee registration of volunteers working as disaster service workers.
- Provide intake and referrals to match volunteers to tasks.

Public Works

- Staff the Donations Branch of the Logistics Section of the EOC.
- Serve as the city's lead for management of all in-kind material donations for the incident.
- Establish the protocols and procedures for collecting, organizing, and redistributing collected in-kind donations.
- Coordinate with the Care and Shelter Branch in the Operation Section of the EOC to determine their needs for donated goods.
- Provide the PIO with information regarding the donations drop off locations and receipt processes.

Finance

- Provide financial record keeping and tracking of volunteer hours and in-kind donations received as a part of the cost recovery documentation.
- Provide the PIO with information regarding the cash donations process.

City Clerk

- Facilitate the registration and swearing in of volunteers selected to work in support of incident operations and support activities.

Public Information Officer

- Provide public messaging to support the facilitation of donations and volunteers inclusion into incident operations and support.
- Provide additional outreach support as necessary.

Function Y: Worker Safety and Health

Responsible Departments

Human Resources

Supporting Department/Entity

Finance

Responsible EOC Sections

Command Staff, Incident Commanders,
Safety Officer, EOC Section Leaders,
Compensation and Claims

Emergency Function Corollary

FEMA ESF#: N/A

California EF: N/A

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The worker safety and health function describes the processes to ensure worker safety and health, and to document and safety issues during emergency management response and recovery operations (reg. *FEMA CPG 101*).

Supporting Documents

- CalOSHA safety regulations , Title 8 California Code of Regulations

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the worker and safety health function:

- All workers in the City Emergency Operations Center (EOC), department operations center (DOC) and field operations face safety risks when working during an emergency.
- The EOC Safety Officer is responsible for all worker safety and health considerations and actions in the EOC environment and coordinating safety staffing in the DOCs to monitor and support employee safety in field operations.
- The EOC can often be a fast-paced, stressful environment. It often operates at capacity for people and resources. As such, personnel working in the EOC face a higher risk of injury than those working their normal day time city position.
- All worker safety related incidents will be reported to, documented by, and managed by the Compensation Claims Unit in the Finance Section of the EOC.

- Risk Management representatives will provide personnel to manage the Compensation Claims Unit of the Finance Section to file any work related injury claims.
- A safety briefing will be made by the Safety Officer at the beginning of each operational period; these briefings will take place at incident command post locations, at the EOC, and at any activated DOCs in the city.
- Any changes or updates in safety considerations will be announced at organized safety meetings, or in ad hoc fashion as necessary.
- Safety considerations will be evaluated and reported for each operational period.

Activation

The worker safety and health function is activated during circumstances that put emergency management personnel at risk for injury. This includes the activation and operations within the City EOC. The EOC must also track and document any field safety incidents related to the response.

Function Components

At the EOC, the Safety Officer is responsible for evaluating the work area and determining the possible hazards and risks for EOC personnel.

During an emergency, numerous DOCs will likely need to activate. Each DOC should have a designated Safety Officer. Likewise, there may be numerous command posts (e.g., field operations, utility operations, etc) that activate in response to the emergency; each of them should have a designated Safety Officer as well. In all cases, the Safety Officer will dictate necessary actions to mitigate identified risks as much as possible. Information regarding safety measures will be reported out by the Safety Officer at the beginning of every operational period; all emergency management and field response staff are expected to adhere to all safety recommendation and considerations.

Worker injuries during response operations to the emergency event need to be reported to direct supervisors immediately. The report of injury should move through reporting channels (field to DOC to EOC) so that the Finance Section can document the incident. Also, operations personnel need to be made aware of any unusual threat that may pose additional risks to staff health and safety.

Roles and Responsibilities

Human Resources

- Provide an EOC Safety Officer to ensure safety conditions are met in the EOC.
- Provide DOC Safety Officers as needed.
- Assist the EOC Manager and Operations Section Chief to identify potential risks associated with field operations.

All EOC Operations Branches and Field Incident Commanders

- Ensure that a site Safety Officer is assigned to incident sites, and that incident operations are conducted with the safety of the worker in mind, especially heavy rescue sites, hazardous materials incidents, and terrorist events.
- Ensure that field response includes appropriate technical specialists, such as public health officials and engineers, where appropriate.
- Evaluate available safety equipment for field operations; advise Operations Section Chief of any special needs.
- Consult with inspectors as necessary to determine the safety of buildings for occupancy.
- Staff the Finance Section Compensation and Claims Unit to track and document any safety related injuries or incidents.
- Ensure that unsafe and searched structures are marked as such.

Finance

- Oversee the Finance Section Compensation and Claims Unit to track and document any safety related injuries or incidents to include in incident costs.

Function Z: Prevention and Protection

Responsible Departments

Police Department

Supporting Department/Entity

Office of Emergency Management
Federal Bureau of Investigation

Responsible EOC Sections

Operations Section, Law Branch, EOC
Coordinator

Emergency Function Corollary

FEMA ESF#13: Public Safety
California EF: Law Enforcement

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

The prevention and protection function describes the process used for the monitoring and tracking of terrorist-related information, and the activities that will be taken to reduce the risk of a potential threat in the city. This function defines coordination efforts with appropriate jurisdictions and entities, including the sharing of terrorist threat information (reg. *FEMA CPG101*).

Supporting Documents

- Local Planning Guidance on Terrorism Response CalOES (December 1998)
- Sacramento County All-Hazards Emergency Operations Plan, Terrorism Annex (December 2005)

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the prevention and protection function:

- The Police Department will take the lead on terrorist related incidents that affect the safety and well-being of the City of Sacramento community.
- Depending on the scope, severity, and cause of the incident, coordination efforts with the Federal Bureau of Investigation (FBI) may be necessary for suspect or confirmed terrorist incidents.

- The Office of Emergency Management (OEM) will provide personnel in support of prevention and protection functions through the activation of the City EOC and management of incident related information and response operations.
- The Police Department will manage field response efforts through their established Incident Command Post (ICP)/department operations center (DOC).
- Activated response efforts to an incident may occur before terrorist activity has been confirmed.
- County, state, and federal emergency management entities will provide assistance with response efforts as necessary.
- Information regarding a terrorist incident will come from a large variety of sources, all of which will need to be confirmed and verified through the City EOC information management process.
- Terrorist incidents can occur in a variety of forms, including, but not limited to, bombings, shootings, cyber threats, and biological threats.
- Responsible response entities for terrorist incidents will vary depending on the type of incident.
- Coordination will be required with a wide variety of jurisdictions and entities.

Activation

The prevention and protection function is activated during circumstances in which actions in the city threaten the safety and security of the Sacramento community due to terrorist related activity. This function may be activated as the result of an incident such as a terrorist attack (bombing, shooting, etc.), or in preparation for a potential incident through information that is provided to city personnel by the public, an anonymous call, or some other source.

Function Components

The prevention and protection function includes those actions that are taken in result, or in preparation to, a potential terrorist related incident. In many cases, terrorist incidents involve the physical safety and security of people within a given community.

Terrorism has been defined in many ways; the FBI has defined it as: *the unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives*. Terrorist acts, by this definition, have occurred in the city, and the city remains vulnerable to violence and terror attacks related to chemical, biological, explosive, radiological, nuclear, and cyber-related sources.

The Police Department is responsible for overseeing and providing safety measures for the City of Sacramento community. The Police Department will request additional assistance from local law enforcement jurisdictions. The Office of Emergency Management will provide support to police operations through the activation of the City EOC, procurement and distribution of support and

resources, and the management of overall incident coordination. The EOC will be responsible for managing response efforts with the county, state, and federal levels, if necessary.

Terrorist related incidents are unique because of the information that is associated with such an event. A large role of the City EOC is to collect, evaluate, analyze, and report information that may provide support to response operations. Information may be provided by community members, first responders, or the potential terrorist/group themselves. In the event that a terrorist incident is suspected or confirmed, all collected information will be reported to representatives of the FBI. Information related to the incident will be managed through EOC information collection, analysis, and dissemination process.

Roles and Responsibilities

Police Department

- Lead response efforts to terrorist related incidents that affect the safety and well-being of the City of Sacramento community.
- Provide staff personnel to the Operations Section, Law Branch of the City EOC.
- Manage field response efforts through the established ICP/DOC.
- Verify and validate information regarding a terrorist incident.

Office of Emergency Management

- Provide personnel in support of prevention and protection functions through the activation of the City EOC and management of incident related information and response operations.
- Coordinate with jurisdictions and entities regarding terrorism response planning and operations.

Federal Bureau of Investigation

- Provide subject matter expertise and support to unified command in any incident determined to be a terrorist event.

Function AA: Debris Management

Responsible Departments

Public Works

Supporting Department/Entity

Fire Department

Community Development

Utilities

Responsible EOC Sections

Operations Section, Construction and Engineering Branch, Debris Management Unit

Emergency Function Corollary

FEMA ESF #3: Public Works and Engineering

California EF: Construction and Engineering

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the components of the function and its implementation.

Function Description

The debris management function describes the actions that will be taken to coordinate the collection and removal of debris. This function includes the temporary removal of debris for access of first responder vehicles and equipment, and the general removal of debris for additional processing, sorting, identification of hazardous materials, and appropriate disposal (ref: *FEMA CPG 101*).

Supporting Documents

- City of Sacramento Disaster Debris Management Annex (2010) Standard Operations Guide, Solid Waste Services

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the city's debris management function:

- The City of Sacramento will ensure that debris removal and cleanup operations are expedited. On the basis of the city and other operational area jurisdictions' assessments, structures that pose a public safety concern will be demolished, and the resulting debris managed.

- The Public Works DOC will manage the debris activities for the city. The Public Works DOC will work in coordination with the Debris Management Unit in the City EOC Operations Section, when activated.
- When activated, the Construction and Engineering Branch of the City EOC will initiate debris clearance by establishing contact with solid waste handlers for large debris bins for neighborhood debris removal, ensure personnel have adequate protective clothing for operations in hazardous areas, and clear debris from waterways to alleviate or prevent flooding.
- The city will need to coordinate with utility companies (SMUD, PG&E, telephone, and cable TV) as appropriate to ensure that power lines do not pose a hazard to emergency work crews and to keep service disruptions at a reasonable time period.
- In cases of emergency debris clearance, there are no provisions for reimbursing individuals or private organizations for costs of emergency debris clearance from their own private property.
- Eligibility criteria and administrative procedures relative to the application for federal grants to assist in defraying costs incurred in performing emergency debris clearance are outlined in Section 3 (Recovery/Rehabilitation) of the California Emergency Plan and in the State Disaster Assistance Procedural Manual, which is published and issued separately.
- The city may need to work with the operational area and the state. In the event of a major debris-generating disaster, numerous federal agencies will also be involved with debris removal activities, including:
 - Federal Emergency Management Agency (FEMA)
 - U.S. Army Corps of Engineers (USACE)
 - US Environmental Protection Agency (USEPA)
 - US Fish and Wildlife Services (USFWS)

Activation

The City EOC Manager or his/her designee, in conjunction with the Public Works department operations center (DOC), will determine the extent of damage and resulting debris and issue appropriate directives to implement this debris clearance actions. The size and composition of the DOC activated to manage debris clearance, removal, and disposal issues will depend on the magnitude and type of the disaster.

The city will initiate debris contractor support, using its master emergency contact list debris management contractors. The city will coordinate with debris collection facilities to manage the extra debris disposal issues, and initiate communication with regional partners for management of debris overflow. In addition, coordination will take place with the Emergency Operations Center (EOC) PIO to release media instructions to the general public regarding debris management and household hazardous waste.

Function Components

Pre-designated debris collection locations and key provisions for of the debris management function process are outlined in *City of Sacramento EOC Forms & Tools*. Full details of the process are in the *City of Sacramento Disaster Debris Management Annex (2010)*.

Roles and Responsibilities

Public Works Department

- Activate the Public Works DOC for debris management activities.
- Staff the Construction and Engineering Branch, Debris Management Unit at City EOC if activated.
- Activate the *City of Sacramento Disaster Debris Management Annex (2010)*, *Standard Operations Guide, Solid Waste Services*.
- Coordinate debris clearance routes with the Logistics Section, Transportation Branch of the City EOC, if activated.
- Support first responder activities with priority debris removal support to gain access to critical facilities and incident response sites, including fire and police response sites, and Utilities' infrastructure.
- Provide access to city corporation yards and other areas for possible staging or operations areas.
- Establish relationships with vendors (if not already done) to procure additional debris boxes as necessary.
- Manage debris clearance operations to maximize potential reimbursement.

Sacramento Fire Department

- Utilize available equipment, such as bulldozers, in the region to provide access routes for responder vehicles.
- Coordinate debris clearance with Public Works DOC from preplanned routes to support fire and rescue activities.

Community Development Department

- Provide support on public infrastructure evaluation, demolition, debris removal, and disposal.
- Support short-term recovery operations, including debris removal, and cleanup for public infrastructure.

Utilities Department

- Provide support to debris management operations as requested.
- Provide oversight to water management in areas where debris is blocking water flow.

Function BB: Flood Management

Responsible Departments

Utilities Department

Supporting Department/Entity

Police Department

Fire Department

Public Works Department

Convention and Cultural Services Dept.

RD100 Reclamation District

American River Flood Control District

Sacramento Flood Control Agency

California Department of Transportation

California Department of Water Resources

Responsible EOC Sections

Operations Section, Utilities Branch

Emergency Function Corollary

FEMA ESF #3: Public Works and Engineering

California EF: Construction and Engineering

Purpose

The purpose of this emergency function section is to provide an overview of the function, identify responsible and supporting departments for the implementation of the function, outline conditions for the activation of the function, and provide guidance information on the implementation of the function.

Function Description

Flood is a serious threat to the City of Sacramento due to its location along the Sacramento and American Rivers. The city contains a series of levees that both protect the city from flooding rivers, and also retain rainwaters within its boundaries. The flood management function provides for monitoring, modeling, preventing, and responding to flood water situations in the city. This function will address the protocols and procedures needed to manage the prevention and results of flood waters in the city.

Supporting Documents

- City of Sacramento, Department of Utilities, Multi-Hazard Emergency Manual (November 1995)
- Sacramento County, Flood Annex (January 6, 2005)
- Sacramento County (Reclamation Districts), Multi-Hazard Mitigation Plan Update, (September 2011)
- County of Sacramento Regional Flood Emergency Action Plan (November 2015)

Parameters and Assumptions

The following parameters and assumptions will be utilized for the planning, development, and implementation of the city's flood management function:

- Flood management in the city is needed in cases of flooding from the following sources:
 - Levee overtopping
 - Levee collapse
 - Dam failure and resultant levee impacts
 - Rainwater inundation
- Models of potential flood situations provide intelligence needed by city departments and the City EOC in preparing staff and equipment resources to prevent or respond to the flood in a timely manner.
- Public messaging regarding flood threat situations is critical to early and effective evacuation of potential flood impacted areas.
- Flood response activities will require urgent and effective management of the situation, and involves a high level of coordination, resourcing, mutual aid, and management to minimize the negative consequences of flood water intrusion to city infrastructure.
- Repair of levees and other flood management infrastructure following the impacts of a flood incident will require the utilization of specialized and technical personnel.
- Utilities Department representatives in the Utilities Branch of the EOC will be designated responsible for coordinating flood management issues.
- In any potential flooding situation, the Utilities department operations center (DOC) will activate to provide operational coordination of resources to flood fight incident sites, or other flood management operations.
- Utilities Department representatives will coordinate with external partners and representatives as necessary during response operations.

Activation

The flood management function is activated for flood-related incidents that could affect, or have already impacted the city, and could negatively impact city infrastructure, neighborhoods, or services. Flood management requires the activation of the Utility Department DOC, as well as some level of City EOC activation. Utilities representatives and city executive members will determine the need to activate the flood management function during river level or weather monitoring stages, and prioritize actions along with other emergency management and response actions. Both the city and the county evacuation plans reflect the City Utilities Department guidelines for activation of resources and suggested evacuation procedures.

Function Components

The flood management function involves the coordinated effort of multiple local, state, and special district entities to monitor, control, and respond to potential or existing flooding conditions in the city. Flood management operations include: levee monitoring during high level water flows (river level rising and at high water marks) and when snowmelt and rain water conditions indicate high

level flood watch activations; flood management operations involving possible or occurring levee breaches; pumping rain water from low level areas; and closing gates throughout the city in order to protect low-lying areas from flood.

Flood management information and operations will be used to make other critical decisions in the city regarding evacuation warnings, equipment staging, evacuation sites, shelter locations, and public facility closure decisions. A reference for recommended actions during various stages of flooding is included as an attachment to this function.

Roles and Responsibilities

Utilities Department

- Activate the DOC to coordinate field monitoring information regarding the reports from levee patrols along high-flow river ways.
- Provide situation status information to the City EOC.
- Staff the Utilities Branch in the Operations Section of the City EOC.
- Notify citizens of potential or actual potable water shutdowns due to power failure or other utility system disruptions. (Certain vulnerable people, such as those with kidney failure, need water pressure to operate at-home dialysis machinery.)
- Coordinate the closure of drainage gates and flood gates in Old Town Sacramento.

Sacramento Fire Department

- Provide incident command and support to flood management incident scenes.

Sacramento Police Department

- Provide incident command support to flood management incident scenes.
- Lead area evacuation operations during potential or existing flooding issues.
- Control access to areas evacuated or determined hazardous.

Public Works Department

- Manage the closure of Public Works operated flood gates.

Culture and Cultural Services Department

- Provide support with the closure of drainage gates in Old Town Sacramento.

RD1000 Reclamation District

- Oversee levee monitoring operations along the Sacramento River in the Natomas Basin.
- Oversee flood control management in their district, including levee maintenance and use of pumping stations to collect and discharge rain waters in basin.

American River Flood Control District

- Oversee levee management and monitoring along the American River.
- Monitor certain levels along the Steelhead, Arcade, Dry, Robla, and Magpie creeks.

California Department of Transportation (Caltrans)

- If necessary because of flood conditions, closes Business I-80 and provide support of gate closure operations.

California Department of Water Resources (DWR)

- Provide technical support for flood water events such as river forecast bulletins and river stage monitoring. Bulletins will be posted at “I Street” for the Sacramento River, and at “H Street Bridge” for the American River.



City of Sacramento
Emergency Operations Plan

**PART 3 – EOC Management and
Position Guides**

2018

Part 3.1: Management Section

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3.1 Management Section Overview

3.1.1 Purpose

The Management Section directs the City of Sacramento Emergency Management Organization, coordinates the actions of the EOC staff, establishes operational priorities, ensures development and implementation of strategies to meet the needs of the emergency, works with local elected officials on issues related to emergency response and recovery, communicates with the media, coordinates response with outside agencies including federal and state resources, and ensures the safety of the responders. The Management Section staff must evaluate the potential economic, social and environmental impacts of the disaster on its citizens, while managing response to the conditions within the city. Additionally, the Management Section must consider whether an emergency in a neighboring jurisdiction could impact the City of Sacramento, or draw upon resources normally available to the city.

When fully staffed, the Management Section may include each of the following positions. If staffing is not available for each position, the duties assigned to the unfilled position are the responsibility of the EOC Manager position, which is filled by the Director of Emergency Services or delegated to an Assistant City Manager or Coordinator of Emergency Services.

- EOC Manager
- EOC Coordinator
- Legal Advisor
- Public Information Officer
- Liaison Officer
- Safety Officer
- ADA Coordinator

3.1.2 Duties

In general the EOC Manager is responsible to:

- Assess the situation and review the availability of resources to determine the level of EOC activation required.
- Create the initial EOC Action Plan that includes a staffing plan, response objectives and resource deployment.
- Obtain/request mutual aid resources as necessary.
- Proclaim a Local Emergency and establish a fiscal posture and ensure tracking of expenditures for reimbursement.
- Coordinate actions with other cities, Special Districts, State and Federal agencies.

In general the EOC Coordinator is responsible to:

- Assists in overseeing EOC operations during an activation.
- Supports the EOC Manager with determining EOC activations and the level of activation.
- Provides emergency management policy guidance to EOC Manager and other leadership.
- Supports with contacting EOC staff when they are needed for duty.

- Contacts external partners to determine their availability for assistance.
- Alerts City PIO of need for emergency public information dissemination.
- Perform the Liaison Officer function unless position is specifically filled.

In general the Legal Advisor is responsible to:

- Review pertinent laws and resolutions regarding the response by the City of Sacramento emergency management organization.
- Prepare Local Emergency Proclamations, as indicated.
- Monitor the Proclamations of Emergency process during an emergency; and ensure that appropriate proclamations are prepared, as necessary.
- Revise the City of Sacramento Emergency Services Ordinance, as needed.
- Be familiar with the emergency powers, authorities, and responsibilities of the City Council and Emergency Operations Center (EOC) Director.
- Identify the legal procedures to proclaim a Local Emergency, and be sure the City Council and the Director of Emergency Services follow established protocols.
- Provide legal guidance on emergency response actions and policy decisions during response and recovery.

In general the Public Information Officer (PIO) is responsible to:

- Consult with the Director of Emergency Services to determine what information is to be disseminated.
- Provide the public with emergency information and instructions, as indicated and/or as directed by the Director of Emergency Services.
- Monitor external reports and conditions via broadcasts on commercial TV and radio, and advise the Director of Emergency Services.
- Provide the news media with event information, as required by the situation, and/or as directed by the Director of Emergency Services.
- Act as an information resource and contact for elected officials.

In general the Liaison Officer is responsible to:

- Make internal and external notifications as indicated by the situation, and/or as directed by the Director of Emergency Services.
- Compile information and requests from external agencies and advise the Director of Emergency Services.
- Confer with the PIO on major notifications and/or any special instructions required.
- Maintain a log of all internal and external contacts made or attempted.
- Meet, greet and coordinate involvement of incoming Agency Representatives.

In general the Safety Officer is responsible to:

- Ensure safety conditions are met within the EOC.
- Ensure that emergency operations are conducted with safety of the worker in mind, especially heavy rescue sites, hazardous materials incidents and terrorist events.

- Ensure that field response includes appropriate technical specialists, such as Public Health and Engineers, where appropriate.
- Evaluate available safety equipment for field operations. Advise Operations Section Chief of any special needs.
- Assist the Director of Emergency Services and Operations Chief to identify potential risks associated with field operations.
- Consult with inspectors as necessary to determine safety of buildings for occupancy.
- Ensure that unsafe and searched structures are marked as such.

In general the ADA Coordinator is responsible to:

- Provide oversight to the entire EOC to ensure they have information and resources to support people with access and functional needs during a response and recovery phases of an emergency.
- Ensure the City follows guidance outlined in the Americans with Disabilities Act in decision making.
- Provides guidance for PAFN support decisions, especially in regards to public notification, evacuation, transportation, care, and sheltering operations.

3.1.3 Staffing

When fully activated, the EOC Management Staff may include the following positions and will be staffed by the following personnel, unless an alternate is assigned.

- The City Manager, as the Director of Emergency Services, will serve as the EOC Manager.
- The Coordinator of Emergency Services will serve as EOC Coordinator.
- A City Attorney office representative will serve as the Legal Advisor.
- A Citywide Public Information Officer (PIO) will serve as the PIO.
- A Human Resources representative will serve as the Safety Officer.
- A Human Resources, ADA Officer, will serve as the ADA Coordinator.

If personnel resources do not allow for the activation of all functions, the tasks assigned to that function are the responsibility of the person next highest in the organization, in this case the Director of Emergency Services.

3.1.4 Concept of Operations

To respond to disasters effectively, each person assigned an emergency management position has specific duties to complete before, during and after a disaster. These tasks are outlined in the position guides. More detailed information about each function in the Emergency Operations Center (EOC) is presented in this and other the annexes to the EOP.

Preparedness. Preparedness actions allow staff to prepare for disaster operations, become familiar with the contents of this plan, develop and update resource lists, and participate in drills and exercises. The Director of Emergency Services is responsible for ensuring the Management Section completes the following:

- Call regular meetings of the Emergency Operations Center (EOC) staff to maintain familiarity with roles and responsibilities and to discuss emergency management issues.
- Review the EOP, applicable department plans, standard operating procedures, and the materials contained in this section. Collect recommended revisions and updates to this section and submit them to the City of Sacramento Coordinator of Emergency Services identified by the Director of Emergency Services.
- Request Department Heads to review department emergency plans and standard operating procedures, and submit changes to the designated City of Sacramento Coordinator of Emergency Services.
- Review the Emergency Services Ordinance to identify any revisions needed.
- Ensure lines of succession for the City Council and City Manager are current.
- Participate in exercises and post-exercise critiques scheduled by the designated City of Sacramento Coordinator of Emergency Services.

Initial Response. Specific actions for each Management Section position are listed in the checklists that are attached to this section. The Director of Emergency Services is responsible for overseeing and coordinating the Management Section activities listed below:

- Upon notification, determine if partial or full activation of the EOC is warranted. (See checklist for distinction of three activation levels.)
- Initiate and maintain individual activity logs.
- Make internal and external notifications as indicated.
- Prepare public notifications and emergency instructions, if necessary.
- Create the initial EOC Action Plan.
- Determine if a Local Emergency should be declared.
- Declare a Local Emergency if City Council is not in session.
- Brief Elected Officials on the situation.
- Ensure whole community response perspective is incorporated in EOC decision making.

Extended Operations.

- Implement activities outlined in the checklists contained in the Attachments provided with this Annex.
- Evaluate EOC needs, including policy issues.
- Establish response and restoration priorities.
- Communicate with County agencies to coordinate services such as Public Health.
- Ensure the health of responders is considered in decisions affecting the EOC Action Plan.
- Identify the existence of a Site Safety Plan at each site.

Post Emergency.

- Continue responses to media and public inquiries.
- Provide wrap-up news releases until no longer indicated.
- Identify the location of the Local Assistance Center (LAC) and request the Public Information Officer (PIO) to broadcast the information.

- Identify the resources required by the Local Assistance Center (LAC). Assign staff to support the LAC.
- Determine when the EOC can be deactivated.
- Ensure internal and external deactivation notifications.
- Conduct a critique with all EOC staff.
- In conjunction with the Legal Advisor, advise the City Council when the Local Emergency proclamation can be terminated.
- Review and approve the After Action Report.

3.1.5 Organizations and Responsibilities

The Standardized Emergency Management System (SEMS) has been adopted by the City of Sacramento for managing response to multi agency and multi jurisdiction emergencies and to facilitate communications and coordination between all levels of the system and among all responding agencies.

Field Response Level. The City of Sacramento subscribes to and utilizes the Incident Command System (ICS). Unified Command will be established whenever possible; however, generally:

Sacramento Police Department will provide Incident Commanders (ICs) for:

- Crime Scenes
- Civil Disturbances
- Evacuation Operations
- Search and Rescue Operations
- Transportation Accidents (City Streets Only)
- Traffic Control Operations

Sacramento Fire Department will provide ICs for:

- Fire Suppression Operations
- Hazardous Material Incidents
- Urban Search and Rescue Operations
- Heavy Rescue Operations
- Radiological Incidents

In some instances, State or Federal authority may preempt City authority. In those instances, City government will act directly under the authority of the duly authorized representative of the State or Federal government.

Local Government Level. Government Code § 8607 requires all local public agencies (cities, special districts and counties) to respond to emergencies using the Standardized Emergency Management System (SEMS) at the scene of a multi-agency emergency and in the EOC. SEMS is a standard emergency response system and organization that enhances the ability of the OA to work with any city, county, special district or state agency.

The City of Sacramento is responsible for emergency response within the boundaries of the City. Special districts are primarily responsible for the restoration of services that they normally provide. They may also be responsible for safety of people at their facilities or on their property and for warning of hazards from their facilities or operations. Some special districts may assist other local governments in the emergency response.

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

Local governments must comply with SEMS regulations in order to be eligible for state funding of response related personnel costs and will:

- Use SEMS when a local emergency is declared or proclaimed, or the local government EOC is activated.
- Establish, coordinate and communicate with Incident Commanders either through departmental operating centers (DOC's) to the EOC, when activated, or directly to the EOC, when activated.
- Use existing mutual aid systems for coordinating fire and law enforcement resources.
- Establish coordination and communications between the local jurisdiction EOC when activated, and the operational area organization and any state or local emergency response agency having jurisdiction at an incident within the City's boundaries.
- Use multi agency or inter agency coordination to facilitate decisions for overall local government level emergency response activities.

City and special district EOCs are required to utilize the same five SEMS management functions (Management, Operations, Planning/Intelligence, Logistics, and Finance/ Administration) to facilitate interagency communication and coordination. Cities and special districts within the county's boundaries may contact the Sacramento Operational Area (OA) EOC for information and/or to request support. Requests for information and/or assistance from cities and special districts are typically submitted via the OA Liaison, or directly to the corresponding OAEOC Section.

Operational Area Level. In accordance with CCR, Title 19, Division 2, Sacramento County and its political subdivisions (cities and special districts) become an operational area for emergency response purposes during response to multi-agency disaster events. The OA EOC is established to coordinate emergency operations and manage resources throughout the county. The OA EOC also serves as a communication and coordination link between all public agencies in the county and the State Regional EOC (REOC). In accordance with state and local EOPs, the OA submits regular situation reports and requests for support and resources not available within the county to the REOC.

Each city and special district may contact the OA EOC via landline phone, cellular phone, amateur radio, discipline specific radio frequencies, internet or the web-based systems.

Regional Level. Sacramento is located in State OES Mutual Aid Region IV within the Inland Administrative Region. State OES Region IV provides staff support available from State OES and other state agencies to assist in rendering mutual aid. The primary mission of the Region IV emergency management organization is to support OA response and recovery operations, and to coordinate mutual aid regional response and recovery operations.

The State Regional Office also serves as a Regional EOC when necessary. When requested, Inland Region OES may activate an REOC to coordinate response by state deployed mutual aid resources.

3.1.6 Policies and Procedures

Policies and procedures for Management Section staff include:

Emergency/Disaster Response. Upon notification of a warning or knowledge of a disaster, California Government Code (CGC) §§ 3100 mandates that public agency employees have special responsibilities to protect the public. City of Sacramento staff may be requested to modify shift schedules, return to work, remain at work, or perform different work assignments. If at home when a disaster occurs, it is expected that employees will ensure the safety and security of families and homes before returning to work. If at work when a disaster occurs, the City of Sacramento will set up a family information system for employees to check on the welfare of their homes and families. Upon reporting to the Emergency Operations Center (EOC), or other designated location, assigned staff will implement the activities listed in the function Checklists that are attached to this annex.

Who Should Respond? In accordance with the CGC §§ 3100, all public agency employees are considered Disaster Service Workers and are eligible to be assigned to perform an emergency role at the time of a disaster. Certain staff have been pre-assigned to perform a specific function in the City of Sacramento EOC (as a primary or alternate), or at another location, and are expected to report to the designated location as outlined in the EOC staffing list.

In the rare circumstance when normal communications are out of service and notification may not be possible with use of the normal methods (phone, email, or radio), employees report to their normal work site. If normal work site is not available, employees are to report to the alternate location identified by the department plan. Staff assigned to positions in the EOC are to report to the City of Sacramento EOC.

Personnel Issues.

- Determine if employees who are available for work but prevented from returning due to access, weather problems, etc., shall receive wages for time not worked. Alternate work assignments with other jurisdictions or agencies might be suggested.
- Recommend restrictions to extraordinary overtime be suspended during event.
- Direct management to assist staff in workload management and priority setting.

- Ensure that staff are sufficiently familiar with the functions of other City departments in order to refer calls from the public appropriately.
- Ensure that staff are clear on how to respond to frustrated and angry members of the community. Skills in dealing effectively with disaster survivors should be emphasized.
- Recommend to the Personnel Director that citations of appreciation be issued during the post emergency phase.

Local Emergency Proclamations in Incorporated Cities

- The following California Attorney General Opinion No. 79-710 was issued regarding a city proclaiming a Local Emergency.
 - o "When the county declares a local emergency based upon conditions which include both incorporated and unincorporated territory of the county, it is not necessary for the city or special district to declare the existence of a local emergency independently."
- While this is the opinion of the Attorney General, it is still recommended that all incorporated cities and special districts proclaim a local emergency, because:
 - o It allows them to adopt rules and regulations as long as they do not conflict with county rules and regulations.
 - o It is necessary to apply for state and federal disaster assistance.
 - o Politically, it sends a strong signal to constituencies that everything is being done that can be done.

Military Aircraft Incident Access.

- The Air Force will attempt to provide maximum cooperation, consistent with national security responsibilities, to properly identified U.S. media representatives desiring to cover military accidents.
- If the senior Air Force representative at the scene is qualified to do so, s/he will determine, as soon as possible, whether classified defense material is exposed. If the representative is not so qualified, an individual who is will be immediately summoned.
- Accidents involving nuclear weapons, warheads, or materials:
 - o If nuclear material is involved, an area 2,000 feet around the incident will be cleared of unauthorized personnel.
 - o When the responsible commander considers the area safe and classified nuclear materials secure, media representatives and photography will be permitted.
- Aircraft and missile accidents not involving nuclear weapons, warheads, or materials:
 - o If no classified material is exposed, the senior Air Force representative will permit photographs.
 - o If classified material is exposed, it will be covered or removed immediately, if possible. Photographs will then be permitted.
 - o If the senior Air Force Representative at the accident scene does not know whether classified defense information is exposed, photographers will be informed and advised that photography cannot be permitted, and that taking photographs may violate federal law. Air Force personnel will not physically restrain the media from taking photographs.

- If classified defense information is exposed and cannot be removed or covered immediately:
 - The senior Air Force representative will:
 - So advise news media representatives
 - Inform media that photography is not permitted
 - Inform media that photographing classified DOD material without official permission violates federal statutes (18 USC 795 and 797)
 - Request media's cooperation
 - If media representatives refuse to cooperate, Air Force personnel will refrain from using force, but will request:
 - The assistance of appropriate civil law enforcement officials in preventing the compromise of such material and in recovering all photographs, negatives, and sketches which are presumed to contain classified information.
 - The cooperation of the superiors of news media representatives concerned.

Personal Stress Considerations.

- Consider additional staffing in order to allow staff that have suffered losses to tend to personal matters.
- Ensure that regular briefings are provided to keep EOC staff informed on the progress of the event.
- Consider provisions for employees with special circumstances or responsibilities:
 - Lodging for long distance commuters:
 - If lodging is a premium, encourage staff with room to take in coworkers.
 - Childcare services for staff with family responsibilities or who must remain on the job.
 - Counseling for those separated from their families for long periods of time.
- At the conclusion of the emergency response phase, arrange for Critical Incident Stress Debriefings for involved personnel.

EOC Manager Position Guide

Command Staff

Primary Responsibility: Director of Emergency Services, City Manager

Secondary Responsibility: Office of Emergency Management

EOC Section: Command Staff

Reports to: City Council

Function

The EOC Manger leads emergency management operations for the City, and is filled by the Director of Emergency Services, the City Manager, or designee. The EOC Manager is responsible for determining the need to activate the EOC, approving overall emergency management objectives, and providing policy directive support. During an emergency where the Operational Area EOC is also activated, the EOC Manager will serve as the liaison between the city EOC and the Operational Area EOC.

Increased Readiness

- Notify City Council, and key management of the situation.
- Review the EOP and appropriate emergency functions.
- Assess the emergency/disaster and make decisions regarding any emergency preparedness actions in coordination with the EOC Coordinator.
- Determine if the EOC needs to be activated. If so, request the EOC Coordinator to begin the activation process.
- Contact all appropriate City Manager's Office staff to prepare to assist with emergency management and response operations.
- Obtain status information form the EOC Coordinator regarding the city availability and condition of resources.
- Review and approve any initial emergency public information for distribution.
- Document preparedness activities, monitor the situation, and maintain increased readiness.

Initial Activation *(for most emergencies)*

- In consultation with the EOC Coordinator, determine the appropriate level of EOC activation, as needed.
 - *Monitoring Level:* Normal daily operations continue. Alert EOC Coordinator and Command Staff, and monitor situation.
 - *Partial Activation:* Consider partial activation of the EOC. Coordinate logistics and necessary resources, departments, and outside partners for emergency management and response efforts.
 - *Full Activation:* Fully activate the EOC to coordination and direct all emergency management and response efforts.

- Work with the EOC Coordinator to activate the EOC.
 - Advise the City Council of EOC activation.
 - Establish and maintain contact with other involved jurisdictional chief executives and elected officials as appropriate.
 - *If more than two cities or one city (other than Sacramento) and the county have activated EOCs, the county EOC becomes the Operational Area (OA) EOC. Ensure liaison to the OA EOC.*
- Once the EOC is activated, obtain a briefing from the section chiefs, including:
 - Magnitude and scope of the event
 - Areas of the city involved
 - Actions taken, work in progress, resources committed, and expected duration of the event
 - Other EOCs that are activated
 - Support needed for field units
 - Support needed to support local population
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, directions given, and actions taken.
- Work with the Planning Section to establish a schedule for regular briefings.
- Request the Planning Section Chief to develop an EOC Action Plan.
- Review and approve all EOC Action Plans.
- Coordinate and approve release of emergency public information with the PIO.
- Oversee all aspects of the response and ensure emergency needs are being addressed:
 - Ensure the City Council is informed as to the status of the emergency.
 - Consider the need to proclaim a Local Emergency.
 - With the Legal Officer, review the Emergency Proclamation Procedure, and request that Legal Officer review the appropriate proclamation form.
 - Consider the need to enact emergency ordinances.
 - Consider the need to implement alternate work schedules.
 - Consider the need for continuity of city services, should they be disrupted.
 - Authorize appropriate changes in staffing.
- Establish response priorities.

Extended Operations

- Maintain and activity log.
- Facilitate EOC management, as needed.
- Monitor emergency operations to identify current or potential inter-organizational problems.
- Obtain regular updated status reports and EOC Action Plans from the EOC section chiefs.
- Provide City Council with periodic briefings.
- Continue to conduct regular briefings with management section members and section chiefs.
- Review and approve the EOC Action Plans for distribution by the Planning Section.
- Coordinate continued public information efforts with the City PIO and JIC, if activated.

- Consider the need for the implementation of continuity actions, depending on the expected duration of the incident. Coordinate continuity decisions with the EOC Coordinator.

Post Emergency

- Determine if/when the EOC can be deactivated and initiate deactivation procedures when indicated.
- When appropriate, advise City Council when the Emergency Declaration may be terminated, if appropriate.
- Ensure all sections have completed detailed cost estimates of damages and personnel-related emergency response expenses, and have submitted all information to the Finance Section.
- Submit any documentation related to the incident to the Planning Section.
- With the EOC Coordinator, facilitate an incident debriefing session for all EOC participants, including external partner representatives.
 - Ensure all findings and recommendations are documented during all sessions.
- Ensure the revision and update of plans and procedures to reflect lessons learned from the emergency.

EOC Coordinator Position Guide

Command Staff

Primary Responsibility: Office of the Coordinator of Emergency Service

Secondary Responsibility: City Manager's Officer (or other city department as determined appropriate)

EOC Section: Command Staff

Reports to: EOC Manager

Function

The City Coordinator of Emergency Services serves as the EOC Coordinator during EOC activations. The EOC Coordinator reports to the EOC Manager, and is responsible for assisting in overseeing all emergency management operations in the city, while working directly with the EOC Command Staff. The EOC Coordinator will also support the EOC Manager in determining the need to activate the EOC, and will assist in contacting all necessary EOC personnel to report for duty.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Review the EOP and appropriate emergency functions.
- Assess the emergency/disaster. Provide information to the EOC Manager.
 - Analyze available information and data to determine scope of event.
 - Determine threat to the following areas: residential areas, people with access and functional needs, hospitals, businesses, schools, parks, etc. Coordinate with various City departments as necessary.
- Determine if there is a possible need for evacuation.
- If the EOC needs to be activated, begin the activation process.
- Ensure city personnel assigned to emergency management and continuity of operations duties are alerted of the situation, including off-duty personnel to support operations as necessary.
- Contact city departments and necessary external partners to determine their availability and capability to assist in the incident.
- Alert the City PIO of the need to distribute emergency public information.
- Document preparedness activities, monitor the situation, and maintain increased readiness.

Initial Activation *(for most emergencies)*

- In coordination with the EOC Manager, determine the appropriate level of EOC activation, as needed.
 - *Monitoring Level:* Normal daily operations continue. Alert EOC Coordinator and Command Staff, and monitor situation.

- *Partial Activation*: Consider partial activation of the EOC. Coordinate logistics and necessary resources, departments, and outside partners for emergency management and response efforts.
- *Full Activation*: Fully activate the EOC to coordination and direct all emergency management and response efforts.
- Activate the EOC.
 - Notify appropriate EOC staff.
 - Report to the EOC to begin activation and assist EOC personnel with organizing operations.
 - Provide access to all EOC equipment and resources with IT/Communications Branch support, if activated.
 - *If more than two cities or one city (other than Sacramento) and the county have activated EOCs, the county EOC becomes the Operational Area (OA) EOC. Ensure liaison to the OA EOC.*
- Activate appropriate EOC sections to meet the needs of the incident.
- Assist the EOC Manager in the briefings from the various section chiefs.
 - Ensure all meeting notes are documented; delegate a scribe for administrative support, if necessary and available.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, directions given, and actions taken.
- Identify needed EOC representatives from other organizations/outside entities.
- Determine information needs and inform command staff and section chiefs of needs.
- Assist the EOC Manager with the coordination and approval for release of emergency public information with the PIO.
- Assist the EOC Manager in establishing response priorities.

Extended Operations

- Maintain an activity log.
- Assist the EOC Manager with facilitating EOC operations.
- Assist with EOC management, as needed.
- Oversee operations for the EOC command staff.
- Respond to requests from EOC staff for inter-organizational contacts.
- Monitor emergency operations to identify current or potential inter-organizational problems.
- Assist with the continued coordination of public information efforts with the City PIO and the Joint Information Center (JIC), if activated.
- Consider the need for the implementation of continuity actions, depending on the expected duration of the incident. Coordinate continuity decisions with the EOC Manager.

Post Emergency

- When appropriate, deactivate emergency staffing patterns.
- In coordination with the EOC Manager, facilitate an incident debriefing session for all EOC participants, including external partner representatives.
 - Ensure all findings and recommendations are documented during all sessions.
- Oversee the development of an After Action Report and Corrective Action Plan based on findings from the incident debriefing sessions.
- Coordinate with the Finance Section to ensure that all expenditures and employee time is documented.
- Submit any documentation related to the incident to the Planning Section.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

ADA Coordinator Position Guide

Command Staff

Primary Responsibility: City ADA Coordinator

Secondary Responsibility: City Manager's Office

EOC Section: Command Staff

Reports to: EOC Manager

Function

The Americans with Disabilities Act of 1990 (ADA) Coordinator provides oversight to the entire EOC to ensure the staff have the information and resources they need to support people with access and functional needs (PAFN) during the response and recovery phases of an emergency. The ADA Coordinator will ensure the city follows guidance as outlined in the American with Disabilities Act (ADA) in decision making, and address all necessary considerations for the PAFN population during emergency management and response operations.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Review the EOP and appropriate emergency functions.
- Notify respective PAFN organization of a possible or pending emergency.
- Assess the emergency/disaster:
 - o Review information provided by the EOC Manager and EOC Coordinator regarding possible threats and impacts to the city.
 - o Specifically evaluate potential threats and considerations for the PAFN community.
- Evaluate possible evacuation needs and considerations for the PAFN population.
- Work with PAFN organizations to assess the availability and condition of resources.
- Begin to gather and develop PAFN specific information to be distributed along with other city emergency public information.
 - o Document preparedness actions, monitor the situation, and maintain readiness.

Initial Activation *(for most emergencies)*

- Report to the EOC and receive a briefing from the EOC Manager and/or EOC Coordinator.
- Initiate and maintain an activity log. Record the following information/requests:
 - o By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the ADA Coordinator, directions given, and actions taken.
- Identify needed EOC representatives from other PAFN organizations/outside entities.
- Determine the needs of the PAFN population. Ensure all needs are being addressed.
- Participate in regular EOC briefings; provide information for the EOC Action Plan as appropriate.

- Work with all EOC sections to address PAFN considerations in all aspects of emergency management and response operations.
- Provide PAFN specific information to the PIO for distribution.
- Document all response actions and expenditures related to PAFN specific operations.
- Identify PAFN specific consideration for evacuation and shelter operations, and work with the Operations Section to obtain necessary resources and equipment to meet the needs.
- Serve as the liaison between PAFN organizations and the city EOC.

Extended Operations

- Maintain an activity log.
- Regularly provide information to the Planning Section for the EOC Action Plan.
- Continue to work with all EOC sections to continue to address PAFN considerations in all aspects of emergency management and response operations.
- Monitor the situation to identify any changing situations for PAFN considerations.
- Provide PAFN specific information to the PIO for distribution.
- Continue to maintain documentation of actions and expenditures related to PAFN specific operations.
- Maintain communication and coordination efforts with PAFN organizations.
- Participate in regularly scheduled EOC briefings. Provide PAFN specific information as appropriate.

Post Emergency

- When notified, deactivate the ADA Coordinator position when requested by the EOC Coordinator.
- Advise all involved PAFN organizations of the deactivation of all EOC operations.
- Submit the activity log and other emergency-related documentation to Planning Section.
- Coordinate with the Finance Section to ensure all expenditures and employee time is documented for reimbursement.
- Collect after action information from all involved PAFN organizations.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Safety Officer Position Guide

Command Staff

Primary Responsibility: Risk Management

Secondary Responsibility: Human Resources

EOC Section: Command Staff

Reports to: EOC Manager

Function

The Safety Officer is responsible for assessing hazardous or unsafe situations and developing measures to ensure the safety of personnel related to the emergency situation. The Safety Officer has the authority to stop and/or prevent unsafe acts and practices.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Review the EOP and appropriate emergency functions.
- Advise support staff assigned of the potential need to respond.
- Document preparedness actions, monitor the situation, and maintain readiness.
- Begin the development of personnel safety awareness and protection information for city emergency management response personnel.

Initial Activation *(for most emergencies)*

- Report to the EOC (or other designated reporting location) and obtain briefing from the EOC Manager and/or EOC Coordinator.
- Initiate and maintain an activity log. Record the following information/requests:
 - o By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Safety Officer, directions given, and actions taken.
- Monitor emergency operations to identify current and developing operational staff safety considerations.
- Determine the need to request additional safety personnel to report to the EOC.
- Develop staff safety awareness and protection information to be provided to city and supporting entity personnel.
- Participate in established informational briefings; provide reports on updated safety information.
- Monitor Operations Section and Planning Section Situation Status Board to identify current or potential safety problems.
- Coordinate with the Logistics Section to obtain any necessary equipment and/or resources to address safety considerations.

- Identify hazardous or potentially hazardous situations, and advise the Operations Section Chief of corrective actions to be implemented without delay.
- Work through normal lines of authority to stop any unsafe practices.
- Provide safety message for inclusion in the EOC Action Plan.
- Work with Care and Shelter Branch staff on location of shelters and ensure that sites have been checked for safety.
- Investigate accidents and assist with the completion of all necessary compensation paperwork.
- Forward all safety-related reports to the EOC Coordinator.

Extended Operations

- Maintain an activity log.
- Continue to monitor the situation and identify any developing safety considerations.
- Identify hazardous or potentially hazardous situations and advise the Operations Section Chief of corrective actions to be implemented without delay.
- Participate in regular EOC Briefings.
- Consult with Operations Section Chief to ensure filed sites are safe.
- Work through normal lines of authority to stop any unsafe practices.
- Provide safety message for inclusion in the EOC Action Plan.
- Work with Care and Shelter Branch staff to ensure continued safety of established shelter locations.
- Investigate accidents and assist with the completion of all necessary compensation paperwork.
- Forward all safety-related reports to the EOC Coordinator.

Post Emergency

- Upon notification, deactivate the Safety Officer position when requested by the EOC Coordinator.
- Submit log and other emergency-related documentation to the Planning Section.
- Coordinate with the Finance Section to ensure all expenses and employee time has been documented for reimbursement.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Legal Officer Position Guide

Command Staff

Primary Responsibility: City Attorney

Secondary Responsibility: City Manager's Office

EOC Section: Command Staff

Reports to: EOC Manager

Function

The Legal Officer provides input to the EOC Manager and other EOC staff regarding applicable regulations and authorities pertaining to the decision making and actions taken in the EOC.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Review the EOP and appropriate emergency functions.
- Advise support staff of the potential need to respond.
- Document preparedness actions, monitor the situation, and maintain readiness.
- Review the City of Sacramento ordinances and state and federal laws and regulations applicable to emergencies and disasters.

Initial Activation *(for most emergencies)*

- Report to the EOC (or other designated reporting location) and obtain briefing from the EOC Manager and/or EOC Coordinator.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the PIO, directions given, and actions taken.
 - Identify conditions that may involve potential liability.
- Advise the EOC Manager of proclamations to be adopted and/or resolutions to be submitted to the City Council.
- Ensure all required legal documents are available in the EOC.
- Participate in regularly scheduled EOC briefings. Provide applicable legal and liability information associated with emergency management and response operations.
- Provide status information to the Planning Section be included in the EOC Action Plan, if appropriate.
- Evaluate and determine the need for additional legal support from external partners or local jurisdictions.
- In the event of a multi-jurisdiction incident, serve as the liaison personnel between the city and other jurisdictional legal representatives.

Extended Operations

- Maintain an activity log.
- Participate in regular EOC briefings. Provide updated legal information as appropriate.
- Monitor response status and advise the EOC Manager and/or City Council of legal considerations.
- Confer with the EOC Manager regarding need to proclaim a local emergency. Provide all necessary legal documents for a formal declaration.
- Prepare emergency proclamation for signature, if indicated.
- Identify areas of legal responsibility and/or potential liabilities and advise the EOC Manager and/or City Council, as appropriate.
- Prepare required proclamations/resolutions.
- Review claims and advise the City Council and the EOC Manager of actions to be taken.
- Continue to work with local jurisdictions, as appropriate.
- Consult and collaborate with section chiefs as indicated.
- Obtain any needed records or reference materials from Planning and Finance Sections.
- Provide legal justification for mitigation measures, if necessary.

Post Emergency

- Upon notification, deactivate the Legal Officer position when requested by the EOC Manager.
- Advise the EOC Manager of the required resolution to terminate the Local Emergency proclamation.
- Advise City Council and EOC Manager on reconstruction policies.
- Participate in post-emergency debriefing and critique sessions.
- Submit the activity log and other emergency-related documentation to Planning Section.
- Coordinate with the Finance Section to ensure all expenditures and employee time is documented for reimbursement.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Public Information Officer Position Guide

Command Staff

Primary Responsibility: City Public Information Officer

Secondary Responsibility: City Manager's Office

EOC Section: Command Staff

Reports to: EOC Manager

Function

The Public Information Officer (PIO) is responsible for developing accurate and complete information regarding incident cause, size, current situation, resources committed, and other matters of general interest. The PIO will normally be the point of contact for the media and other government agencies desiring information about the incident. The PIO coordinates with the OAJIC if activated.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Review the EOP and appropriate emergency functions.
 - Advise support staff of the potential need to respond.
 - Document preparedness activities, monitor the situation, and maintain readiness.
 - Evaluate the need to contact external media personnel for assistance.
- Begin development of emergency preparedness information to be distributed to the public.
 - Obtain approval from the EOC Manager for any emergency public information disseminations.

Initial Activation *(for most emergencies)*

- Report to the EOC (or other designated reporting location) and receive a briefing from the EOC Manager and/or EOC Coordinator.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the PIO, directions given, and actions taken.
 - Log requests from the media, and information needed/required to respond.
- Identify available internal and external communications capabilities.
- Determine PIO support needs and assign additional available staff to perform PIO functions as necessary, including media liaison, rumor control, information verification, etc.
- Ensure that translators are available for multi-lingual media. Obtain translation services to review, update, and publish public information materials as needed.
- Consult with the EOC Manager, EOC Coordinator, and other command staff regarding any immediate emergency information or instructions to be disseminated and/or restrictions on information to be released.

- Prepare the guidelines for the nature of information to be released and personnel authorized to give interviews.
- If determined necessary by the scope of the incident, begin the activation of the JIC.
- Serve as EOC liaison to the media, working with all types of representatives (TV, radio, social media, etc.).
- Identify public information priorities, particularly those that involve saving lives, reducing injuries, and protecting property.
- Include critical information for emergency response actions for the public in all media releases.
- Brief all media on the emergency, including response actions underway and planned. **Do not** release names or identities of casualties.
- Establish a regular media briefing schedule:
 - Use a written fact sheet whenever possible.
 - Clear ALL information prior to release with the EOC Manager.
 - Document media questions and present to the EOC Manager for response.
- Provide rumor control, as necessary:
 - Immediately correct any misinformation presented by the media.
 - Activate a phone bank in the EOC (and in the JIC, if activated), or other location, and ask the media to publish the number if there are large numbers of inquiries from the public anticipated.
 - Direct the public to radio, TV, websites and press to receive most information.
 - Arrange for interviews with key personnel **IF** this does not interfere with response operations and personnel wish to speak.
- Confer with the EOC Manager and the PIO at the Incident Command Post (ICP), if appropriate, to identify areas where the media may safely view the emergency.
- Communicate with city employees via the e-mail system whenever possible to ensure documentation of all information.
- Submit copies of all press releases and other written records to the Planning Section.
- Provide periodic status reports to the EOC Manager, including information requests and response activities.
- Provide information to the Planning Section to include in the EOC Action Plan.

Extended Operations

- Maintain an activity log.
- Continue proactive media contacts.
- Participate in regular briefings. Keep other PIOs and agencies informed and updated on all materials.
- Ensure that translators are available for multi-lingual media. Obtain translation services to review, update, and publish public information materials as needed.
- Provide information to the Planning Section to include in the EOC Action Plan.
- Prepare informational packet prior to any media briefings.
- Distribute updated information regarding emergency and recovery operations.

- Establish a hotline for city employees to obtain information related to city operations.
- Keep the general public informed of emergency management operation and progress.
- Ensure that all agencies involved in doing outreach and individual assistance are identified and provide the same accurate information.
- Request all media to publish the availability of information on local cable-access channel.
- Develop press releases regarding issues relevant to cleanup and recovery on such topics as (this may be an on-going project – one year or more):
 - Cautions of hazardous materials when involved with property cleanup and debris removal
 - Locations for assistance
 - Reconstruction
 - Insurance
 - Permitting
 - Utilities replacement
 - Other issues as they present themselves

Post Emergency

- Upon notification, deactivate the PIO position requested by the EOC Manager.
- Participate in post-emergency debriefing and critique sessions.
- Submit the activity log and other emergency-related documentation to Planning Section.
- Coordinate with the Finance Section to ensure all expenditures and employee time is documented for reimbursement.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Part 3.2: Operations Section

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3.2 Operations Section

3.2.1 Purpose

The Operations Section supports all tactical emergency response assets, regardless of agency affiliation or type of asset. The Operations Section orchestrates strategic support to all emergency response operations. The Operations Section implements the Emergency Operations Center (EOC) Action Plan and facilitates the direction of and makes changes based on the needs of the emergency. The Operations Section staff must evaluate the potential economic, social and environmental impacts of the disaster on its citizens, while managing response to the conditions within the city. Additionally, the Operations Section staff must consider whether an emergency in a neighboring jurisdiction could impact the City of Sacramento, or draw upon resources normally available to the city.

When fully staffed, the City's Operations Section may include each of the following branches.

- Operations Section Chief
- Fire Branch
- Law Branch
- Evacuation Movement Unit
- Care and Shelter Branch
- Animal Care Unit
- Construction and Engineering Branch
- Damage Assessment Unit
- Debris Management Unit
- Utilities Branch
- Flood Control Unit
- Potable Water Unit
- Drainage Maintenance Unit
- Energy Unit

Only positions that are required by the emergency are activated. If personnel are not available for the required position, the duties assigned to the unstaffed function are the responsibility of the Operations Section Chief, who is a member of the EOC General Staff and reports to the Director of Emergency Services.

3.2.2 Duties

In general, the Operations Section Chief is responsible to:

- Define the Operations Section organization and required response entities.
- Gather information related to resource deployment, response and employee conditions and logistical support needs from the Operations Section staff for input into EOC Action Plan.
- Assist the Planning/Intelligence Section Chief with the development of the EOC Action Plan and supervise the activities of the Operations Section to implement the EOC Action Plan.

- Coordinate the activities of the various response units to ensure an effective response.
- Coordinate with county response agencies, such as Public Health, EMS, Coroner, etc.
- Negotiate issues of conflict between responding agencies.

In general, staff assigned to the Law Enforcement function are responsible to:

- Ensure the enforcement of routine and emergency ordinances.
- Coordinate the deployment of law enforcement, crowd control and traffic management resources and personnel, throughout the city.
- Coordinate evacuation planning with cooperating agencies.
- Provide security and crowd control at care and shelter and other critical facilities.
- Activate light and mountain search and rescue resources and support heavy rescue operations.
- Establish Incident Command at terrorist events, while preparing for Unified Command decision-making.
- Coordinate with Coroner functions.
- Report conditions related to visible damages to the Damage Assessment team.
- Lead the formation and coordination of the Evacuation Movement Unit, if activated to support evacuation planning and implementation.

In general, staff assigned to the Fire and Rescue function are responsible to:

- Mobilize and deploy fire resources and coordinate fire suppression and related rescue operations.
- Coordinate heavy and urban search and rescue operations.
- Coordinate field medical response.
- Establish Incident Command at hazardous materials events, while preparing for Unified Command decision-making.
- Implement the Operational Area Interagency Hazardous Materials Response Team(s).
- As available assist with alerting, notifying and warning activities.
- As available assist in coordinating needed perimeter access and evacuation activities.
- Report conditions related to visible damages to the Damage Assessment team.

In general, staff assigned to the Construction and Engineering function are responsible to:

- Evaluate coordinate and supervision of the Construction and Engineering Branch.
- Assess post-event serviceability of facilities and structures.
- Mobilize and deploy general services and public works resources, including transportation and traffic, and engineering.
- Conduct emergency repair and/or restoration of essential streets, roads, highways and related bridges, overpasses, underpasses and tunnels.
- Develop Fallout Shelters.
- Conduct emergency debris clearance and route recovery operations.
- Support damage assessment activities.
- As available assist in needed access and evacuation activities.

- Report conditions related to visible damages to the Safety (Damage) Assessment team.
- Mobilize and deploy Safety (Damage) Assessment resources, including building inspectors.
- Evaluate safety of buildings, according to ATC-20-2 procedures.
- Document damage information reported from the field.
- Determine resource needs.
- Orient incoming mutual aid resources on process of building tagging.
- Coordinate with Public Health on environmental issues.

In general, staff assigned to the Care and Shelter function are responsible to:

- Coordinate with the American Red Cross and County resources to accomplish the Care and Shelter function.
- Coordinate food, clothing, shelter and other basic necessities of life, on a Care and Shelter basis, to persons unable to provide for themselves as a result of a disaster.
- Support reunification of separated family members, or respond to inquiries as to locations of (potentially) sheltered persons.
- Coordinate with ADA Coordinator regarding support for PAFN in shelters.
- Ensure an orderly transition from shelter facilities to separate family living to post disaster recovery.
- Provide care for assistance animals, and coordinate care for shelter client's pets.
- Provide guidance to the Evacuation Movement Unit on established shelter locations, and movement of people and animals to shelters.

In general, staff assigned to the Utilities function are responsible to:

- Conduct flood-fighting operations.
- In flooding situations assist with evacuation planning.
- Maintain water, sewer and drainage systems.
- Mobilize and deploy utility resources for flood control and water/sewer damage assessments.

3.2.3 Staffing

The demands placed upon the Operations Section Chief to manage multiple agencies in response to an emergency require skills at managing crisis conditions. The demands of the emergency may dictate who is selected as the Operations Section Chief. At the time of the event, the Director of Emergency Services will determine who will act as the Operations Section Chief.

When fully activated, the Operations Section may include the following positions and will be staffed by the following personnel, unless an alternate is assigned.

- A Fire Department representative will serve as the Fire Branch lead.
- A Police Department representative will serve as the Law Enforcement Branch lead.
- A Police Department representative will serve as the Evacuation Movement Unit lead.
- Youth, Parks, & Community Enrichment Department representative will serve as the Care and Shelter Branch lead.
- A Community Development representative will serve as the Animal Care Unit lead.
- A Public Works representative will serve as the Construction and Engineering Branch lead.
- A Community Development representative serves as the Damage Assessment Unit lead.
- A Public Works representative serves as the Debris Management Unit lead.
- A Utilities representative will serve as the City's Utility Branch lead.
- A Utilities representative will serve as lead of the supporting units:
 - Drainage and Maintenance Unit.
 - Flood Control Unit.
 - Potable Water Unit.

If personnel resources do not allow for the activation of all functions, the tasks assigned to that function are the responsibility of the person next highest in the organization, in this case the Operations Section Chief.

3.2.4 Concept of Operations

To respond to disasters effectively, each person assigned an emergency management position has specific duties to complete before, during and after a disaster. These tasks are outlined in the following position guides. More detailed information about each function in the Emergency Operations Center (EOC) is presented in this and other sections to the EOP.

Preparedness. Preparedness actions allow staff to prepare for disaster operations, become familiar with the contents of this plan, develop and update procedures and resource lists and participate in training drills and exercises. The duties of assigned Operations Section Chief include:

- Participate in regular meetings of the EOC staff to maintain familiarity with the role and responsibilities of the assigned EOC function and to discuss emergency management issues.
- Review the EOP, applicable department plans, standard operating procedures, and the materials contained in this section. Submit recommended revisions and updates to this section to the City of Sacramento Coordinator of Emergency Services.

- Develop any additional information to be incorporated into the assigned section and submit to the designated Coordinator of Emergency Services.
- Participate in training, exercises and post-exercise critiques conducted by the designated Coordinator of Emergency Services.

Initial Response. The Operations Section staff are responsible to:

- Report to the EOC and obtain a briefing. The Operations Section Chief provides or receives the briefing from the Director of Emergency Services. Operations Section personnel receive the briefing from the Operations Section Chief.
- Determine which Operations Section positions should be activated and notify assigned staff, as indicated.
- Initiate gathering of situational information from field resources.
- Initiate and maintain individual activity logs.
- Implement activities outlined in the checklists.

Extended Operations.

- The Operations Section Chief coordinates activities of staff within the assigned Section, and with other Section Chiefs, as indicated, and reports unresolved conflicts to the Director of Emergency Services.
- The Section Chief participates in the EOC Action Planning meetings, EOC briefings, and conducts periodic Section Briefings.
- Each Operations Section member participates in regular EOC Section briefings and provides input into the EOC Action Plan.
- Each Operations Section member tracks all activities and decisions in an individual activity log.
- Each Operations Section member coordinates appropriate actions with like discipline representatives in the Operational Area EOC as needed. The Operations Section Chief ensures coordination with County agencies for services normally provided by the County, such as Health and Medical.
- Each Operations Section member ensures the health of responders is considered in decisions affecting the EOC Action Plan.

Post Emergency.

- Upon deactivation of the EOC, each Operations Section member makes notifications as indicated.
- Each Operations Section member provides the Logistics Section Procurement Staff with a list of any expendable supplies to be replenished.
- Each Operations Section member ensures that non-expendable supplies/equipment are serviced and returned to proper locations.
- Each Operations Section member participates in EOC debriefing and critique sessions.

3.2.5 Organizations and Responsibilities

Field Response Level. The City of Sacramento subscribes to and utilizes the Incident Command System (ICS). Unified Command will be established whenever possible; however, generally:

Sacramento Police Department will provide Incident Commanders (ICs) for:

- Crime Scenes
- Civil Disturbances
- Evacuation Operations
- Transportation Accidents (City Streets Only)
- Traffic Control Operations

Sacramento Fire Department will provide ICs for:

- Fire Suppression Operations
- Hazardous Material Incidents
- Urban Search and Rescue Operations
- Heavy Rescue Operations
- Radiological Incidents

Sacramento Utilities Department will provide ICs for:

- Flood Fighting Operations
- Water Contamination

In some instances, State or Federal authority may preempt City authority. In those instances, City government will act directly under the authority of the duly authorized representative of the State or Federal government.

Local Government Level. California Government Code (CGC) § 8607 requires all local public agencies (cities, special districts and counties) to respond to emergencies using the Standardized Emergency Management System (SEMS) at the scene of a multi-agency emergency and in the EOC. SEMS is a standard emergency response system and organization that enhances the ability of the OA to work with any city, county, special district or state agency.

The City of Sacramento is responsible for emergency response within the boundaries of the City and contract areas. Special districts are primarily responsible for the restoration of services that they normally provide. They may also be responsible for safety of people at their facilities or on their property and for warning of hazards from their facilities or operations. Some special districts may assist other local governments in the emergency response.

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

Local Governments must comply with SEMS in order to be eligible for state funding of response related personnel costs. The City of Sacramento will:

- Use SEMS when a local emergency is declared or proclaimed, or the Local Government EOC is activated.
- Establish, coordinate and communicate with Incident Commanders through departmental operations centers (DOCs) to the EOC, when activated.
- Use existing mutual aid systems for coordinating fire and rescue, and law enforcement, public works and other mutual aid resources.
- Establish coordination and communications between the local jurisdiction EOC when activated, and the operational area organization and any state or local emergency response agency having jurisdiction at an incident within the City's boundaries.
- Use multi agency or inter agency coordination to facilitate decisions for overall Local Government level emergency response activities.

City and special district EOCs are required to utilize the same five SEMS functions (Management, Operations, Planning/Intelligence, Logistics, and Finance/ Administration) to facilitate interagency communication and coordination. Cities and special districts within the county's boundaries may contact the EOC for information and/or to request support. Requests for information and/or assistance from cities and special districts are typically submitted via the OA Liaison, or directly to the corresponding EOC Section.

Operational Area Level. In accordance with California Code of Regulations (CCR), Title 19, Division 2, Sacramento County and its political subdivisions (cities and special districts) become an Operational Area (OA) for emergency response purposes during response to multi-agency disaster events. The County EOC is established to coordinate emergency operations and manage resources throughout the county. The EOC also serves as a communication and coordination link between all public agencies in the county and the OA. In accordance with state and local EOPs, the OA submits regular situation reports and requests for support and resources not available within the county to the Regional EOC.

Each city and special district may contact the OA EOC via, landline phone, cellular phone, amateur radio, discipline specific radio frequencies, internet or web-based (e.g., WebEOC) system.

Regional Level. Sacramento is located in State OES Mutual Aid Region IV within the Inland Administrative Region. State OES Region IV provides staff support available from State OES and other State agencies to assist in rendering mutual aid. The primary mission of the Region IV emergency management organization is to support Operational Area response and recovery operations, and to coordinate Mutual Aid Region response and recovery operations.

3.2.6 Policies and Procedures

Policies and procedures associated with the Operations Section are described below. A checklist contains a list of activities to be performed by the Operations Section Chief and outline the duties of the various Operations Section branches, groups or units.

Emergency/Disaster Response. Upon notification of a warning or knowledge of a disaster, California Government Code (CGC) § 3100 mandates that public agency employees have special responsibilities to protect the public. City of Sacramento staff may be requested to modify shift schedules, return to work, remain at work, or perform different work assignments. Upon reporting to the Emergency Operations Center (EOC), or other designated location, assigned staff will implement the activities listed in the function Checklists.

Who Should Respond? In accordance with the CGC § 3100, all public agency employees are considered Disaster Service Workers and are eligible to be assigned to perform an emergency role at the time of a disaster. Certain staff have been pre-assigned to perform a specific function in the Sacramento EOC (as a primary or alternate), or at another location, and are expected to report to the designated location as outlined in the EOC staffing list contained in the Emergency Operations Plan. Staff assigned to perform an emergency function in the EOC or at another location are expected to report for duty as outlined in the EOC staffing list.

In the rare circumstance when normal communications are out of service and notification may not be possible with use of the normal methods (phone, email, and radio), employees report to their normal work site. If normal work site is not available, employees are to report to the alternate location identified by the department plan. Staff assigned to operate in the EOC are to report to the city EOC.

Access Control Activities. In general, the City of Sacramento Police Department is responsible for ensuring access control for disaster scenes.

Purpose

During and following an evacuation, perimeter access controls will be necessary to eliminate re-entry into the hazard area by unauthorized persons.

Objectives

- Provide a controlled area from which evacuations will take place, and prevent entry by unauthorized persons.
- Protect lives by controlling entry into extreme hazard areas, thus reducing public exposure to the current or pending hazards.
- Maintain law and order in the hazard area, as well as the normal area of responsibility.

Situation. An area may need to be evacuated for a period of a few hours to several days or weeks, depending on the hazard and its severity. In order to limit access to the hazard area, various personnel and devices will be required, such as the following:

- Personnel to direct traffic and staff control points.
- Signs to control or restrict traffic.
- Two-way radios to communicate with personnel inside and out of the secured area.
- Markers on adjacent highways indicating closure of the area.

- Patrols inside and outside the secured area.
- An established pass system for entry into and exit from the secured area.

Access Control Policies and Procedures

- Criteria for allowing entry into closed areas will be established for each incident. Two basic options are available:
- No Access - Prohibits public from entering a closed area. Authorized personnel (i.e., local, state, and federal emergency personnel) will be allowed entry to perform emergency work as necessary. Media representative will be allowed access on a controlled basis.
- Limited Access:
 - Allow persons into a closed area according to criteria established by the Incident Commander.
 - Entry criteria should define the persons who will be allowed entry and whether motor vehicles are allowed. Persons allowed entry might include:
 - Residents with valid identification
 - Owners, managers, and employees of businesses located in a closed area
 - All persons allowed access will be required to:
 - Sign a waiver of liability
 - Complete an entry permit (attached)

California Penal Code (CPC) § 409.5 (Authority of Peace Officers to Close Areas in Emergencies):

- California Penal Code § 409.5 indicates that any unauthorized person who willfully and knowingly enters an area closed by a peace officer, and who willfully remains within such an area after receiving notice to evacuate or leave, shall be guilty of a misdemeanor.
- Nothing in PC 409.5 prevents a duly authorized representative of a news service, newspaper, radio, or television station or network from entering a closed area.
- A record will be maintained of all vehicles and personnel who enter a closed area.
- If hazardous conditions are present in a closed area, all personnel will be advised of the conditions and the appropriate precautions.

Operations Section Chief Position Guide

Operations Section Staff

Primary Responsibility: Economic Development, or as assigned.

Secondary Responsibility: As assigned, may vary with type of incident.

EOC Section: Operations Section

Reports to: EOC Manager

Function

The Operations Section, staffed by a variety of City departments including Economic Development, Fire Department, Police Department, Public Works, and Youth, Parks, & Community Enrichment, is responsible for the coordination and management of all operations directed towards the reduction of immediate hazards, the establishment of control over the situation, and the restoration of normal activities and conditions).

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Review the EOP and appropriate emergency functions.
- Advise pre-assigned Operations Section staff of the potential need to respond.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Consider alerting/recalling off-duty personnel and specialized teams.
- Test communications equipment with department employees and facilities.
- Assess the availability and condition of resources, personnel, and specialized equipment.
- Pre-position equipment in strategic locations to meet expected needs.

Initial Activation *(for most emergencies)*

- Report to the EOC (or another designated reporting location) and provide or obtain briefing with the EOC Manager. Provide any initial incident information to the Planning Section Chief, if activated.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Operations Section, directions given, and actions taken.
- Determine the extent to which section functions should be activated based on the situation and activate the necessary branches, groups, or units within the Operations Section. (Fulfill all responsibilities of your section until branches and units are staffed.)
 - Fire Branch
 - Law Branch, including the Evacuation Movement Unit
 - Care and Shelter Branch, including the Animal Care Unit.

- Construction and Engineering Branch, including the Damage Assessment Unit, and Debris Management Unit.
- Utilities Branch, including the Flood Control Unit, Drainage Flood Control Unit, Potable Water Unit, and Energy and SMUD Unit Leader.
- Gather information related to resource deployment, response and employee conditions, and logistical support needs from the Operations Section staff for input into the EOC Action Plan.
- Assign and brief incoming staff, in accordance with the EOC Action Plan, and oversee section operations in implementing the EOC Action Plan.
- Establish communications with DOCs, and field response personnel, in coordination with the activated Operations Section branches, to ensure coordination of operations between the field (Incident Command Post, if activated) and the EOC.
- Assign specific duties to staff and supervise operations.
 - Review and control operations based on Planning Section information such as resource availability, situation status, weather, communications capability, and environmental impact.

Extended Operations

- Maintain an activity log.
- Participate in regular EOC briefings.
- Collect status report information from the Operations Section staff; provide this information to the Planning Section to include in the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Request additional personnel and/or equipment resources, as necessary.
- Supervise the activities of personnel assigned to the Operations Section.
- Implement needed changes to activities to meet the needs of the event.
- On a routine basis, report information about activities, events and occurrences to the EOC Manager.
- Evaluate the progress of operations by obtaining the latest situation report, and receive and evaluate status reports from field response personnel.
- Evaluate resources and determine which resources may be released for re-assignment, and make recommendation for release to the EOC Manager.
- Brief oncoming Operations Section Chief on activities during your shift and issues/needs for the next operational period.

Post Emergency

- Upon EOC deactivation, direct Operations Section staff as necessary on actions to take.
- Ensure the section has completed all necessary documentation related to Operations Section actions.
- Assign staff to assist at Local Assistance Center(s) (LAC), if necessary.

- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- Submit log and other emergency-related documentation to the Planning Section.
- Coordinate with the Finance Section to ensure that all expenditures and employee time is documented.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Fire Branch Director Position Guide

Operations Section Staff

Primary Responsibility: Fire Department

Secondary Responsibility: Metro Fire Department

EOC Section: Operations Section

Reports to: Operations Section Chief

Function

The Fire Branch is responsible for managing all fire response and search and rescue operations that are necessary as a result of an emergency or incident that impacts the City. All operations within the Fire Branch will be conducted with the primary objective of protecting life, property, and the environment.

Increased Readiness

- Upon notification of a potential emergency or disaster, implement readiness actions.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Notify all potential Fire Department personnel of possible EOC activation.
- Notify local jurisdictions of the potential need for response support.
- Assess the availability and condition of resources and determine the availability of personnel, equipment, and specialized equipment.
- Preposition equipment in strategic locations to meet expected needs.

Initial Activation *(for most emergencies)*

- Report to the EOC (or other designated reporting location) and obtain or provide briefing from the Operations Section Chief.
- Initiate and maintain an activity log.
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Fire Branch, directions given, and actions taken.
- Based on the situation, activate additional support units within the Fire Branch (e.g. urban or swift water search and rescue). Fulfill all responsibilities of your branch until units are staffed.
- Provide initial response information to the Operations Section Chief for inclusion into the EOC Action Plan.
- Manage overall coordination and supervision of the Fire Branch.
 - Coordinate all response operations with the Sacramento Regional Fire Emergency Communications Center (SRFECC).

- Provide oversight to emergency medical services (EMS) response operations.
- If appropriate, coordinate fire response operations with local jurisdictions.

Extended Operations

- Maintain an activity log.
- Participate in regular section briefings and provide input to the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Oversee coordination with the Fire SRFECC.
- Coordinate the implementation of actions identified within the EOC Action Plan.
- Receive and process or refer, as appropriate, requests for personnel, supplies and/or equipment, as indicated.
- Based on the conditions, activate the appropriate Fire Department plans, if not already activated.
- Test communications and determine additional needs. Ensure interoperability with any responding support from local jurisdictions.
- Conduct windshield survey of response area and report damage to the Damage Assessment Unit. Support additional damage assessments as able.
- Coordinate debris clearance with the Debris Management Branch of access routes to support fire and rescue activities.
- Release local jurisdiction mutual aid resources as need diminishes.
- Oversee the need for specialized response units (hazardous materials or search and rescue), based on information provided from the Fire Department SRFECC.
- Consider with the Fire Department Chaplain the need for Critical Incident Stress Debriefing.

Post Emergency

- Upon EOC deactivation, deactivate the Fire Branch when requested by the Operations Section Chief.
- Ensure all Fire Branch documentation of operations has been completed and submitted to the Planning Section.
- Coordinate with the Finance Section to ensure all expense and employee time documentation has been completed.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Law Branch Director Position Guide

Operations Section Staff

Primary Responsibility: Police Department

Secondary Responsibility: Local Police Jurisdiction (as determined appropriate)

EOC Section: Operations Section

Reports to: Operations Section Chief

Function

The Law Branch is responsible for overseeing and managing all law enforcement and public protection operations that result from an incident or emergency impacting the City. Law Branch operations may also include supporting a variety of emergency management and response operations, such as transportation, evacuation, search and rescue, damage assessment, and other functions as determined appropriate. All Law Branch operations will be taken with the primary objective of protecting life, property, and the environment.

Increased Readiness

- Upon notification of a potential emergency or disaster, implement readiness actions.
- Review the EOP and any appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Notify all potential Police Department personnel of possible EOC activation.
- Notify local jurisdictions of the potential need for response support.
- Assess the availability and condition of resources and determine the availability of personnel, equipment, and specialized equipment.
- Preposition equipment in strategic locations to meet expected needs.
- Coordinate Emergency Public Information with the City Public Information Officer (PIO).

Initial Activation *(for most emergencies)*

- Report to EOC (or other designated reporting location) and obtain or provide a briefing from the Operations Section Chief.
- Initiate and maintain an activity log.
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Law Branch, directions given, and actions taken.
- Based on the situation, activate the necessary units within the Law Branch. Fulfill all responsibilities of your branch until units are staffed:
 - Evacuation Movement Unit
- Provide initial response information to the Operations Section Chief for inclusion into the EOC Action Plan.

- Manage overall coordination and supervision of the Law Branch.
 - Coordinate all response operations with police dispatch and Department Operations Center (DOC).
 - If appropriate, coordinate law response operations with local jurisdictions.

Extended Operations

- Maintain an activity log.
- Participate in regular Section briefings and provide input to the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Oversee coordination of operations with the respective law enforcement DOCs and field personnel, as appropriate.
- Coordinate the implementation of actions identified in the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Receive and process or refer, as appropriate, requests for personnel, supplies and/or equipment, as indicated.
- Oversee the management of traffic control operations in affected areas of the City.
- Coordinate evacuation of population in affected area; as needed, establish an Evacuation Unit and appoint an Evacuation Unit Leader.
- Determine the need for urban search and rescue or swift water rescue.
- Coordinate with City Animal Care, County Animal Services and County Agriculture Commissioner in order to take required animal control measures.
- Assist with the removal and disposition of the dead if requested by the County Sheriff/Coroner; as needed, appoint a Coroner Unit and appoint a Coroner Unit Leader.
- Consider with the Department Chaplain the need for Critical Incident Stress Debriefing.
- As available, provide assistance for damage assessments.

Post Emergency

- Upon EOC deactivation, deactivate the Law Branch when requested by the Operations Section Chief.
- Ensure all Law Branch documentation is completed and submitted to the Planning Section.
- Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Evacuation Movement Unit Leader Position Guide

Operations Section Staff

Primary Responsibility: Police Department

Secondary Responsibility: Office of Emergency Management

EOC Section: Operations Section

Reports to: Law Branch Director

Function

The Evacuation Movement Unit (EMU) is responsible for the actions taken to coordinate evacuations, shelter-in-place, and movement to shelters. This unit will manage all aspects of evacuation, including transportation, assignment of appropriate evacuation routes, identification of evacuation transfer points, and transportation to mass care and shelter locations. The EMU will coordinate with a variety of entities, departments, and external partners. All evacuation actions include considerations for people with access and functional needs.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Advise pre-assigned EMU staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.

Initial Activation *(for most emergencies)*

- When requested, report to the EOC and obtain a briefing from the Operations Section Chief.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the EMU, directions given, and actions taken.
- Determine the need for additional personnel to support EMU operations. Begin notification procedures.
- Determine the need for additional resources, personnel, equipment, etc.
 - Communicate all logistical needs to Logistics Section.
 - Document all logistical requests.
- Assign and brief incoming staff, in accordance with the EOC Action Plan, and oversee unit operations in implementing the EOC Action Plan.
- Determine evacuation specific requirements to meet the needs of the incident.
- Evaluate available evacuation and transportation routes, identify evacuation transfer points, and identify potential shelter locations.

- Work closely with Care and Shelter Branch personnel to determine the appropriate shelter locations that match evacuation routing.
- Coordinate with field and shelter staff to organize evacuation preparedness actions.
- Identify specific PAFN populations that require additional assistance during evacuation operations. Coordinate with the ADA Coordinator to evaluate and prepare to address the identified PAFN considerations.
- Coordinate with the PIO to develop evacuation specific preparedness information to be disseminated to the public.
- Coordinate with the Law Branch and Fire Branch to support evacuation operations.

Extended Operations

- Maintain an activity log.
- Participate in regular section briefings.
- Provide information to the Law Branch Director to include in the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Request additional personnel and/or equipment resources, as necessary.
- Supervise the activities of personnel assigned to the EMU.
- On a routine basis, report information about activities, events and occurrences to the Law Branch Director.
- Coordinate with the Planning Section to display current evacuation information in the EOC.
- Collect status report information from EMU staff and field representatives. Use this information to develop material for the EOC Action Plan.
- Determine needs and request resources through routine channels or the Operations Section Chief.
- Maintain communications with transportation, evacuation, and shelter personnel to assist with the coordination of evacuation operations.
- Evaluate resources and determine which resources may be released for re-assignment, and make recommendation for release to the Operations Section Chief.
- Evaluate the identified evacuation and transportation routes, evacuation transfer point, and shelter locations to determine if changing incident circumstances require any adjustments to current operations.
- Work closely with the Care and Shelter Branch to coordinate evacuation and transfer of evacuees to identified shelter locations.
- Continue to provide updated evacuation information to the PIO for dissemination.
- Continue to work with the ADA Coordinator to address PAFN considerations throughout evacuation operations.

Post Emergency

- Upon notification, deactivate the EMU as requested by the Law Branch Director.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.

- Submit log and other emergency-related documentation to the Planning Section.
- Coordinate with the Finance Section to ensure that all expenditures and employee time is documented.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Care and Shelter Branch Director Position Guide

Operations Section Staff

Primary Responsibility: Youth, Parks, & Community Enrichment

Secondary Responsibility: Community Development; Convention and Cultural Services

EOC Section: Operations Section

Reports to: Operations Section Chief

Function

The Care and Shelter Branch is responsible for opening and staffing shelters and staging areas for evacuees, or those affected by an incident. The Care and Shelter Branch will address the immediate needs of people and pets, and addresses all necessary access and functional needs considerations.

Increased Readiness

- Upon notification of a potential emergency or disaster, and initiate readiness actions.
- Advise pre-assigned Care and Shelter Branch staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Communicate with the American Red Cross and other external partners to assess the availability and condition of resources, personnel, shelter locations, and equipment.
- Position equipment in strategic locations to meet expected needs.

Initial Activation *(for most emergencies)*

- Report to the EOC (or other designated reporting location) and obtain a briefing from the Operations Section Chief.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Care and Shelter Branch, directions given, and actions taken.
- Determine the need for additional personnel to support care and shelter operations. Begin notification procedures.
- Determine the need for additional resources, personnel, equipment, etc.
 - Communicate all logistical needs to Logistics Section.
 - Document all logistical requests.
- Assign and brief incoming staff, in accordance with the EOC Action Plan, and oversee unit operations in implementing the EOC Action Plan.
- Notify and dispatch liaison to the local American Red Cross chapter.

- Based on the situation, activate the necessary support units within the Care and Shelter Branch. (Fulfill all responsibilities of your branch until units are staffed.):
 - Animal Care Unit
- Collect and provide updated information to the Operations Section Chief for inclusion in the EOC Action Plan.
- Create and implement the objectives of the EOC Action Plan for the branch.
- Provide a representative to the Evacuation Movement Unit to determine number of potential evacuees and available shelter locations.
- Ensure adequate communications links exist between EOC and potential or existing shelters.
- Coordinate contacts with the American Red Cross, the Salvation Army, and other volunteer agencies to coordinate emergency efforts.
- Evaluate available resources and determine need for mutual aid.
- Request the Construction and Engineering Branch to inspect facilities designated as potential Care and Shelter locations for safety concerns.

Extended Operations

- Maintain an activity log.
- Participate in regular section briefings.
- Provide information to the Law Branch Director to include in the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Manage coordination efforts with other EOC sections and branches.
- Monitor response activities and identify any potential issues that require prompt attention.
- If there is a need for additional evacuation, coordinate with appropriate branches and sections to determine additional shelter needs and additional locations.
- Coordinate information with the PIO regarding the location of shelters.
- Coordinate animal care needs with the Animal Care Unit in the EOC, County Animal Services, and Agriculture Commissioner.
- Ensure shelters are inspected by the County Health Department.
- Coordinate with the Law Branch to provide shelter security.
- Communicate with the Shelter Managers regarding status of evacuees and overall shelter operations.
- Coordinate with the Red Cross Disaster Welfare Inquiries (DWI) to provide assistance to evacuees, or those affected by the incident.
 - Note that the Red Cross may take at least 48 hours to initiate a DWI process.
- Determine the need for counselors at shelters for shelter staff and evacuees.
- Evaluate damage assessment information collected by the Planning Section to determine the need for extended shelter and/or housing needs.
- Coordinate with the Utilities Branch to obtain a time estimate from utilities for restoration of damaged water, gas electric, sewage, or other systems in the jurisdiction.
- Communicate with shelter representatives about the policies for use of emergency shelters by existing homeless.

Post Emergency

- Upon notification, deactivate the Care and Shelter Branch when requested by the Operations Section Chief.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- Ensure all Care and Shelter Branch documentation has been completed and submitted to the Planning Section.
- Coordinate with the Finance section to ensure that all expenses and employee time is documented.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Animal Care Unit Leader Position Guide

Operations Section Staff

Primary Department: Animal Care Services

Support Departments: N/A

EOC Section: Operations Section

Reports to: Care and Shelter Branch Director

Function

The Animal Care Unit is responsible for the management and coordination of emergency response efforts related to pets that are affected by an incident in the city. Response operations for animals include animal rescue, shelter, feeding, identification, and reunification.

Note: The Animal Care Unit will only provide services for pets that they have the capability and resources to manage (mostly cats and dogs), but will work with other organizations to provide resources for other animals such as pocket pets, reptiles, and agriculture animals, if possible. The City is not responsible or any care to wildlife or exotic animals.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Advise pre-assigned Animal Care Unit staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Communicate with the external partners to assess the availability and condition of resources, personnel, shelter locations, and equipment.
- Position equipment in strategic locations to meet expected needs.

Initial Activation *(for most emergencies)*

- When requested, report to the EOC (or other designated reporting location) and obtain a briefing from the Operations Section Chief.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Animal Care Unit, directions given, and actions taken.
- Determine the need for additional personnel to support Animal Care Unit operations. Begin notification procedures.
- Contact all partners, such as county animal services, Humane Society of the United States (HSUS), the American Society for the Prevention of Cruelty to Animals (ASPCA), Red Rover, and other animal organizations that may be able to provide assistance.

- Determine the need for additional resources, personnel, equipment, etc.
 - Communicate all logistical needs to Logistics Section.
 - Document all logistical requests.
- Assign and brief incoming staff, in accordance with the EOC Action Plan, and oversee unit operations in implementing the EOC Action Plan.
- Determine animal specific requirements to meet the needs of the incident.
- Collect and provide updated information to the Care and Shelter Branch Director for inclusion in the EOC Action Plan.
- Create and implement the objectives of the EOC Action Plan for the unit.
- If possible, determine the number and type of animals that will need emergency assistance.
- If necessary, evaluate possible animal shelter locations.
 - Work closely with Care and Shelter Branch personnel to determine the appropriate shelter locations, preferably co-housing options with humans and animals together.
- Coordinate with partnering organizations and support staff to begin preparedness actions for response operations.
- Coordinate with the PIO to develop animal specific preparedness information to be disseminated to the public.

Extended Operations

- Maintain an activity log.
- Participate in regular section briefings.
- Provide information to the Care and Shelter Branch Director to include in the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Manage coordination efforts with other EOC sections and branches.
- Request additional personnel and/or equipment resources, as necessary.
- Supervise the activities of personnel assigned to the Animal Care Unit.
- On a routine basis, report information about activities, events and occurrences to the Care and Shelter Branch Director.
- Determine needs and request resources through routine channels or the Operations Section Chief.
- Maintain communications with field response and shelter personnel.
- Evaluate resources and determine which resources may be released for re-assignment, and make recommendation for release to the Operations Section Chief.
- Evaluate the identified shelter locations and animal care operations to determine if changing incident circumstances require any adjustments to current operations.
- Work closely with the Care and Shelter Branch to coordinate animal care services at the identified shelter locations.
 - Ensure documentation and tracking of animals and owner information is being completed.
 - Evaluate and determine the need for additional resources, personnel, equipment, etc. to support shelter operations.

- Begin to address relocation and reunification considerations. Work with external partners.
- Continue to provide updated evacuation information to the PIO for dissemination.

Post Emergency

- Upon notification, deactivate the Animal Care Unit when requested by the Care and Shelter Branch Director.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- Submit log and other emergency-related documentation to the Planning Section.
- Coordinate with the Finance Section to ensure that all expenditures and employee time is documented.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Construction and Engineering Branch Director Position Guide

Operations Section Staff

Primary Responsibility: Public Works

Secondary Responsibility: N/A

EOC Section: Operations Section

Reports to: Operations Section Chief

Function

The Construction and Engineering Branch is responsible for determining the impact to and status of the City's infrastructure following an incident in the City. The branch will survey for safety problems, such as damage, fires, landslides, dam breaks, etc., inspect roadways, overpasses, bridges, flood control channels for damage. The Construction and Engineering Branch will also oversee all operations of the Debris Management and Damage Assessment Units.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Advise pre-assigned Construction and Engineering Branch staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Consider alerting/recalling off-duty personnel and specialized teams.
- Test communications equipment and address any equipment issues.
- Assess the availability and condition of resources for branch operations, including the need of personnel, resource, and specialized equipment.
- Pre-position equipment in strategic locations to meet expected needs.
- Monitor roadways, flood control channels, flumes, dams, and bridges.

Initial Activation *(for most emergencies)*

- Report to EOC (or other designated reporting location) and obtain briefing from the Section Chief.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Construction and Engineering Branch, directions given, and actions taken.
- Activate any necessary support units within the Construction and Engineering Branch, based on the conditions. (Fulfill all responsibilities of the branch until additional units are staffed.):
 - Damage Assessment Unit

- Debris Management Unit
- Determine the need for additional resources, personnel, equipment, etc.
 - Communicate all logistical needs to Logistics Section.
 - Document all logistical requests.
- Coordinate with city department operations centers (DOCs) to manage field response operations.
- Evaluate field response information and determine response priorities based on impact to the city's infrastructure.
- Determine the need for assistance from external partners or local jurisdictions.
- Collect and provide initial city infrastructure information to the Operations Section Chief to include in the EOC Action Plan.
- Create and implement the objectives of the EOC Action Plan for the branch.
- Oversee coordination and supervision of the Construction and Engineering Branch.

Extended Operations

- Maintain an activity log.
- Participate in regular Section briefings and provide input to the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Oversee coordination of branch operations with appropriate DOCs.
- Coordinate response operations with other section and branches as appropriate.
- Monitor response activities and identify any potential issues that require prompt attention.
- Allocate personnel and equipment in accordance with established priorities, to survey for safety problems, such as damage, fires, landslides, dam breaks, etc., inspect roadways, overpasses, bridges, flood control channels for damage.
- Determine damage to key facilities and corporation yards:
 - Advise evacuation and condemnation of hazardous structures.
 - Establish alternate locations if necessary.
- Coordinate emergency response operations with external partners, as necessary.
- Monitor functionality of lifelines such as gas, electricity, and water to key facilities.
 - Coordinate with utilities to identify a schedule for restoration of lifelines to residents and businesses.
- If appropriate, activate the Debris Management Unit to initiate debris clearance.
 - Establish contact with solid waste handler for large debris bins for neighborhood debris removal.
 - Ensure personnel have adequate protective clothing for operations in hazardous areas.
 - Clear debris from waterways to alleviate or prevent flooding.
- If appropriate, activate the Debris Management Unit.
- Coordinate with policy level decision makers to determine appropriate energy conservation measures.

- Determine any increased need for energy supplies as a result of increased demand on construction and engineering services and resource providers, and report findings to the Operations Section.
- Implement conservation steps in equipment use, emergency operations and personnel transportation.
- Coordinate with utilities on repair efforts.
- Coordinate with PG&E, Sacramento Municipal Utilities District (SMUD), and the Utilities Branch to shut off utilities to the affected areas.
- Communicate with utilities regarding secured evacuated areas.
- Be prepared to provide equipment and assistance in rescue operations.
- Organize heavy equipment crews to assist in the rescue of trapped persons.
- Communicate with Law Enforcement about the potential for evacuation.
 - Assist with field response operations such as traffic control, establishing evacuation routes, management of hazardous areas, etc.
- Obtain and allocate personnel and material required to support emergency operations.
- Allocate personnel and equipment in accordance with established priorities.
- Release mutual aid resources as need diminishes.
- Coordinate with the local, Operational Area, state, and federal entities as appropriate.

Post Emergency

- Upon notification, deactivate the Construction and Engineering Branch as requested by the Operations Section Chief.
- Ensure the section has completed all appropriate construction and engineering operations documentation, and submit it to the Planning Section.
- Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Damage Assessment Unit Leader Position Guide

Operations Section Staff

Primary Responsibility: Public Works

Secondary Responsibility: Utilities

EOC Section: Operations Section

Reports to: Construction and Engineering Branch Director

Function

The Damage Assessment Unit is responsible for conducting and coordinating the damage assessment of public properties within the City. The Damage Assessment Unit will collect and disseminate information regarding damage and disaster assessment for emergency management and decision making purposes.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Advise pre-assigned Damage Assessment Unit staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Notify external partners of the potential need to respond.
- Position equipment in strategic locations to meet expected needs.

Initial Activation *(for most emergencies)*

- When requested, report to the EOC (or other designated reporting location) and obtain a briefing from the Operations Section Chief.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Damage Assessment Unit, directions given, and actions taken.
- Determine the need for additional personnel to support Damage Assessment Unit operations. Begin notification procedures.
- Contact external partners to determine their ability to provide assistance and support to damage assessment operations.
- Determine the need for additional resources, personnel, equipment, etc.
 - Communicate all logistical needs to Logistics Section.
 - Document all logistical requests.
- Assign and brief incoming staff, in accordance with the EOC Action Plan, and oversee unit operations in implementing the EOC Action Plan.
- Coordinate with respective City department operation centers (DOCs).

- Work with departments to coordinate their respective damage assessment operations.
 - Provide guidance to the reporting process for all DOCs to the EOC.
 - Ensure departments are aware of the information needed in the EOC to make operational decisions.
 - Provide logistical and resource support in order for departments to complete their respective assessments.
 - Serve as a central point of contact for all DOC representatives regarding damage assessment operations.
- Serve as a point of contact to coordinate damage assessment support from the Fire Department or Police Department for windshield assessments.
 - Coordinate field operations with the Debris Management Unit to remove debris in order to complete damage assessment operations.
 - Coordinate and communicate with the Operations Section Chief to determine the needs of additional damage assessment operations, in alignment with objectives identified in the EOC Action Plan.
 - Work with the Care and Shelter Branch to ensure that any identified shelter locations have been assessed for damage, and determined safe for use.
 - Gather, organize, and document all information collected from the respective DOCs to report to the Operations Section Chief.

Extended Operations

- Maintain an activity log.
- Participate in regular section briefings.
- Provide information to the Construction and Engineering Branch Director to include in the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Manage coordination efforts with other EOC sections and branches.
- Request additional personnel and/or equipment resources, as necessary.
- Supervise the activities of personnel assigned to the Damage Assessment Unit.
- On a routine basis, report information about activities, events and occurrences to the Construction and Engineering Branch Director.
- Determine needs and request resources through routine channels or the Operations Section Chief.
- Maintain communications with field response and damage assessment personnel.
- Evaluate resources and determine which resources may be released for re-assignment, and make recommendation for release to the Operations Section Chief.
- Evaluate the current damage assessment operations and determine the need to implement a more in-depth assessment process, following the initial impact of the incident. Evaluate the need for additional assessments, such as:
 - Safety assessments (0-24 hours post event)
 - Detailed damage assessments (24 hours – 1 week post event)

- Engineering assessments (1 week – 2 months post event)
- Continue to maintain coordination and communication efforts with the City DOCs.
 - Oversee current coordination efforts and determine the need for additional or specialized personnel to perform more detailed damage assessments.
- Ensure that damage assessments are completed for any additional shelter locations.
- Coordinate and provide information to the Recovery Unit to determine recovery priorities based on damage assessment findings.

Post Emergency

- Upon notification, deactivate the Damage Assessment Unit when requested by the Construction and Engineering Branch Director.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- Submit log and other emergency-related documentation to the Planning Section.
- Coordinate with the Finance Section to ensure that all expenditures and employee time is documented.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Debris Management Unit Leader Position Guide

Operations Section Staff

Primary Department: Public Works

Support Departments: Fire Department, Utilities

EOC Section: Operations Section

Reports to: Construction and Engineering Branch Lead

Function

The Debris Management Unit is responsible for the coordination, collection, and removal of debris following an incident impacting the City. This includes the temporary removal of debris for access of first responder vehicles and equipment, and the general removal of debris for additional processing, sorting, identification of hazardous materials, and appropriate disposal.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Advise pre-assigned Debris Management Unit staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Communicate with external partners on the potential need to respond.
- Position equipment in strategic locations to meet expected needs.

Initial Activation *(for most emergencies)*

- When requested, report to the EOC and obtain a briefing from the Construction and Engineering Branch.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Debris Management Unit, directions given, and actions taken.
- Determine the need for additional personnel to support Debris Management Unit operations. Begin notification procedures.
- Contact external partners to determine their ability to provide assistance and support for debris management operations.
- Determine the need for additional resources, personnel, equipment, etc.
 - Communicate all logistical needs to Logistics Section.
 - Document all logistical requests.
- Coordinate all operations within the identified objectives of the Construction and Engineering Branch of the EOC as documented the EOC Action Plan.

- Coordinate with Public Works DOC and field representatives to determine the need any type of debris removal operations.
 - Evaluate for the need of immediate, temporary removal for access of emergency vehicles. Provide personnel to assist in field evaluations.
 - Identify and document the type of debris to be removed.
 - Contact necessary external partners (e.g. hazardous materials companies) to assist in the debris removal and management process.
 - Communicate and coordinate with activated Public Works department operations centers (DOCs), and others that have the capability to perform their own debris management operations, such as the Fire Department.
- Gather, organize, and document all information collected from the respective DOCs to report to the Construction and Engineering Branch Director.
- Regularly provide updated debris management information to the Construction and Engineering Branch Director for inclusion into the EOC Action Plan.

Extended Operations

- Maintain an activity log.
- Participate in regular section briefings.
- Provide information to the Construction and Engineering Branch Director to include in the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Request additional personnel and/or equipment resources, as necessary.
- Supervise the activities of personnel assigned to the Debris Management Unit.
- On a routine basis, report information about activities, events and occurrences to the Construction and Engineering Branch Lead.
- Determine needs and request resources through routine channels or the Construction and Engineering Branch Director.
- Maintain communications with field response and debris management personnel.
- Evaluate resources and determine which resources may be released for re-assignment, and make recommendation for release to the Construction and Engineering Branch Director.
- Evaluate the current need for additional debris management support from external partners.
 - Contact outside entities for the procurement of additional equipment and resources such as debris bins, solid waste handlers, etc.
- Work with the Damage Assessment Unit to determine the status of City infrastructure, and determine possible locations for debris sorting, processing, loading, and transporting.
- Continue to maintain coordination and communication efforts with the City DOCs.
- If necessary, coordinate debris management operations with the county, operational area, state, and federal levels.
- Coordinate with the Finance Section to document all expenses related to debris management operations in order to meet reimbursement requirements.

- Work with the PIO to provide debris removal information to the public, including what services the City can provide to the community regarding disaster debris. (Note: The City is not responsible for debris removal from private properties.)
- Work with the Recovery Planning Unit to evaluate and determine the need to transition to debris management operation during the recovery phase of emergency operations.

Post Emergency

- Upon notification, deactivate the Debris Management Unit when requested by the Construction and Engineering Branch Director.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- Submit log and other emergency-related documentation to the Planning Section.
- Coordinate with the Finance Section to ensure that all expenditures and employee time is documented.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Utilities Branch Director Position Guide

Operations Section Staff

Primary Department: Utilities

Support Departments: Sacramento Municipal Utilities District (SMUD)

EOC Section: Operations Section

Reports to: Operations Section Chief

Function

The Utilities Branch is responsible for managing the main energy sources for the City, and oversees actions that will be taken to restore energy services for life lines and the operations of critical infrastructures. The Utilities Branch will utilize protocols and procedures that are in place for the management of energy resource identification and management

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Advise pre-assigned Utilities Branch staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Consider alerting/recalling off-duty personnel and specialized teams.
- Test communications equipment with department employees and facilities.
- Assess the availability and condition of resources, personnel, and specialized equipment.
- Pre-position equipment in strategic locations to meet expected needs.
- Coordinate with PG&E to assess the need of turning off power to affected areas.

Initial Activation *(for most emergencies)*

- Report to EOC (or other designated reporting location) and obtain briefing from the Operations Section Chief.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Utilities Branch, directions given, and actions taken.
- Activate the necessary support units within the Utilities Branch, based on the conditions. Fulfill all responsibilities of your section until branches and units are staffed.
 - Flood Control Unit
 - Potable Water Unit
 - Drainage Flood Control Unit
 - Energy and SMUD Unit Leader

- Determine the need for additional personnel to support Utilities Branch operations. Begin notification procedures.
- Communicate and coordinate with PG&E, SMUD, and other external partners on the assessment and shut off of utilities in affected areas.
- Coordinate with UOC, and field personnel as necessary, including external partner representatives, to evaluate the status of City utilities and potential impacts.
- Determine the need for additional resources, personnel, equipment, etc.
 - Communicate all logistical needs to Logistics Section.
 - Document all logistical requests.
- Assign and brief incoming staff, in accordance with the EOC Action Plan, and oversee unit operations in implementing the EOC Action Plan.
- Provide information and input to the Operation Section Chief for inclusion in the EOC Action Plan, as appropriate.

Extended Operations

- Maintain an activity log.
- Participate in regular section briefings and provide input to the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Oversee and manage coordination efforts with respective Department Operations Centers (DOCs) and other EOC sections and branches.
- Monitor response activities and identify any potential issues that require prompt attention.
- Request additional personnel and/or equipment resources, as necessary.
- Supervise the activities of personnel assigned to the Utilities Branch.
- On a routine basis, report information about activities, events and occurrences to the Operations Section Chief.
- Ensure utilities operations meet the identified objectives of the EOC Action Plan.
- Determine needs and request resources through routine channels or the Operations Section Chief.
- Maintain communications with field response, utilities, and energy personnel.
- Coordinate with appropriate department operations centers (DOCs) to assess the status of City utilities and the priorities of emergency restoration.
- Coordinate with field responders to determine their utility needs during response operations.
- Provide information to the Recovery Planning Unit for utility considerations during the recovery process.
- Evaluate resources and determine which resources may be released for re-assignment, and make recommendation for release to the Operations Section Chief.

Post Emergency

- Upon notification, deactivate the Utilities Branch when requested by the Operations Section Chief.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- Submit log and other emergency-related documentation to the Planning Section.
- Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Flood Control Unit Leader Position Guide

Operations Section Staff

Primary Department: Utilities

Support Departments: Levee Districts, Public Works

EOC Section: Operations Section

Reports to: Utilities Branch Director

Function

The Flood Control Unit is responsible for coordinating issues, and managing resources and information related to flood protection and control due to levee issues. The unit will provide updates to the EOC regarding flood fight efforts and levee monitoring efforts in the City.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Advise pre-assigned Flood Control Unit staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Consider alerting/recalling off-duty personnel and specialized teams.
- Test communications equipment with department employees and facilities.
- Assess the availability and condition of resources, personnel, and specialized equipment.
- Pre-position equipment in strategic locations to meet expected needs.

Initial Activation *(for most emergencies)*

- Report to EOC (or other designated reporting location) and obtain briefing from the Utilities Branch Director.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Flood Control Unit, directions given, and actions taken.
- Determine the need for additional personnel to support Flood Control Unit operations. Begin notification procedures.
- Communicate and coordinate with external partners on the assessment and shut off of utilities in affected areas.
- Coordinate with field personnel, including external partner representatives, to evaluate the status of City levee and flood conditions, as well as potential impacts.
- Determine the need for additional resources, personnel, equipment, etc.
 - Communicate all logistical needs to Logistics Section.
 - Document all logistical requests.

- Assign and brief incoming staff, in accordance with the EOC Action Plan, and oversee unit operations in implementing the EOC Action Plan.
- Provide information and input to the Operation Section Chief for inclusion in the EOC Action Plan, as appropriate.

Extended Operations

- Maintain an activity log.
- Participate in regular section briefings and provide input to the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Oversee and manage coordination efforts with respective Department Operations Centers (DOCs) and other EOC sections and branches.
- Monitor response activities and identify any potential issues that require prompt attention.
- Request additional personnel and/or equipment resources, as necessary.
- Supervise the activities of personnel assigned to the Flood Control Unit.
- On a routine basis, report information about activities, events and occurrences to the Utilities Branch Director.
 - Evaluate current City water levels.
 - Evaluate current conditions of levees and potential of damage, breach, or overflow.
 - Determine possible impacts related to the current incident situation.
 - Assess the possibility of contaminated water sources due to flooding.
 - Work with the Damage Assessment Unit to determine initial damage due to flooding in the City.
- Ensure utilities operations meet the identified objectives of the EOC Action Plan.
- Determine needs and request resources through routine channels or the Operations Section Chief.
- Maintain communications with field response and levee maintenance personnel.
- Evaluate resources and determine which resources may be released for re-assignment, and make recommendation for release to the Utilities Branch Director.

Post Emergency

- Upon notification, deactivate the Flood Control Unit when notified by the Utilities Branch Director.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- Submit log and other emergency-related documentation to the Planning Section.
- Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Potable Water Unit Leader Position Guide

Operations Section Staff

Primary Department: Utilities

Support Departments: Public Works

EOC Section: Operations Section

Reports to: Utilities Branch Director

Function

The Potable Water Unit is responsible for coordinating issues, resources, and information related to potable water loss or contamination during City-wide emergencies. The unit will provide information to the EOC regarding water contamination, operations to address any issues, and develop any information that needs to be disseminated to the public.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Advise pre-assigned Potable Water Unit staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Consider alerting/recalling off-duty personnel and specialized teams.
- Test communications equipment with department employees and facilities.
- Assess the availability and condition of resources, personnel, and specialized equipment.

Initial Activation *(for most emergencies)*

- Report to EOC (or other designated reporting location) and obtain briefing from the Utilities Branch Director.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Potable Water Unit, directions given, and actions taken.
- Determine the need for additional personnel to support Potable Water Unit operations. Begin notification procedures.
- Communicate and coordinate with external partners on the assessment and shut off of utilities in affected areas.
- Coordinate with field personnel, including external partner representatives, to evaluate the status of City water sources and identify potential impacts.
- Coordinate with the County Public Health regarding potential impacts to City water sources.
- Determine the need for additional resources, personnel, equipment, etc.
 - Communicate all logistical needs to Logistics Section.

- Document all logistical requests.
- Assign and brief incoming staff, in accordance with the EOC Action Plan, and oversee unit operations in implementing the EOC Action Plan.
- Provide information and input to the Utilities Branch Director for inclusion in the EOC Action Plan, as appropriate.
- If necessary, develop public education information regarding any potential or known water issues. Provide to the PIO for public distribution.
- Evaluate the need to provide alternative, potable water sources for the City.

Extended Operations

- Maintain an activity log.
- Participate in regular section briefings and provide input to the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Oversee and manage coordination efforts with any department operations centers (DOCs) that have been activated to address potable water issues.
- Monitor response activities and identify any potential issues that require prompt attention.
- Request additional personnel and/or equipment resources, as necessary.
- Supervise the activities of personnel assigned to the Potable Water Unit.
- On a routine basis, report information about activities, events and occurrences to the Utilities Branch Director.
- Ensure utilities operations meet the identified objectives of the EOC Action Plan.
- Determine needs and request resources through routine channels or the Operations Section Chief.
- Maintain communications with water resource maintenance personnel.
- Evaluate resources and determine which resources may be released for re-assignment, and make recommendation for release to the Utilities Branch Director.
- Oversee the condition of potable water. Notify the Operations Section Chief of any abnormal findings.
- Coordinate response operations with County Public Health, if necessary.
- Provide emergency information to the PIO for distribution, if necessary.
- Coordinated with external partners to provide alternative water sources, if necessary.

Post Emergency

- Upon notification, deactivate the Potable Water Unit when requested by the Utilities Branch Director.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- Submit log and other emergency-related documentation to the Planning Section.
- Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Drainage and Maintenance Unit Leader Position Guide

Operations Section Staff

Primary Department: Utilities

Support Departments: Public Works, Sacramento Municipal Utilities District (SMUD)

EOC Section: Operations Section

Reports to: Utilities Branch Director

Function

The Drainage Flood Control Unit is responsible for coordinating issues, resources, and information related to flooding in the City due to water drainage issues. The unit will provide information on area closures, and schedules for flood water reduction and removal.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Advise pre-assigned Drainage Flood Control Unit staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Consider alerting/recalling off-duty personnel and specialized teams.
- Test communications equipment with department employees and facilities.
- Assess the availability and condition of resources, personnel, and specialized equipment.
- Pre-position equipment in strategic locations to meet expected needs.

Initial Activation *(for most emergencies)*

- Report to EOC (or other designated reporting location) and obtain briefing from the Utilities Branch Director.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Drainage Flood Control Unit, directions given, and actions taken.
- Determine the need for additional personnel to support Drainage Flood Control Unit operations. Begin notification procedures.
- Determine the need for additional resources, personnel, equipment, etc.
 - Communicate all logistical needs to Logistics Section.
 - Document all logistical requests.
- Assign and brief incoming staff, in accordance with the EOC Action Plan, and oversee unit operations in implementing the EOC Action Plan.
- Provide information and input to the Utilities Branch Director for inclusion in the EOC Action Plan, as appropriate.

- Communicate and coordinate with external partners on the assessment and shut off of utilities in affected areas.
- Coordinate with Flood Control Unit and external partner representatives to evaluate the status of City levee and flood conditions, as well as potential impacts.
- Evaluate the conditions of roads, bridges, and other passageways from the run off of flood waters in the City.
- Develop drainage flood water safety information and provide to the PIO for dissemination.

Extended Operations

- Maintain an activity log.
- Participate in regular section briefings and provide input to the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Request additional personnel and/or equipment resources, as necessary.
- Supervise the activities of personnel assigned to the Drainage Flood Control Unit.
- On a routine basis, report information about activities, events and occurrences to the Utilities Branch Director.
- Ensure utilities operations meet the identified objectives of the EOC Action Plan.
- Determine needs and request resources through routine channels or the Operations Section Chief.
- Maintain communications with field response and levee maintenance personnel.
- Evaluate impacts of drainage flood waters in the City.
- Provide updated drainage information to response personnel to assist with field operations and safety of response personnel.
- Coordinated with the Construction and Engineering Branch to determine the extent of infrastructure damages.
- Evaluate resources and determine which resources may be released for re-assignment, and make recommendation for release to the Utilities Branch Director.

Post Emergency

- Upon notification, deactivate the Drainage Flood Control Unit when requested by the Utilities Branch Director.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- Submit log and other emergency-related documentation to the Planning Section.
- Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Energy Unit Leader Position Guide

Operations Section Staff

Primary Department: Utilities

Support Departments: Sacramento Municipal Utilities District (SMUD)

EOC Section: Operations Section

Reports to: Utilities Branch Director

Function

The Energy and SMUD Unit is responsible for coordinating with SMUD regarding energy issues in the City. The unit will send a liaison to the SMUD EOC when they activate during City-wide emergencies.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Advise pre-assigned Energy and SMUD Unit staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Consider alerting/recalling off-duty personnel and specialized teams.
- Test communications equipment with department employees and facilities.
- Assess the availability and condition of resources, personnel, and specialized equipment.
- Pre-position equipment in strategic locations to meet expected needs.

Initial Activation *(for most emergencies)*

- Report to EOC (or other designated reporting location) and obtain briefing from the Utilities Branch Director.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Energy and SMUD Unit, directions given, and actions taken.
- Determine the need for additional personnel to support Energy and SMUD Unit operations. Begin notification procedures.
- Communicate and coordinate with external partners on the assessment and shut off of utilities in affected areas.
 - Contact SMUD and advise them of the need for potential supportive services.
 - Coordinate with department field representatives and activated department operations centers (DOCs) to collect information about the current or potential impact to the City.

- Evaluate the need to shut of energy services based on information collected from field responders.
- Determine the need for additional resources, personnel, equipment, etc.
 - Communicate all logistical needs to Logistics Section.
 - Document all logistical requests.
- Assign and brief incoming staff, in accordance with the EOC Action Plan, and oversee unit operations in implementing the EOC Action Plan.
- Provide information and input to the Utilities Branch Director for inclusion in the EOC Action Plan, as appropriate.
- Coordinate with the Operations Section to determine energy needs to meet the needs of emergency field responders.
- Evaluate the need to provide alternative power sources for field responders and/or community members.
- Ensure established shelter locations have adequate access to power sources.

Extended Operations

- Maintain an activity log.
- Participate in regular section briefings and provide input to the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Oversee and manage coordination efforts with respective DOCs that area addressing energy issues.
- Request additional personnel and/or equipment resources, as necessary.
- Supervise the activities of personnel assigned to the Energy and SMUD Unit.
- On a routine basis, report information about activities, events and occurrences to the Utilities Branch Director.
- Ensure utilities operations meet the identified objectives of the EOC Action Plan.
- Determine needs and request resources through routine channels or the Operations Section Chief.
- Maintain communications with energy resource field/maintenance personnel.
- Continue to coordinate with the Operations Section to ensure that energy needs are met for emergency responders, shelter, and other field operations, as necessary.
- Initiate the determination of recovery priorities with the Recovery Planning Unit.
- Evaluate resources and determine which resources may be released for re-assignment, and make recommendation for release to the Utilities Branch Director.

Post Emergency

- Upon notification, deactivate the Energy and SMUD Unit when requested by the Utilities Branch Director.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- Submit log and other emergency-related documentation to the Planning Section.
- Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- Participate in post-emergency debriefing and critique sessions.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Part 3.3: Planning Section

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Part 3.3 Planning Section

3.3.1 Purpose

The Planning Section is responsible for directing and managing the creation of a comprehensive situation status report, developing the Emergency Operations Center (EOC) Action Plans for each operational period, and maintaining all documentation related to the emergency. The Planning Section staff must evaluate the potential economic, social and environmental impacts of the disaster on its citizens. Additionally, the Planning Section staff must consider whether an emergency in a neighboring jurisdiction could impact the City of Sacramento, or draw upon resources normally available to the city.

The Planning Section Chief identifies which whether full or partial staff are required to respond. When fully activated the Chief may rely on each of the following units.

- Situation
- Documentation
- Advanced Planning
- Geographic Information Systems (GIS)
- Resources Unit
- Technical Specialists
- Recovery

Only those positions required by the emergency are activated. If personnel are not available for the required position, the duties assigned to the unstaffed function are the responsibility of the Planning Section Chief, who is a member of the EOC General Staff and reports to the EOC Director.

3.3.2 Duties

In general, the Planning Section Chief is responsible to:

- Analyze the situation and develop an EOC Action Plan that is approved by the EOC Director.
- Consult with Operations Section Chief to identify critical problems.
- Consult with the EOC Director to establish response priorities.
- Develop regular Situation Status Reports.
- Identify possible inter-agency conflicts, share concerns with the Operations Chief and the EOC Director as needed.
- Hold periodic Planning Section briefings and assure all planning functions are being performed.
- Identify and arrange for additional inspection and technical evaluations as necessary.
- As emergency response phase winds down, identify recovery and demobilization issues.

In general, staff assigned to the Situation Status function are responsible to:

- Collect, process and organize situation information.
- Post and maintain pertinent status/damage information on EOC Status Boards.
- Assist Planning Section Chief in preparing Situation Status Reports.
- Assist Planning and Operations Section Chiefs with developing the EOC Action Plan.

The EOC Advanced Planning staff are responsible to:

- Supports the Planning Section Chief in developing an EOC Action Plan.
- Analyze facts, reports, assumptions and opinions to develop long-term situation models for action planning.
- Considers the long-range issues (36-72 hours) in the future.
- Prepares special reports as needed.

The Documentation staff are responsible to:

- Establish and maintain a central repository for all written EOC messages and status / damage reports coming into and disseminated from the EOC.
- Maintain accurate and complete electronic and hardcopy files on the emergency or disaster.
- Provide duplication services to EOC personnel.
- Package and store files for legal, analytical, and archival purposes.

The Geographic Information System staff are responsible to:

- Under direction of the Planning Section Chief Coordinate information to prepare maps used to display intelligence information for the EOC Action Plan. Information may come from the Operations Section and Situation Status staff.
- Coordinate delivery of GIS documentation.
- Provide support on maintaining geographic data related to the emergency.

The Demobilization staff are responsible to:

- Develop the demobilization plan.
- Specify demobilization strategy
- Monitor implementation of the plan.

Technical Specialist staff are responsible to:

- Managing technical experts that are involved in the emergency management and response operations.
- Serve as the liaison between external partner representatives and the EOC.

In general, the Resources Unit staff are responsible to:

- Maintain detailed tracking records of allocated resources (resources already in place, resources requested but not yet on scene and estimates of future resource needs).
- Maintain logs and invoices to support the documentation process and for resources information displays in the EOC.
- Cooperate closely with the Operations Section to determine resources currently in place and resources needed.
- Coordinate with the Planning/Intelligence Section to provide resources information to the EOC Action Plan.

3.3.3 Staffing

At full activation, the Planning Section will be staffed by the following.

- Community Development representative (or other as assigned) will serve as the Planning Section Chief.
- Community Development staff will serve as the Situation Status contact.
- Community Development staff serve as the EOC Advanced Planning contact.
- Community Development staff will serve as the Documentation staff.
- Information Technology staff will serve as the Geographic Information System staff.
- Community Development staff will serve as the Demobilization staff.
- Economic Development or Community Development staff will serve as the Recovery staff.

3.3.4 Concept of Operations

To respond to disasters effectively, each person assigned an emergency management position has specific duties to complete before, during and after a disaster. These tasks are outlined in this section of the EOP. More detailed information about each function in the EOC can be found in this section, and in other sections of, and additions to, this EOP.

Preparedness

Preparedness actions allow staff to prepare for disaster operations, become familiar with the contents of this plan, develop and update procedures and resource lists, and participate in training drills and exercises. The duties of the assigned Planning Section staff include:

- Participate in regular meetings of the EOC staff to maintain familiarity with the role and responsibilities of the assigned function and to discuss emergency management issues.
- Review the EOP, applicable department plans, standard operating procedures, and the materials contained in this section. Consolidate recommended revisions and updates to this section and submit changes to the City of Sacramento Coordinator of Emergency Services.
- Develop any additional information to be incorporated into the assigned section and submit to the designated Coordinator of Emergency Services.
- Participate in training, exercises and post-exercise critiques conducted by the designated Coordinator of Emergency Services.
- Review internal EOC information management with Planning Section staff and other Section Chiefs to be sure information is shared and known to all EOC staff.

Initial Response

The Section staff are responsible to:

- Report to the EOC. The Planning Section Chief obtains a briefing by the Director of Emergency Services. In turn the Chief briefs his assigned staff.
- Determine the extent to which the Section should be activated and notify assigned staff, as indicated.
- Initiate and maintain an activity log for each position.
- Implement activities outlined in the checklist.

- Collect and analyze all data regarding field incidents.
- Collect, summarize and post pertinent data regarding disaster response in the city.
- Develop an EOC Action Plan in concert with other EOC staff.
- Develop and disseminate a comprehensive Situation Report.
- Identify potentially critical problems, and the Section Chief will advise the Operations Section Chief and the Director of Emergency Services.
- Identify the need and arrange for technical specialists if indicated.
- Assist the Public Information Officer (PIO) by maintaining updated information.
- Develop a plan to transition to recovery operations.

Extended Operations

- The Planning Section Chief will coordinate activities of staff within the assigned Section, and with other Section staff, as indicated.
- The Section Chief will consult with Director of Emergency Services regarding any unresolved conflicts.
- Each position will participate in regular EOC briefings and Section briefings held by the Planning Section Chief. Each briefing will cover the priorities set by the Director of Emergency Services.
- Each position will contribute to the development of an EOC Action Plan for each operational period.
- Each position will track all activities and decisions in an activity log.
- Damage Assessment staff will work with Safety Assessment staff to collect and consolidate damage information within the city.
- Documentation staff ensure that a centralized file for written documents generated in the EOC is maintained.
- Situation Status maintains status boards in the EOC.
- Identify demobilization and recovery issues.
- Develop an incident specific recovery operations plan.

Post Emergency

- Upon deactivation of the EOC, make notifications as indicated.
- Provide Logistics Section Procurement staff with a list of any expendable supplies to be replenished.
- Ensure that non-expendable supplies/equipment are serviced and returned to proper locations.
- Participate in EOC debriefing and critique sessions.

3.3.5 Organizations and Responsibilities

Local Government Level

California Government Code (CGC) § 8607 requires all local public agencies (cities, special districts and counties) to respond to emergencies using the Standardized Emergency Management System (SEMS) at the scene of a multi-agency emergency and in the EOC. SEMS is a standard emergency

response system and organization that enhances the ability of the OA to work with any city, county, special district or state agency.

The City of Sacramento is responsible for emergency response within the boundaries of the city. Special districts are primarily responsible for the restoration of services that they normally provide. They may also be responsible for safety of people at their facilities or on their property and for warning of hazards from their facilities or operations. Some special districts may assist other local governments in the emergency response.

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

Local governments must comply with SEMS regulations in order to be eligible for state funding of response related personnel costs and will:

- Use SEMS when a local emergency is declared or proclaimed, or the local government EOC is activated.
- Establish, coordinate and communicate with Incident Commanders either through departmental operations centers (DOC's) to the EOC, when activated, or directly to the EOC, when activated.
- Use existing mutual aid systems for coordinating fire and rescue, and law enforcement, public works and other mutual aid resources.
- Establish coordination and communications between the local jurisdiction EOC when activated, and the operational area organization and any state or local emergency response agency having jurisdiction at an incident within the city's boundaries.
- Use multi agency or inter agency coordination to facilitate decisions for overall local government level emergency response activities.

City and special district EOCs are required to utilize the same five SEMS principals to facilitate interagency communication and coordination. Cities and special districts within the county's boundaries may contact the Operational Area (OA) EOC for information and/or to request support, if the incident reaches the level of OA activation.

Operational Area Level

In accordance with California Code of Regulations (CCR), Title 19, Division 2, Sacramento County and its political subdivisions (cities and special districts) become an OA for emergency response purposes during response to multi-agency disaster events. The county EOC is established to coordinate emergency operations and manage resources throughout the county. The EOC also serves as a communication and coordination link between all public agencies in the county and the State Region Level EOC (REOC). In accordance with state and local EOPs, the OA submits regular situation reports and requests for support and resources not available within the county to the REOC.

Each city and special district may contact the OA EOC via landline phone, cellular phone, amateur radio, discipline specific radio frequencies, Internet or the web-based systems.

Regional Level

Sacramento is located in State OES Mutual Aid Region IV within the Inland Administrative Region. State OES Region IV provides staff support available from State OES and other State agencies to assist in rendering mutual aid. The primary mission of the Region IV emergency management organization is to support Operational Area response and recovery operations, and to coordinate Mutual Aid Region response and recovery operations.

3.3.6 Policies and Procedures

Policies and procedures associated with the Planning Section are described below. A checklist of activities to be performed by the Planning Section Chief is contained in the checklists for all Planning Section staff positions.

Emergency/Disaster Response

Upon notification of a warning or knowledge of a disaster, California Government Code (CGC) § 3100 mandates that public agency employees have special responsibilities to protect the public. City of Sacramento staff may be requested to modify shift schedules, return to work, remain at work, or perform different work assignments. Upon reporting to the EOC, or other designated location, assigned staff will implement the activities listed in the function checklists that are attached to this section.

Who Should Respond

In accordance with the CGC § 3100, all public agency employees are considered Disaster Service Workers and are eligible to be assigned to perform an emergency role at the time of a disaster. Certain staff have been pre-assigned to perform a specific function in the City of Sacramento EOC (as a primary or alternate), or at another location, and are expected to report to the designated location. Staff assigned to perform an emergency function in the EOC or at another location are expected to report for duty as outlined in the EOC staffing list.

In the rare circumstance when normal communications are out of service and notification may not be possible with use of the normal methods (phone and radio), employees report to their normal work site. If normal work site is not available, employees are to report to the alternate location identified by the department plan. Staff assigned to operate in the EOC are to report to the City of Sacramento EOC.

Situation Status Reporting

The Planning Section is responsible for developing and distributing Situation Status Reports (SitStat) on a regular basis. The Section Chief reviews status and damage information compiled by the Situation Status function and develops a comprehensive report for review and discussion with the Operations Section Chief and the Director of Emergency Services. The SitStat Report contains a

narrative describing situation and summarizing service and facility status by exception. Following approval by the Director of Emergency Services, the SitStat Report is distributed throughout the city, and to the Operational Area, State OES, and key external agencies.

EOC Action Planning

Based on the SitStat Report and response priorities established by the Director of Emergency Services, the Planning Section Chief facilitates development of an EOC Action Plan for each operational period (usually 12 hours). The Action Plan outlines the objectives to be accomplished, establishes priorities, and describes the response strategies to be employed, including the personnel and major equipment resources assigned to address each objective.

Status Boards

Specific Planning Section staff are responsible to post and maintain confirmed information on specific Status Boards. However, if the EOC design does not allow for each Status Board, this section provides sample forms which demonstrate the information that needs to be captured by the assigned staff.

Situation Status staff are responsible for maintaining status boards that capture information regarding:

- **Expedient Facilities** to track what critical facilities have been activated, where they are located and who to contact.
- **Significant Events** to track the most critical events that have occurred, the status of the event, and remarks such as who to contact.
- **Utility Disruptions** to track the location of utility outages and the current or potential impacts.
- **Weather Conditions** to track the ongoing weather conditions that could affect emergency response.
- **EOC Roster** to track who has arrived at the EOC and the function that is filled.

While the process of how damage information is collected is described in Part Two, Procedures, of the Emergency Operations Plan (EOP), the Situation Status staff are responsible for maintaining the damage assessment status boards that capture information regarding.

- **Damage Assessment Survey** to track the overall impact of the emergency/disaster, including the number of people displaced, injured or dead; severity of damaged homes and businesses; damage to public facilities and private enterprise; and utility disruption.
- **Critical Facilities** to track the public facilities that have been affected by the emergency and to what extent.

Planning Section Chief Position Guide

Planning Section Staff

Primary Responsibility: As assigned from pool of trained Planning Chiefs

Secondary Responsibility: As assigned from pool of trained Planning Chiefs

EOC Section: Planning Section

Reports to: EOC Manager

Function

The Planning Section is responsible for the collection, evaluation, analysis, and dissemination of emergency operations data and intelligence. The section maintains information on the current situation, and forecasts the situation and status of assigned resources. The Planning Section is also responsible for the preparation of the EOC Action Plans. EOC Action Plans outline the objectives, strategies, organization, and resources necessary in a given operational period to effectively mitigate an incident.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate readiness actions.
- ❑ Review EOP and appropriate emergency functions.
- ❑ Advise pre-assigned Planning Section staff of the potential need to respond.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources and personnel.

Initial Activation *(for most emergencies)*

- ❑ Report to EOC (or other designated reporting location) and obtain or provide briefing with the EOC Manager. Present the following information gathered from the activated EOC sections:
 - Magnitude and scope of event
 - Areas of City impacted, including threats to life and property
 - Current situation and priorities
 - Actions taken
 - EOCs activated
 - Existing or anticipated problems/issues
- ❑ Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Planning Section, directions given, and actions taken.
- ❑ Determine the extent to which section functions should be activated based on the situation and initiate additional staff notification procedure.

- ❑ Activate the necessary units within the Planning Section:
 - Situation Unit
 - Documentation Unit
 - Action Planning Unit
 - GIS Unit
 - Technical Specialists Unit
 - Recovery Planning Unit
- ❑ Meet with section chiefs to initiate the development an EOC Action Plan. Conduct a briefing on known information and establish operational priorities.
- ❑ Establish information requirements and reporting schedules for all EOC organizational elements for use in preparing the EOC Action Plan (see Planning Cycle Guidance for time estimates).
- ❑ Gather information related to resource deployment, response and employee conditions, and logistical support needs from all EOC sections for input into EOC Action Plan.
- ❑ Establish reporting procedures appropriate for the determined operational periods.
 - Discuss emergency situation with Operations Section personnel.
 - Specify objectives to be accomplished that are measurable.
 - Identify strategies that support the objectives.
 - Review activated EOC organization to support response objectives and identify additional elements that are needed.
 - Identify logistical issues that need consideration.
- ❑ Collect, process, and disseminate collected information about the emergency, and support the Action Planning Unit and other units with development of an EOC Action Plan.
- ❑ Assign and brief incoming Planning Section staff, in accordance with the EOC Action Plan.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular EOC briefings.
- ❑ Conduct Action Planning Briefings.
 - Present general goals and objectives, including alternatives.
 - Identify priorities.
 - Participate in selection of operational objectives for the next operational period.
 - Specify objectives to be accomplished that are measurable.
 - Identify strategies that support the objectives.
 - Review organization activated to support the objectives and identify additional elements that are needed.
 - Identify logistical issues that need consideration.
 - Assemble appropriate material for inclusion in the EOC Action Plan.
 - Ensure that all operations support and service needs are coordinated with the Logistics Section prior to release of the EOC Action Plan.

- Document and distribute the EOC Action Plan to the EOC Manager, section chiefs, management staff and agency representatives.
- Receive notification of EOC Action Plan changes from the section chiefs.
- Distribute EOC Action Plan changes as indicated.
- ❑ Supervise preparation of EOC Action Plans that at a minimum include the following elements.
 - Incident objectives
 - Map of impacted area
 - Summary of current actions
 - Basic organization structure
 - Group/personnel assignments
 - Resource summary
 - Technical data as appropriate
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Request additional personnel and/or equipment resources, as necessary.
- ❑ Participate in an discussions of specific operations being considered, and provide detailed information concerning the following issues:
 - Nature and Scope of event
 - Threats to life and property
 - Actions underway
 - Resource availability
 - Situation status
 - Situation predictions
 - Weather
 - Communication capabilities
 - Environmental impact and cost of resources
- ❑ Assemble information on strategies for mitigating emergency impacts.
- ❑ Provide periodic predictions on potential scope of emergency.
 - Obtain the latest incident prediction information and Incident Action Plan from the Department Operations Centers or field Incident Commanders (ICs) as needed.
 - Obtain the current situation status summary from the Situation Unit.
 - Document predictions on the course of the incident.
 - Present predictions at the EOC Action Planning meeting and display information on the EOC Status Boards.
 - Repeat procedures at the intervals specified by the EOC Manager or EOC Coordinator, or upon occurrence of significant events.
 - If there is a known potential for a significant change in the course of the incident, immediately notify the EOC Manager and the Operations Section Chief.
- ❑ Compile and display situation status summary information.
 - Display pertinent incident status summary information, including multiple GIS overlays, if needed.
 - Review information for completeness; specify location, and method of display.

- Ensure that pertinent reports are displayed.
- Repeat these procedures at intervals specified by the EOC Manager and/or EOC Coordinator, or upon occurrence of significant events.
- ❑ Advise EOC staff of any significant changes in emergency situation status.
- ❑ Instruct Planning Section units on how to distribute incident information.
- ❑ Brief oncoming Planning Section Chief on activities during your shift and issues/needs for the next operational period.

Post Emergency

- ❑ Upon EOC deactivation, direct Planning Section staff as necessary on actions to take.
- ❑ Ensure the section has completed all necessary documentation related to Planning Section actions.
- ❑ Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- ❑ Coordinate with the Finance Section to ensure that all expenditures and employee time is documented.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Situation Unit Leader Position Guide

Planning Section Staff

Primary Department: Community Development

Support Departments: City Clerk, Legal Advisor

EOC Section: Planning Section

Reports to: Planning Section Chief

Function

The Situation Unit is responsible for collecting and presenting all information related to the current situation of the incident and the City's emergency management and response operations. This information will be used by members of the City EOC to determine response priorities and establish objectives for the EOC Action Plan.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- ❑ Advise pre-assigned Situation Unit staff of the potential need to respond.
- ❑ Review the EOP and appropriate emergency functions.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources and personnel.

Initial Response

- ❑ Report to EOC (or other designated reporting location) and obtain briefing from the Planning Section Chief.
- ❑ Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Situation Unit, directions given, and actions taken.
- ❑ Determine the need for additional personnel to support Situation Unit operations. Begin notification procedures.
- ❑ Collect situation status information from all activated sections of the EOC.
 - Specifically collect field response and department activity information from the Operations Section to update the current situation status information.
 - Collect information relative to:
 - Magnitude and scope of event
 - Areas of City impacted – threats to life and property
 - Current situation and priorities

- Actions taken
 - City DOCs and partner EOCs activated
 - Existing or anticipated problems/issues
- ❑ Present situation status information in a visible and easily accessible format.
 - If available, utilize WebEOC for the updating and disseminating of situation information for the EOC
 - Using the presentation tools (boards, graphics, projections, et. al.) present the Common Operating Picture in the EOC and keep updated as the situation evolves.
- ❑ Participate in EOC briefings and provide current situation status information to the Planning Section Chief and EOC Manager.
- ❑ Assist with the preparation of written situation reports.
- ❑ Prepare distribution list(s) for action plans and situation reports.
- ❑ Coordinate with the PIO to develop updated status information for public dissemination.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and provide input to the EOC Action Plan.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Maintain consistent communication and coordination with all activated EOC sections.
- ❑ Routinely collect situational status information and include updates in the situation report.
- ❑ Ensure all current situational information is displayed for members of the EOC to easily access.
- ❑ Compile and display situation status summary information.
- ❑ Display pertinent incident status summary information. Work with the GIS Unit, if activated, to include GIS mapping overlays.
- ❑ Review information for completeness; specify location, and method of display.
- ❑ Ensure that pertinent reports are displayed.
- ❑ Repeat these procedures at intervals specified by the EOC Manager and/or EOC Coordinator, or upon occurrence of significant events.
- ❑ At shift change, brief relief personnel on actions taken.

Post Emergency

- ❑ Upon notification, deactivate the Situation Unit when requested by the Planning Section Chief.
- ❑ Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- ❑ Submit log and other emergency-related documentation to the Documentation Unit.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Documentation Unit Leader Position Guide

Planning Section Staff

Primary Department: Community Development

Support Departments: As assigned

EOC Section: Planning Section

Reports to: Planning Section Chief

Function

The Documentation Unit is responsible for establishing and maintaining a central repository for all written EOC messages and status/damage reports coming into and disseminated from the EOC. The unit will maintain accurate and complete electronic and hardcopy files on the emergency or disaster, provide duplication services to EOC personnel, and package and store files for legal, analytical, and archival purposes.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- Advise pre-assigned Documentation Unit staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Consider alerting/recalling off-duty personnel.
- Test communications equipment with department employees and facilities.
- Assess the availability and condition of resources and personnel.

Initial Response

- Report to EOC (or other designated reporting location) and obtain briefing from the Planning Section Chief.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Documentation Unit, directions given, and actions taken.
- Establish Master File for the event, and include the following as a minimum:
 - Copies of all declarations.
 - Copies of all section and unit duty logs
 - Copies of reports submitted to or generated by the EOC
 - Copies of staff/organization charts
 - Copies of phone rosters
- Assist with the preparation of written action plans.

- ❑ Determine the need for additional personnel to support Documentation Unit operations. Begin notification procedures.
- ❑ Collect copies of all operational documentation.
 - Establish and provide protocol information for the regular collection of documentation for all EOC sections during operations.
- ❑ Coordinate with the Legal Officer to maintain copies of any emergency declaration or legal documentation.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular Section briefings and provide input to the EOC Action Plan.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Receive and process or refer, as appropriate, requests for personnel, supplies and/or equipment, as indicated.
- ❑ Accept and file reports and forms submitted by EOC staff.
- ❑ Establish duplication service and respond to requests for document duplication.
- ❑ Provide duplicates of forms and reports to authorized requestors.
- ❑ Establish and organize files on the emergency or disaster situation, which may include the following categories.

- Weather reports
- Safety/damage assessment information

"Sticky Wickets" (calls from citizens with event-related problems not immediately resolved by City personnel)

- Public Works/state road reports
- EOC logs/notes (may need to separate by function)
- (Other Department/Agency) EOC Logs/Notes (separate by agency)
- PIO press releases (sent)
- Operational Area (OA) press releases (received, if activated)
- Outside agency press releases received
- City status reports
- City and OA situation reports
- Damage/safety assessment reports
- State OES situation reports
- Emergency/official actions (proclamations, resolutions, orders)
- EOC Action Plans
- Visuals (pictures, maps)
- Newspaper articles
- Others as needed
- ❑ Check on the accuracy and completeness of records submitted for files.
- ❑ File all official forms and reports.
- ❑ Correct errors or omissions by contacting the appropriate EOC staff.
- ❑ Prepare emergency response documentation for the Planning Section Chief when requested.

- ❑ Maintain, retain, and store emergency response files for use after the emergency.
- ❑ At shift change, brief relief personnel on actions taken.

Post Emergency

- ❑ Upon notification, deactivate the Documentation Unit when requested by the Planning Section Chief.
- ❑ Ensure all documentation related to EOC operations, and specifically the Documentation Unit, is completed and submitted to the Planning Section Chief.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Advanced Planning Unit Leader Position Guide

Planning Section Staff

Primary Department: Community Development

Support Departments: As assigned

EOC Section: Planning Section

Reports to: Planning Section Chief

Function

The Advanced Planning Unit is responsible for the development of the EOC Action Plan, which outlines the priorities and objectives of the City EOC in response to an incident impacting the City. The Advanced Planning Unit will work in coordination with all section of the EOC to include input from all aspects of the City's emergency management and response operations.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- ❑ Advise pre-assigned Advanced Planning Unit staff of the potential need to respond.
- ❑ Review the EOP and appropriate emergency functions.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources and personnel.

Initial Response

- ❑ Report to EOC (or other designated reporting location) and obtain briefing from the Planning Section Chief.
 - Document all information provided.
- ❑ Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Advanced Planning Unit, directions given, and actions taken.
- ❑ Determine the need for additional personnel to support Advanced Planning Unit operations. Begin notification procedures.
- ❑ Collect situation status information from all activated sections of the EOC.
 - Document all situation status information for each respective section.
 - Make note of any potential response priorities or major concerns.
 - Follow up with any section chiefs regarding incomplete information.
- ❑ Participate in EOC briefings and provide current situation status information to the Planning Section Chief.

- ❑ Begin the development of the EOC Action Plan.
 - Communicate and coordinate with all sections of the EOC to determine response objectives and priorities.
 - Utilize established documentation templates in WebEOC for the development of the action plan, if available.
 - Provide a draft plan to the Planning Section Chief for review and implementation.
 - At a minimum include the following elements.
 - Incident objectives
 - Map of impacted area
 - Summary of current actions
 - Basic organization structure
 - Group/personnel assignments
 - Resource summary
 - Technical data as appropriate
- ❑ Prepare distribution list(s) for the EOC Action Plans.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and develop updated EOC Action Plans.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Maintain consistent communication and coordination with all activated EOC sections.
- ❑ Routinely collect situational status information and include updates in the EOC Action Plan.
- ❑ Review the current EOC Action Plan and determine the need to further address or re-evaluate objectives in the EOC Action Plan.
 - Make revisions to the plan for the next operational period based on the needs of emergency management and response operations.
- ❑ Distribute the current EOC Action Plan according to the plan distribution list.
- ❑ At shift change, brief relief personnel on actions taken.

Post Emergency

- ❑ Upon notification, deactivate the Advanced Planning Unit when requested by the Planning Section Chief.
- ❑ Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- ❑ Submit log and other emergency-related documentation to the Documentation Unit.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

GIS Unit Leader Position Guide

Planning Section Staff

Primary Department: Information Technology

Support Departments: Law Enforcement IT

EOC Section: Planning Section

Reports to: Planning Section Chief

Function

The GIS Unit is responsible for coordinating information to prepare maps in order to display intelligence information for the EOC. The unit will coordinate the delivery of GIS documentation, and provide support on maintaining geographic data related to the emergency.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- ❑ Advise pre-assigned GIS Unit staff of the potential need to respond.
- ❑ Review the EOP and appropriate emergency functions.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources and personnel.

Initial Activation *(for most emergencies)*

- ❑ Report to the EOC (or other designated reporting location) and obtain briefing from the Planning Section Chief.
- ❑ Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the GIS Unit, directions given, and actions taken.
- ❑ Determine the need for additional personnel to support GIS Unit operations. Begin notification procedures.
- ❑ Coordinate with the IT Branch to ensure the operability of all GIS systems.
- ❑ Evaluate information provided to Situation Unit to create a current impact area map that supports the analysis of information received from a variety of sources and reports.
- ❑ Collect GIS mapping requests from the various EOC sections.
- ❑ Develop and maintain displays.
 - Coordinate with Situation Unit staff on types of information to display on the maps to support the data on the status boards.

- Twice daily, or upon request, produce an overall summary of information and forward to the Planning Section Chief.
- ❑ Participate in EOC briefings and provide current situation status information to the Planning Section Chief.
- ❑ Coordinate with the PIO to provide GIS information for public dissemination, if requested.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular EOC Action Plan sessions. Collect GIS mapping requests.
- ❑ Monitor Operations Section and Planning Section situation status board to update map displays.
- ❑ Prepare and maintain required boards and displays.
- ❑ Maintain GIS records or forward to the Documentation Unit, if activated, to file and store.
- ❑ Brief incoming relief staff at shift change.

Post Emergency

- ❑ Upon notification, deactivate the GIS Unit when requested by the Planning Section Chief.
- ❑ Ensure all documentation related to GIS Unit operations is completed and submitted to the Documentation Unit.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Resources Unit Leader Position Guide

Planning Section Staff

Primary Department: Community Development

Support Departments: City Manager's Office

EOC Section: Planning Section

Reports to: Planning Section Chief

Function

The Resource Unit is responsible for the maintenance of detailed tracking records, including logs and invoices, of the resources that have been requested, available, on-scene, and future needs for additional resources.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- Advise pre-assigned Resources Unit staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Consider alerting/recalling off-duty personnel.
- Test communications equipment with department employees and facilities.
- Assess the availability and condition of resources and personnel.

Initial Activation *(for most emergencies)*

- Report to the EOC (or other designated reporting location) and obtain briefing from the Planning Section Chief.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Resources Unit, directions given, and actions taken.
- Determine the need for additional personnel to support Resources Unit operations. Begin notification procedures.
- Coordinate with the Operations Section, and other EOC sections, to determine the immediate needs of resources.
- Contact necessary partners, organizations, companies, etc., to determine the availability of resources.
- Document all resource requests and track all associated financial documentation.
- Establish and implement a resource reporting system for all EOC sections and associated personnel.
- Work with IT to maintain a "master list" of all available resources.

- ❑ Provide information to Situation Status and Documentation Units regarding the status of available resources.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular EOC Action Plan sessions.
- ❑ Maintain documentation, logs, and resources related to the procurement of resources.
- ❑ Coordinate with EOC sections to determine additional resource needs for extended operations.
- ❑ Maintain resource master list.
- ❑ Ensure all resources are being adequately utilized to meet operational needs.
- ❑ Provide a summary report of resource information to the Planning Section Chief.
- ❑ Utilize mutual aid agreements as necessary for procurement of resources from other local jurisdictions.
- ❑ Brief incoming relief staff at shift change.

Post Emergency

- ❑ Upon notification, deactivate the Resources Unit when requested by the Planning Section Chief.
- ❑ Ensure all documentation related to Resources Unit operations is completed and submitted to the Documentation Unit.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Technical Specialists Unit Leader Position Guide

Planning Section Staff

Primary Department: Community Development

Support Departments: Human Resources

EOC Section: Planning Section

Reports to: Planning Section Chief

Function

The Technical Specialists Unit is responsible for managing technical experts that are involved in the emergency management and response operations. Technical experts may serve in a variety of capacities, within different section of the EOC, to meet the needs of emergency management and response operations. The unit is responsible for serving as the liaison between external partner representatives and the EOC.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- ❑ Advise pre-assigned Technical Specialists Unit staff of the potential need to respond.
- ❑ Review the EOP and appropriate emergency functions.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources and personnel.

Initial Response

- ❑ Report to EOC (or other designated reporting location) and obtain briefing from the Planning Section Chief.
- ❑ Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Technical Specialists Unit, directions given, and actions taken.
- ❑ Determine the need for additional personnel to support Technical Specialists Unit operations. Begin notification procedures.
- ❑ Provide information to the EOC sections regarding available services that the Technical Specialists Unit can support.
- ❑ Participate in EOC briefings and provide current situation status information to the Planning Section Chief.
 - Collect technical need requests from the various EOC sections.
 - Determine request priorities.

- ❑ Coordinate with external partners to determine their availability to assist with technical operations.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and develop updated EOC Action Plans.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Maintain consistent communication and coordination with all activated EOC sections.
- ❑ Ensure all requests for technical specialists are addressed, as possible.
- ❑ Continue to coordinate with external partners, as necessary.
- ❑ At shift change, brief relief personnel on actions taken.

Post Emergency

- ❑ Upon notification, deactivate the Technical Specialists Unit when requested by the Planning Section Chief.
- ❑ Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- ❑ Submit log and other emergency-related documentation to the Documentation Unit.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Recovery Planning Unit Leader Position Guide

Planning Section Staff

Primary Department: Community Development

Support Departments: Economic Development

EOC Section: Planning Section

Reports to: Planning Section Chief

Function

The Recovery Planning unit is responsible for the development of initial recovery plans to manage operations in transition from the response phase to the recovery phase, providing guidance to lead into recovery operations. The unit may not be activated until further into emergency management and response operations, depending on the extent of emergency operations. The Recovery Planning Unit will work in coordination with current EOC operations, but focus their efforts on addressing recovery needs.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- ❑ Advise pre-assigned Recovery Planning Unit staff of the potential need to respond.
- ❑ Review the EOP and appropriate emergency functions.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources and personnel.

Initial Response

- ❑ Report to EOC (or other designated reporting location) and obtain briefing from the Planning Section Chief.
- ❑ Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Recovery Planning Unit, directions given, and actions taken.
- ❑ Evaluate possible recovery considerations from the initial impact of the incident.
- ❑ When appropriate, begin to develop draft recovery documentation for inclusion into the City's long-term recovery strategy and plans.
 - Obtain all initial response information from the Situation Unit.
 - Coordinate all documentation of efforts with the Documentation Unit.
- ❑ Determine the need for additional assistance to manage recovery planning operations.
- ❑ Participate in EOC briefings and document current situation status information to evaluate for recovery planning priorities.

- Begin to discuss possible recovery considerations when determined appropriate for current emergency operations.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and provide input to the EOC Action Plan, when appropriate for emergency operations.
- ❑ Monitor the transition to recovery activities and identify any potential issues that require prompt attention.
- ❑ Continue development of a draft recovery plan.
- ❑ Review information included in the EOC Action Plan and section briefings to assist in determining recovery objectives.
- ❑ Communicate and coordinate with external partners to determine their ability to provide recovery assistance.
- ❑ Work with the logistics section to acquire recovery resources to support recovery operations.
- ❑ Provide initial recovery planning information to the Planning Section Chief, and work with the EOC Manager on determining recovery priorities for the City.
- ❑ Support transition of unit into activities within the City Recovery Coordination Group, once activated

Post Emergency

- ❑ Upon notification, deactivate the Recovery Planning Unit when requested by the EOC.
 - Transition into full recovery operations following the deactivation of the EOC, as necessary.
- ❑ Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- ❑ Submit log and other emergency-related documentation to the Documentation Unit.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Part 3.4: Logistics Section

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3.4 Logistics Section

3.4.1 Purpose

The Logistics Section's primary responsibility is to ensure the acquisition, transportation and mobilization of resources to support the response effort at the disaster sites, public shelters, Emergency Operations Centers (EOCs), evacuation areas, etc. This Section provides all necessary personnel, supplies and equipment procurement support, as well as provisions for movement of resources. Methods for obtaining and using facilities, equipment, supplies, services and other resources to support emergency response at all operational sites during emergency conditions will be the same as those used during normal operations, or as directed under city emergency procurement policies.

To enhance the capability of the City of Sacramento to respond to emergencies by establishing logistics protocols in managing personnel and equipment, it is the policy of this section that the priorities of responses are to:

- Protect life and property.
- Provide operational and logistical support for emergency response personnel and optimize the utilization of resources.
- Provide support to the other sections of the City's emergency response team.
- Support the restoration of essential services and systems.

The Logistics Section ensures that all other sections are supported for the duration of the incident. Any personnel, equipment, supplies or services required by the other sections, except mutual aid resources requested through law enforcement and fire mutual aid channels, will be ordered through the Logistics Section.

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

- Obtain, order and/or track necessary resources and services to support disaster operation's needs.
- Collect information from other sections to determine needs and prepare for expected operations.
- Prepare required reports identifying the activities performed by the Logistics Section.
- Determine the city's logistical support needs and plan for both immediate and long term requirements.
- Maintain proper and accurate documentation of all actions taken and all items procured to ensure that all required records are preserved for future use and State OES and FEMA filing requirements.

3.4.2 Duties

When fully staffed, the Logistics Section Chief may activate some or all units, which could include each of the following branches.

- Transportation
- Procurement
- Facilities
- Food
- Personnel
- Donations
- IT/Communications

Only those positions required by the emergency are activated. If personnel are not available for the required position, the duties assigned to the unstaffed function are the responsibility of the Logistics Section Chief, who is a member of the EOC General Staff and reports to the EOC Director.

In general, the Logistics Section Chief is responsible to:

- Assign and brief Section staff as indicated.
- Anticipate probable resource needs and prepare alternative strategies for procurement and resources management.
- Obtain, allocate and track ordered resources to support emergency operations.
- Oversee distribution of supplies, equipment and personnel, in accordance with priorities established by the Director of Emergency Services.
- Advise Director of Emergency Services if suspension of competitive bidding is warranted.
- Assess status of communications/Information Technology and arrange for repairs and/or alternate systems if necessary.
- Maintain complete and accurate records of resource requests, acquisitions and distributions.

In general, the Transportation Branch staff are responsible to:

- Arrange for resources and services to transport personnel, equipment and supplies.
- Coordinate Disaster Route Priority Plan.
- Arrange transportation resources to meet personnel and resource deployment needs in addition to evacuation demands.

In general, the Procurement staff are responsible to:

- Advise Logistics Section Chief of the need to execute emergency vendor and/or service contracts.
- Maintain an inventory of available supplies and equipment.
- Distribute available supplies and equipment in accordance with priorities established by the EOC Action Plan.
- Obtain, order, purchase, or receive, and store all supplies for the emergency.
- Arrange for special service contractors as necessary.
- Coordinate service for non-expendable supplies and equipment.

In general, the Facilities staff are responsible to:

- Identify alternate public facilities to conduct essential government services, if required.
- Obtain facilities to support emergency operations, if necessary.

- Establish Staging Areas for resources, as necessary.

In general, the Personnel staff are responsible to:

- Obtaining, coordinating and allocating all personnel support requests received, except for personnel obtained through mutual aid systems.
- Register volunteers.
- Manage EOC personnel issues and requests.
- Coordinate food, water, sleeping and sanitation facilities for emergency personnel.

In general, the Donations staff are responsible to:

- Managing both in-kind (physical) and monetary donations that occur as a result of an incident in the City.
- Collect, organize, and ensure that all donations are managed appropriately.
- Work with the EOC Public Information Officer (PIO) to develop donation-specific information to be disseminated to the public.

In general, the IT/Communications staff are responsible to:

- Provide and maintain essential communication links for the EOC, between City facilities, and with field units.
- Determine IT/Communications needs for emergency response.
- Provide alternate IT/Communications capabilities as needed.
- Refer issues to IT staff for resolution as indicated.

3.4.3 Staffing

When fully activated, the Logistics Section may include the following positions and will be staffed by the following personnel, unless an alternate is assigned.

- A Public Works representative will serve as the Logistics Section Chief.
- A Public Works, Department of Transportation representative will serve as the Transportation Branch lead.
- A Finance Department representative will serve as the Procurement Branch lead.
- A Public Works representative will serve as the Facilities Branch lead.
- A Human Resources representative will serve as the Personnel Branch lead.
- A Human Resources representative will serve as the Volunteer Management Unit lead.
- A Convention and Cultural Services representative will serve as the Food Unit lead.
- A Public Works representative will serve as the Donations Branch lead.
- An Information Technology representative will serve as the IT/Communications Branch lead.

3.4.4 Concept of Operations

To respond to disasters effectively, each person assigned an emergency management position has specific duties to complete before, during and after a disaster. These tasks are outlined in the City of

Sacramento Emergency Operations Plan (EOP), Basic Plan. More detailed information about each function in the Emergency Operations Center is presented in this and other annexes to the EOP.

Preparedness. Preparedness actions allow staff to prepare for disaster operations, become familiar with the contents of this plan, develop and update procedures and resource lists and participate in training drills and exercises. The duties of assigned Logistics Section Chief include:

- Participate in regular meetings of the EOC staff to maintain familiarity with the role and responsibilities of the assigned EOC function and to discuss emergency management issues.
- Review the EOP, applicable department plans, standard operating procedures, and the materials contained in this annex. Consolidate recommended revisions and updates to this annex and submit changes to the City of Sacramento Emergency Services Coordinator identified by the Director of Emergency Services.
- Develop any additional information to be incorporated into the assigned annex and submit to the City of Sacramento Emergency Services Coordinator.
- Identify methods and sources for obtaining emergency contracting services, personnel, supply and equipment resources, and procuring alternate facilities and telecommunications/Information Technology.
- Identify key resources that may be required during various emergency scenarios and develop lists of vendors and contractors that could provide the services/equipment needed at the time of emergency.
- Participate in training, exercises and post-exercise critiques conducted by the City's designated Emergency Services Coordinator.

Initial Response. The Logistics Section will typically be activated for a significant emergency event in which the EOC is fully activated for longer-term (e.g., more than 24 hours) events and resource support is required from mutual aid sources. During the initial response, the Logistics Section Chief assesses the situation and identifies potential resource needs. The Logistics Section personnel are responsible to:

- Report to the EOC. The Chief obtains briefing by the Director of Emergency Services. In turn the Chief provides the briefing to the responding Logistics staff.
- Determine the extent to which the Section should be activated and notify assigned staff, as indicated. The Chief determines the level of activation with consultation with the Director of Emergency Services.
- Initiate and maintain an activity log.
- Evaluate the availability of personnel and equipment resources.
- Identify potential needs and options to address those needs.
- Implement activities outlined in the checklists.
- Provide feeding and material resource support to the EOC.

Extended Operations.

- Coordinate activities of staff within the assigned Section, and with other Section, as indicated.

- As needed, the Section Chief will consult with Director of Emergency Services regarding any unresolved conflicts.
- Participate in regular Section and EOC briefings and in the development of the EOC Action Plan.
- Decide on the most appropriate option(s) to fill resource gaps.
- Confer with the Logistics Chief, who in turn consults the Director of Emergency Services to determine EOC staffing needs and response personnel support needs.
- Arrange for alternate facilities to continue essential City functions, if necessary.
- Track resources procured and deployed, and all logistics-related expenditures.
- Track all activities and decisions in activity log.

Post Emergency.

- Upon deactivation of the EOC, make notifications as indicated.
- Provide Logistics Section Procurement staff with a list of any expendable supplies to be replenished.
- Ensure that non-expendable supplies/equipment are serviced and returned to proper locations.
- Confirm the location of Local Assistance Centers (LACs).
- Identify the resources required at the LAC and determine staffing needs.
- Ensure internal and external deactivation notifications are made.
- Participate in EOC debriefing and critique sessions.

3.4.5 Organizations and Responsibilities

Local Government Level. California Government Code (CGC) § 8607 requires all local public agencies (cities, special districts and counties) to respond to emergencies using the Standardized Emergency Management System (SEMS) at the scene of a multi-agency emergency and in the EOC. SEMS is a standard emergency response system and organization that enhances the ability of the OA to work with any city, county, special district or state agency.

The City of Sacramento is responsible for emergency response within the boundaries of the City. Special districts are primarily responsible for the restoration of services that they normally provide. They may also be responsible for safety of people at their facilities or on their property and for warning of hazards from their facilities or operations. Some special districts may assist other local governments in the emergency response.

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

Local governments must comply with SEMS regulations in order to be eligible for state funding of response related personnel costs and will:

- Use SEMS when a local emergency is declared or proclaimed, or the local government EOC is activated.

- Establish, coordinate and communicate with Incident Commanders either through departmental operations centers (DOC's) to the EOC, when activated, or directly to the EOC, when activated.
- Use existing mutual aid systems for coordinating fire and rescue, and law enforcement, public works and other mutual aid resources.
- Establish coordination and communications between the local jurisdiction EOC when activated, and the operational area organization and any state or local emergency response agency having jurisdiction at an incident within the City's boundaries.
- Use multi agency or inter agency coordination to facilitate decisions for overall local government level emergency response activities.

City and special district EOCs are required to utilize the same five SEMS functions (Management, Operations, Planning/Intelligence, Logistics, and Finance/ Administration) to facilitate interagency communication and coordination. Cities and special districts within the county's boundaries may contact the city EOC for information and/or to request support. Requests for information and/or assistance from cities and special districts are typically submitted via the OA Liaison, or directly to the corresponding EOC Section.

Operational Area Level. In accordance with California Code of Regulations (CCR), Title 19, Division 2, Sacramento County and its political subdivisions (cities and special districts) become an Operational Area (OA) for emergency response purposes during response to multi-agency disaster events. The city EOC is established to coordinate emergency operations and manage resources throughout the county. The EOC also serves as a communication and coordination link between all public agencies in the county and the State Region Level EOC (REOC). In accordance with state and local EOPs, the OA submits regular situation reports and requests for support and resources not available within the county to the REOC.

Each city and special district may contact the OA EOC via, landline phone, cellular phone, amateur radio, discipline specific radio frequencies, Internet or the web-based State OES resource system (WebEOC).

Regional Level. Sacramento is located in State OES Mutual Aid Region IV within the Inland Administrative Region. State OES Region IV provides staff support available from State OES and other State agencies to assist in rendering mutual aid. The primary mission of the Region IV emergency management organization is to support the OA response and recovery operations, and to coordinate Mutual Aid Region response and recovery operations.

3.4.6 Policies and Procedures

Policies and procedures associated with the Logistics Section are described below. A checklist contains activities to be performed by the Logistics Section Chief. Other checklists provide emergency actions or information related to the responsibilities of the Logistics Section.

Emergency/Disaster Response. Upon notification of a warning or knowledge of a disaster, California Government Code (CGC) § 3100 mandates that public agency employees have special responsibilities to protect the public. City of Sacramento staff may be requested to modify shift schedules, return to work, remain at work, or perform different work assignments. Upon reporting to the EOC, or other designated location, assigned staff will implement the activities listed in the function checklists that are attached to this section.

Who Should Respond? In accordance with the CGC § 3100, all public agency employees are considered Disaster Service Workers and are eligible to be assigned to perform an emergency role at the time of a disaster. Certain staff have been pre-assigned to perform a specific function in the Sacramento EOC (as a primary or alternate), or at another location, and are expected to report to the designated location as outlined in the EOC staffing list contained in the EOP. Staff assigned to perform an emergency function in the EOC or at another location are expected to report for duty as outlined in the EOC staffing list.

In the rare circumstance when normal communications are out of service and notification may not be possible with use of the normal methods (phone and radio), employees report to their normal work site. If normal work site is not available, employees are to report to the alternate location identified by the department plan. Staff assigned to operate in the EOC are to report to the City of Sacramento EOC.

Activation of the Logistics Section. The Director of Emergency Services is authorized to activate the Logistics Section for response to a disaster.

The extent of the disaster will determine the extent to which the Logistics Section will mobilize. In a low level emergency, only part of the section will mobilize. In a wide spread disaster where damage to communications and systems has occurred, the entire section will mobilize.

The Logistics Section will be activated whenever the Director of Emergency Services determines that the City is involved or may soon be involved in a disaster/emergency that will require activation of the Sacramento City EOC.

The Logistics Section Chief will activate the various units of the Logistics Section as the disaster situation develops. All units may be placed on an alert basis when there is warning of an impending or developing emergency.

Supply Resources. Logistics Section Procurement staff are responsible to coordinate the ordering and delivery of supplies. The Resource Registration Form is provided for tracking the request and delivery of such equipment.

Logistics Section Chief Position Guide

Logistics Section Staff

Primary Responsibility: Public Works

Secondary Responsibility: As assigned from pool of trained Logistics Chiefs

EOC Section: Logistics Section

Reports to: EOC Manager

Function

The Logistics Section is responsible for anticipating any resource needs, and prepare alternative strategies for procurement and resources management. The section will obtain, allocate, and track ordered resources to support coordination of emergency operations, and oversee distribution of supplies, equipment and personnel, in accordance with priorities established by the EOC Manager. The Logistics Section will also maintain complete and accurate records of resource requests, acquisitions and distributions.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate readiness actions.
- ❑ Review the EOP and appropriate emergency functions.
- ❑ Advise pre-assigned Logistics Section staff of the potential need to respond.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources, personnel, and specialized equipment.
- ❑ Pre-position equipment in strategic locations to meet expected needs.

Initial Activation *(for most emergencies)*

- ❑ Report to EOC (or other designated reporting location) and obtain a briefing from the EOC Manager. Provide any initial incident information to the Planning Section Chief, if activated.
- ❑ Initiate and maintain an activity log.
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Logistics Section, directions given, and actions taken.
- ❑ Determine the extent to which section functions should be activated and initiate staff notification procedure. Based on the situation, activate the necessary branches and units within the Logistics Section. (Fulfill all responsibilities of your section until branches and units are staffed.):
 - Transportation Branch
 - Procurement Branch

- Facilities Branch
- Personnel Branch, including the Volunteer Management Unit
- Donations Branch
- IT/Communications Branch
- Gather information related to resource deployment, response and employee conditions, and logistical support needs for input into the EOC Action Plan.
- Assign and brief incoming staff, in accordance with the EOC Action Plan, and oversee section operations in implementing the EOC Action Plan.
- Collect status information and logistical requests from the activated EOC sections; determine logistical response priorities.
- Manage overall coordination and supervision of the Logistics Section.
- Identify available internal and external communications capabilities.

Extended Operations

- Maintain an activity log.
- Participate in regular EOC briefings.
- Collect status report information from the Logistics Section staff; provide this information to the Planning Section to include in the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Request additional personnel and/or equipment resources, as necessary.
- Activate multipurpose staging areas as destination points for mutual aid, if indicated. Coordinate staging area implementation with the Transportation Branch.
- Ensure key facilities have adequate power, sanitation, or other critical services and supplies.
- Meet with Finance Section Chief to determine level of purchasing authority to be delegated to the Logistics Section.
- Conduct periodic section meetings, the goals of which are to:
 - Share current situation status and gather information regarding resources, staffing, purchases, and other support activities
 - Discuss issues raised as a result of resource requests.
 - Clarify policy and procedures.
 - Identify critical issues/needs/resources/shortfalls.
 - Update the EOC Action Plan information and report back on previously assigned tasks.
- Brief oncoming Logistics Section Chief on activities during your shift and issues/needs for the next operational period.
- Evaluate resources and determine which resources may be released for re-assignment, and make recommendation for release to the EOC Manager.

Post Emergency

- Upon EOC deactivation, direct Logistics Section staff as necessary on actions to take.
- Ensure the section has completed all necessary documentation related to Logistics Section actions.

- ❑ Provide Logistics Section Procurement staff with list of supplies to be replenished.
- ❑ Submit log and other incident-related documentation to PlanningSection.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.
- ❑ Provide logistical support to recovery operations.

Transportation Branch Director Position Guide

Logistics Section Staff

Primary Responsibility: Public Works

Secondary Responsibility: Utilities

EOC Section: Logistics Section

Reports to: Logistics Section Chief

Function

The Transportation Branch is responsible for arranging resources and services to transport personnel, equipment, and supplies. The branch will provide information regarding transportation route priorities in the incident area, and the coordination of resources to meet personnel and resource deployment needs in to support evacuation operations.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- ❑ Inform pre-assigned Transportation Branch staff of the potential need to respond.
- ❑ Review appropriate department standard operating procedures and position guides.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Communicate with external partners to assess the potential need to respond, and the availability of personnel, resources, and equipment.
- ❑ Position equipment in strategic locations to meet expected needs.

Initial Activation

- ❑ Report to EOC (or other designated reporting location) and obtain briefing from the Logistics Section Chief.
- ❑ Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Transportation Branch, directions given, and actions taken.
- ❑ Determine the need for additional personnel to support care and shelter operations. Begin notification procedures.
- ❑ Determine the need for additional resources, personnel, equipment, etc.
 - Communicate all logistical needs to Logistics Section.
 - Document all logistical requests.
- ❑ Collect and provide initial response information to the Operations Section Chief for inclusion into the EOC Action Plan.
- ❑ Assign and brief incoming staff, in accordance with the EOC Action Plan, and oversee unit operations in implementing the EOC Action Plan.

- ❑ Provide the Logistics Section Chief with updates as requested or appropriate.
- ❑ Initiate contact with all external transportation partners and their respective department operations centers (DOCs).
 - Utilize field information from DOCs to update the Operations Section Chief on current response operations.
- ❑ Serve as the point of contact for all responding transportation entities.
- ❑ Coordinate all public transportation resources.
- ❑ Coordinate with the Evacuation Movement Unit for transportation needs to support evacuation operations.
- ❑ Work with the ADA Coordinator to ensure that all people with access and functional needs (PAFN) considerations are being addressed.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and provide input to the EOC Action Plan.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Coordinate with the Planning and Operations Sections to determine which disaster routes are available for emergency use.
- ❑ Coordinate use of disaster routes with the Operations Section.
 - Coordinate with the Evacuation Movement Unit to manage transportation routes to identified evacuation transfer points.
 - Coordinate with the Care and Shelter Branch to manage transportation of evacuees or those affected by the incident to identified shelter locations.
 - Coordinate with the Law Branch to support the management of disaster routes.
- ❑ Establish a transportation plan for movement of:
 - Personnel, supplies, and equipment to the EOC, field units, shelters and other identified locations as determined appropriate.
 - Individuals to medical facilities
 - Emergency workers and volunteers to and from risk area
- ❑ Coordinate with the ADA Coordinator on the movement of the PAFN population.
- ❑ Coordinate transportation of animals with Animal Care Services, as required.
- ❑ Coordinate with local transportation agencies and schools to establish availability of resources for use in evacuations and other operations as needed.
- ❑ Continue to work with external partners as necessary to meet the needs of the incident.
- ❑ As reports are received from field units and EOC sections and as sufficient information develops, analyze the situation and anticipate transportation requirements.
- ❑ Determine the need for additional support, resources, personnel, and/or equipment.

Post Emergency

- ❑ Upon EOC deactivation, release resources, as directed. Direct all staff as necessary.
- ❑ Ensure all documentation related to the Transportation Branch operations is completed and submitted to the Logistics Section Chief.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Procurement Branch Director Position Guide

Logistics Section Staff

Primary Department: Finance

Support Departments: Public Works

EOC Section: Logistics Section

Reports to: Logistics Section Chief

Function

The Procurement Branch is responsible for advising the Logistics Section Chief of the need to execute vendor and/or service contracts. The branch will maintain an inventory of available supplies and equipment, distribute available supplies and equipment in accordance with priorities established by the EOC Action Plan, obtain, order, purchase, or receive, and store all supplies for the emergency, arrange for special service contractors as necessary, and coordinate service for non-expendable supplies and equipment.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- ❑ Inform pre-assigned Procurement Branch staff of the potential need to respond.
- ❑ Review the EOP and appropriate emergency functions.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources and personnel.

Initial Activation *(for most emergencies)*

- ❑ Report to EOC (or other designated reporting location) and obtain briefing from the Logistics Section Chief.
- ❑ Determine the need for additional personnel to support Procurement Branch operations. Begin notification procedures.
- ❑ Complete and maintain updated status information, and as requested, and submit them to the Logistics Section Chief.
- ❑ Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Procurement Branch, directions given, and actions taken.
- ❑ Create and implement the objectives of the EOC Action Plan for the branch.

- ❑ Coordinate and oversee the procurement, allocation, and distribution of resources not normally obtained through existing mutual aid sources, such as food, potable water, petroleum fuels, heavy and special equipment and other supplies and consumables.
- ❑ Provide supplies for the EOC, field operations and other necessary facilities.
- ❑ Determine if the required items exist within the City supply system.
- ❑ Determine the appropriate supply houses, vendors or contractors who can supply the item, product or commodity if City stocks do not exist.
- ❑ Purchase items within limits of delegated authority from the Finance Section. Coordinate with the Finance Section on actions necessary to purchase or contract for items exceeding delegated authority.
- ❑ Arrange for the delivery of the items requisitioned, contracted for or purchased.
- ❑ Maintain records to ensure a complete accounting of supplies procured and monies expended.
- ❑ Support activities for restoration of disrupted services and utilities.
- ❑ Participate in EOC briefings and provide current situation status information to the Planning Section Chief.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and provide input to the EOC Action Plan.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Review, verify, and process requests from other sections for resources.
- ❑ Maintain information regarding:
 - Resources readily available
 - Resources requests
 - Status of shipments
 - Priority resource requirements
 - Shortfalls
- ❑ Coordinate with other branches/units as appropriate on resources requests received from operations forces to ensure there is no duplication of effort or requisition.
- ❑ Determine if needed resources are available from City stocks, mutual aid sources, or other sources. Arrange for delivery if available.
- ❑ Determine availability and cost of resources from private vendors.
- ❑ Issue purchase orders for needed items within dollar limits of authority delegated to the branch.
 - Notify Finance Section Chief of procurement needs that exceed delegated authority. Obtain needed authorizations and paperwork.
- ❑ If contracts are needed for procuring resources, work with the Finance Section Chief to develop necessary agreements.
- ❑ Arrange for delivery of procured resources. Coordinate with Transportation and Facilities Branches.

- ❑ Identify to the Logistics Section Chief any significant resource request(s), which cannot be met through local action. Suggest alternative methods to solve the problem if possible.
- ❑ Establish contact with the appropriate Operations Section Branches and the American Red Cross representatives(s) to discuss the food, potable water, sanitation situation, etc., with regard to mass care shelters and mass feeding locations. Coordinate actions.
- ❑ Establish a plan for department operations center (DOC) and EOC feeding operations. Coordinate with Safety Officer and Personnel Branch.
- ❑ Be prepared to coordinate with Animal Control on the provision of veterinary care and feeding and sheltering of animals.
- ❑ Assemble resource documents, which will allow for agency, vendor and contractor contacts (e.g., telephone listings, procurement catalogs, directories, and supply locations).
- ❑ Continually update communications availability information with the IT/Communications Branch. Revise contact methods with suppliers as improved communications become available.
- ❑ Review the situation reports as they are received. Determine/anticipate support requirements. Verify information where questions exist.
- ❑ Begin disaster documentation and record tracking of disaster-related requests for expenditures of equipment, supplies, personnel, funds, etc.
- ❑ Ensure the organization, management, coordination and channeling of donations of goods from individual citizens and volunteer groups during and following the disaster/emergency.
- ❑ Identify supply sources to augment and/or satisfy expanded medical needs during emergency operations.
- ❑ Receive and process or refer, as appropriate, requests for personnel, supplies and/or equipment, as indicated.
- ❑ Review EOC Action Plan for information on supplies, equipment and/or services that might be needed.
- ❑ Ensure reusable equipment is serviced, as necessary.
- ❑ Compile a list of supplies to be replenished from other EOC staff.

Post Emergency

- ❑ Upon notification, deactivate the Procurement Branch when requested by the Logistics Section Chief.
- ❑ Ensure all documentation related to Logistics Section Procurement Branch operations is completed and submitted to the Logistics Section Chief.
- ❑ Replenish expendable supplies as indicated.
- ❑ Submit log and other incident-related documentation to Planning Section.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Food Unit Leader Position Guide

Logistics Section Staff

Primary Department: Finance

Support Departments: Public Works

EOC Section: Logistics Section

Reports to: Logistics Section Chief

Function

The Food Unit is responsible for providing food services and supplies to identified areas and populations of need, as well as for those working in the EOC.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- Inform pre-assigned Food Unit staff of the potential need to respond.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Consider alerting/recalling off-duty personnel.
- Test communications equipment with department employees and facilities.
- Assess the availability and condition of resources and personnel.

Initial Activation

- Report to EOC (or other designated reporting location) and obtain briefing from the Logistics Section Chief.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Food Unit, directions given, and actions taken.
- Determine the need for additional personnel to support Food Unit operations. Begin notification procedures.
- Complete and maintain updated status information, and as requested, and submit them to the Procurement Branch Director.
- Participate in EOC briefings and provide current situation status information to the Procurement Branch Director.
- Determine the immediate and possible long term need for food services.
- Coordinate with other EOC branches/units for food services' needs.
- Coordinate with Finance Section on any claims or fiscal matters relating to food service operations.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and provide input to the EOC Action Plan.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Oversee and manage coordination efforts with respective department operation centers (DOCs) and other EOC sections and branches.
- ❑ Receive and process or refer, as appropriate, requests for personnel, supplies and/or equipment, as indicated.
- ❑ Determine the extended needs for food service operations.
- ❑ Make contact and initiate coordination with external partners, companies, and organizations to meet food service needs.
- ❑ Develop a schedule for food service procurement, delivery, and overall maintenance.
- ❑ Ensure the staffing needs to provide extended food services are met.
- ❑ Document all orders and requests.
- ❑ Track all financial records and coordinate necessary paperwork with the Finance Section.

Post Emergency

- ❑ Upon notification, deactivate the Facilities Branch when requested by the Logistics Section Chief.
- ❑ Ensure all documentation related to Facilities Branch operations is completed and submitted to the Logistics Section Chief.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Facilities Branch Director Position Guide

Logistics Section Staff

Primary Department: Public Works

Support Departments: Finance

EOC Section: Logistics Section

Reports to: Logistics Section Chief

Function

The Facilities branch is responsible for managing public facilities to conduct essential government services. If required, obtain facilities to support emergency operations, and establish staging areas for resources, as necessary.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- ❑ Inform pre-assigned Facilities Branch staff of the potential need to respond.
- ❑ Review the EOP and appropriate emergency functions.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources and personnel.

Initial Activation

- ❑ Report to EOC (or other designated reporting location) and obtain briefing from the Logistics Section Chief.
- ❑ Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Facilities Branch, directions given, and actions taken.
- ❑ Determine the need for additional personnel to support Facilities Branch operations. Begin notification procedures.
- ❑ Complete and maintain updated status information, and as requested, and submit them to the Logistics Section Chief.
- ❑ Participate in EOC briefings and provide current situation status information to the Logistics Section Chief.
- ❑ Coordinate and oversee the management of and support to the EOC and other essential facilities and sites used during disaster operations.
- ❑ Coordinate with other EOC branches/units for support required for facilities.
- ❑ Support activities for restoration of disrupted services and utilities to facilities.

- ❑ Coordinate with Finance Section on any claims or fiscal matters relating to facilities' operations.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and provide input to the EOC Action Plan.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Oversee and manage coordination efforts with respective department operation centers (DOCs) and other EOC sections and branches.
- ❑ Receive and process or refer, as appropriate, requests for personnel, supplies and/or equipment, as indicated.
- ❑ Ensure a regular sanitation schedule for the city EOC, which includes the following responsibilities.
 - Rest rooms
 - Food service areas
 - Garbage
- ❑ Coordinate alternate public facilities for conducting essential government services, if necessary.
- ❑ Identify the types of facilities and 24-hour resources required by response to the emergency.
- ❑ Arrange for facilities to support emergency operations.
 - Determine requirements for each facility type.
 - Coordinate leases with Facilities staff.
 - Prepare layouts of emergency facilities.
 - Notify EOC staff of facility availability and layout.
 - Activate emergency facilities.
 - Assign Facility Managers and support staff, as necessary.
 - Ensure assigned staff are oriented to life safety systems in alternate facilities.
- ❑ Maintain information in the branch regarding:
 - Facilities opened and operating
 - Facility managers
 - Supplies and equipment at the various locations
 - Specific operations and capabilities of each location
- ❑ As the requirement for emergency-use facilities is identified, coordinate the acquisition of required space to include any use permit, agreement or restriction negotiations required.
- ❑ In coordination with the Operations Section, provide support to facilities used for disaster response and recovery operations; i.e., staging areas, shelters, local assistance centers, etc.
- ❑ Identify communications requirements to the IT/Communications Branch.
- ❑ Communicate and coordinate equipment, material, and supply needs to the Procurement Branch.
- ❑ Monitor the actions at each facility activated and provide additional support requested in accordance with branch capabilities and priorities established.
- ❑ Account for personnel, equipment, supplies, and materials provided to each facility.

- ❑ Coordinate the receipt of incoming resources to facilities.
- ❑ Ensure that operational capabilities are maintained at facilities.
- ❑ Oversee the distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities.
- ❑ Ensure that basic sanitation and health needs at mass care facilities (toilets, showers, etc.) are met.
- ❑ Work with the ADA Coordinator to ensure that all facilities meet ADA requirements.
- ❑ Provide facilities for sheltering essential workers, employees' families, and volunteers.
- ❑ Be prepared to coordinate with Animal Care Unit on the provision of facilities for animal sheltering as required.
- ❑ Close out each facility when no longer needed.

Post Emergency

- ❑ Upon notification, deactivate the Facilities Branch when requested by the Logistics Section Chief.
- ❑ Ensure all documentation related to Facilities Branch operations is completed and submitted to the Logistics Section Chief.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Personnel Branch Director Position Guide

Logistics Section Staff

Primary Responsibility: Human Resources

Secondary Responsibility: City Manager's Office

EOC Section: Logistics Section

Reports to: Logistics Section Chief

Function

The Personnel Branch is responsible for obtaining, coordinating, and allocating all personnel support requests received, except for personnel obtained through mutual aid systems. The branch will manage EOC personnel issues and requests and will coordinate with the Procurement Branch to provide food, water, sleeping, and sanitation facilities for emergency personnel.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- ❑ Advise pre-assigned Personnel Branch staff of the potential need to respond.
- ❑ Review the EOP and appropriate emergency functions.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources and personnel.
- ❑ Review procedures to:
 - Coordinate all personnel support requests received at or within the EOC, including any category of personnel support requested from the EOC.
 - Identify sources and maintain an inventory of personnel support and volunteer resources. Request personnel resources from those agencies as needed.
 - Ensure that all Disaster Service Workers and volunteers are registered and integrated into the emergency response system.
 - Assign personnel within the EOC as needs are identified.
 - Coordinate emergency management mutual aid (EMMA) as necessary through the Sacramento Operational Area.

Initial Activation

- ❑ Report to EOC (or other designated reporting location) and obtain briefing from the Section Chief.
- ❑ Initiate and maintain an activity log. Record the following information/requests:

- By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Personnel Branch, directions given, and actions taken.
- Determine the need for additional personnel to support Personnel Branch operations. Begin notification procedures.
- Receive and process all incoming requests for personnel support. Identify number of personnel, special qualifications or training, location where needed and person to report to upon arrival. Secure an estimated time of arrival for relay back to the requesting agency.
- Develop a system for tracking personnel processed by the branch. Maintain signed in/out logs. Control must be established for the accountability of personnel used in the response effort.
- Ensure training of assigned response staff to perform emergency functions. Coordinate with the Safety Officer to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements.
- Obtain crisis counseling for emergency workers.
- Coordinate feeding, shelter, and care of EOC and field personnel, employees' families and volunteers with the Procurement and Facilities Branches.
- Establish a plan for childcare for employees as needed. Coordinate with Facilities Branch for suitable facilities.
- Assist and support employees and their families who are also disaster victims.
- Develop a plan for communicating with those agencies having personnel resources capable of meeting special needs.
- Coordinate with the Sacramento Operational Area for additional personnel needs.
- Coordinate transportation of personnel with the Transportation Branch.
- Coordinate requests for health/medical personnel, e.g., nurses' aides, paramedics, Red Cross personnel and other trained volunteers to meet health/medical needs with Emergency Medical Services (EMS).
- Request technical expertise resources not available within the jurisdiction (hazardous materials, environmental impact, structural analysis, geologic information, etc.) through established channels, mutual aid channels or the Sacramento Operational Area.
- Participate in EOC briefings and provide current personnel information to the Logistics Section Chief.

Extended Operations

- Maintain an activity log.
- Participate in regular Branch briefings and provide input to the EOC Action Plan.
- Monitor response activities and identify any potential issues that require prompt attention.
- Receive and process requests for personnel as indicated.
- Continue to coordinate with activated EOC sections to determine personnel needs.
- Evaluate personnel usage and utilize rotation schedules to give EOC staff sufficient rest.
- Work with the Finance Section to ensure that all employee time is accounted for and documented during emergency operations.

- ❑ Coordinate with external partners to acquire additional staff as necessary. Participate in EOC briefings and provide current personnel information to the Planning Section Chief.
- ❑ Maintain information regarding:
 - Personnel processed
 - Personnel allocated and assigned by agency/location
 - Personnel on standby
 - Special personnel requests by category not filled

Post Emergency

- ❑ Upon notification, deactivate the Personnel Branch when requested by the Logistics Section Chief.
- ❑ Ensure all documentation related to Personnel operations is completed and submitted to the Logistics Section Chief.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Volunteer Management Unit Leader Position Guide

Logistics Section Staff

Primary Department: Human Resources

Support Departments: City Manager's Office

EOC Section: Logistics Section

Reports to: Logistics Section Chief

Function

The Volunteer Management Unit is responsible for managing the organizations and volunteers that are requested to provide support to response operations.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- ❑ Inform pre-assigned Volunteer Management Unit staff of the potential need to respond.
- ❑ Review the EOP and appropriate emergency functions.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources and personnel.

Initial Activation

- ❑ Report to EOC (or other designated reporting location) and obtain briefing from the Logistics Section Chief.
- ❑ Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Volunteer Management Unit, directions given, and actions taken.
- ❑ Determine the need for additional personnel to support Volunteer Management Unit operations. Begin notification procedures.
- ❑ Complete and maintain updated status information, and as requested, and submit them to the Personnel Branch Director.
- ❑ Participate in EOC briefings and provide current situation status information to the Personnel Branch Director.
- ❑ Determine the need for volunteer support.
- ❑ Identify organizations to assist with immediate volunteer needs.
- ❑ Contact identified organizations to determine potential response capabilities.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and provide input to the EOC Action Plan.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Receive and process or refer, as appropriate, requests for personnel, supplies and/or equipment, as indicated.
- ❑ Identify organizations that are able to provide volunteer support to response operations. Coordinate with respective organization leadership to determine extent of volunteer need, organization capabilities, and response protocols and procedures.
- ❑ Coordinate with all other EOC sections to ensure all needs for volunteer support are met.
- ❑ Ensure that needs and requests of all responding volunteer organization are coordinated through the EOC.
- ❑ Coordinate with volunteer organization leadership to ensure there are adequate numbers of relief personnel to sustain volunteer operations.
- ❑ Coordinate with necessary personnel to address the needs and considerations of unaffiliated volunteers responding to the site of operations.

Post Emergency

- ❑ Upon notification, deactivate the Volunteer Management Unit when requested by the Logistics Section Chief.
- ❑ Ensure all documentation related to Volunteer Management Unit operations is completed and submitted to the Personnel Branch Director.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Donations Branch Director Position Guide

Logistics Section Staff

Primary Department: Public Works

Support Departments: Human Resources

EOC Section: Logistics Section

Reports to: Logistics Section Chief

Function

The Donations Branch is responsible for managing both in-kind (physical) and monetary donations that occur as a result of an incident in the City. The branch will collect, organize, and ensure that all donations are managed appropriately. In addition, Donations Branch personnel will work with the EOC Public Information Officer (PIO) to develop donation-specific information to be disseminated to the public.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate readiness actions.
- Review the EOP and appropriate emergency functions.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Inform staff assigned to perform an emergency function of the potential need to respond.
- Consider alerting/recalling off-duty personnel.
- Test communications equipment with department employees and facilities.
- Assess the availability and condition of resources and personnel.

Initial Activation

- Report to EOC (or other designated reporting location) and obtain briefing from the Logistics Section Chief.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Donations Branch, directions given, and actions taken.
- Receive and process all incoming information regarding possible or current donations.
- Review or develop procedures for the processing of donations.
- Work with the Finance Section to establish protocols and procedures for monetary donations. Identify the organization(s) that can accept donated money.
- Coordinate with shelter staff, if activated, to manage donations provided at shelter locations.
- Evaluate and determine possible emergent donation sites and how best to manage unwanted donations.

- ❑ Work with the PIO to develop donation-specific information for the public.
- ❑ Coordinate with external partners to manage incoming donations from private vendors.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and provide input to the EOC Action Plan.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Continue to manage incoming donations.
- ❑ Manage, document, and inventory all in-kind donations.
- ❑ Work with the Debris Management Unit to address any unwanted and/or emergent donation sites that may need clean up.
- ❑ Continue to provide updated information to the EOCPIO.

Post Emergency

- ❑ Upon notification, deactivate the Donations Branch when requested by the Logistics Section Chief.
- ❑ Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- ❑ Ensure all documentation related to donations management operations is completed and submitted to the Planning Section Chief.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

IT/Communications Branch Director Position Guide

Logistics Section Staff

Primary Department: Information Technology

Support Departments: Public Works

EOC Section: Logistics Section

Reports to: Logistics Section Chief

Function

The Information Technology (IT) and Communications Branch is responsible for managing all IT related operations, issues, and concerns that occur in the EOC during emergency operations. Much of the information distribution and sharing occurs on WebEOC or other technical programs, and may require the assistance of the IT/Communications Branch to manage. The branch will also provide support in general technology requests such as computer issues, log in activations, passwords, file access, etc.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate readiness actions.
- ❑ Review the EOP and appropriate emergency functions.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with EOC and department employees
- ❑ Assess the availability and condition of resources and personnel.

Initial Activation *(for most emergencies)*

- ❑ Report to EOC (or other designated reporting location) and obtain briefing from the Logistics Section Chief.
- ❑ Initiate and maintain an activity log. Record the following information/requests by date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the IT/Communications Branch, directions given, and actions taken.
- ❑ Determine the need for additional personnel to support IT/Communications Branch operations. Begin notification procedures.
- ❑ Assist with the activation of the EOC, ensuring that all EOC members are able to login and access their work stations.
- ❑ Work with the Logistics Section Chief to determine IT and communications priorities, based on the current needs of the EOC.
- ❑ Provide IT and Communications resources and supplies to the EOC as requested.
- ❑ Ensure the operability of, and/or connectivity to all technical systems such as the City servers, the EOC server, WebEOC, city EOC email, and other network access.

- ❑ Continually monitor the operational effectiveness of EOC communications systems. Provide additional equipment as required. And ensure that technical personnel are available for communications equipment maintenance and repair.
- ❑ Ensure all EOC telephone systems are operational.
- ❑ Ensure that a communications link is established with the Operational Area EOC.
- ❑ Ensure that there is a linkage between the EOC and established Communications Center (e.g., law and fire). Ensure adequate communications operators are available for 24-hour coverage.
- ❑ Develop and distribute a Communications Plan which identifies all systems in use and lists specific frequencies allotted for the event or disaster.
- ❑ Keep all sections informed of the status of communications systems, particularly those that are being restored.
- ❑ Coordinate with all EOC sections/branches/units regarding the use of all communication systems.
- ❑ Mobilize and coordinate amateur radio resources to augment primary communications systems as required.
- ❑ Coordinate use of radio caches to support the EOC and other disaster operations.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and provide input to the EOC Action Plan.
- ❑ Monitor response activities and identify any potential issues with IT and Communications that require prompt attention.
- ❑ Review, verify, and process requests from other sections for resources.
- ❑ Continue to provide IT and communications support to all EOC operations.

Post Emergency

- ❑ Upon notification, deactivate the IT/Communications Branch as appropriate.
- ❑ Submit log and other incident-related documentation to Planning Section.
- ❑ Coordinate with the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Part 3.5: Finance Section

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3.5 Finance Section Overview

3.5.1 Purpose

The Finance Section is responsible to organize and operate the finance and administration actions for the EOC; arrange for emergency purchasing and financing of resources and services; participate in development and implementation of the EOC Action Plan; and activate and supervise the Finance Section staff. When fully staffed, the Finance Section Chief may fully or partially activate the section with the following positions.

- Cost Recovery Unit
- Fiscal Unit
- Compensation/Claims Unit

Only those positions required by the emergency are activated. If personnel are not available for the required position, the duties assigned to the unstaffed function are the responsibility of the Finance Section Chief, who is a member of the EOC General Staff and reports to the EOC Director.

Priorities. The Finance Section priorities are to:

- Provide financial continuity to the City and community.
- Cooperate with the other sections of the Emergency Operations Center.
- Document City costs and recover the most cost allowed.

Overall Responsibilities. The Finance Section's primary responsibility is to maintain to the greatest extent possible the financial systems necessary to keep the City functioning during a disaster. The Section also supervises the negotiation and administration of vendor and supply contracts and procedures.

The Finance Section acts in a support role in disasters to ensure that all required records are preserved for future use and to support filing requirements for State OES and FEMA reimbursement. The Finance Section accomplishes this through maintenance of proper and accurate documentation of all actions taken. The Finance Section will:

- Activate and maintain a disaster accounting system.
- Provide financial resources necessary for recovery.
- Maintain payroll and payments.
- Investigate and process injury claims.
- Coordinate documentation for cost recovery.
- Work with disaster agencies on cost recovery.

The Finance Section provides for the tracking of time worked by all emergency personnel involved in the incident, provides costs analysis and projections, and records any and all injury claims for compensation.

3.5.2 Duties

In general, the Finance Section Chief is responsible to:

- Assign and brief Section staff as indicated.
- Implement emergency finance procedures as necessary and advise all EOC staff of those procedures.
- Implement timekeeping and expenditure tracking procedures and advise EOC staff of the procedures to follow.
 - Notify the other sections and City departments of the job number to be used for the disaster.
 - Determine if the City can continue handling financial transactions.
 - Maintain to the extent possible the financial continuity of the City essential financial functions (e.g., payroll, payments, and revenue collection).
- Compile cost estimates associated with damages, in consult with EOC Damage Assessment staff.
- Complete insurance claim forms and State of California Office of Emergency Services (CalOES) and Federal Emergency Management Agency (FEMA) documentation for disaster assistance applications, as appropriate.
 - Upon declaration of a disaster by the State and/or Federal Governments, coordinate with disaster agencies to initiate the recovery process of City costs.
 - Coordinate with the other sections and departments the collection and documentation of costs pertaining to the disaster/emergency.
 - Coordinate with disaster assistance agencies for the required inspections, documentation, audits and other necessary work in order to recover costs.
- Arrange for administrative support to EOC as necessary.

In general, the Cost Recovery staff are responsible to:

- Document information for reimbursement from the state and federal governments.
- Activate and maintain Disaster Accounting System.
- Coordinate documentation of costs with other sections and departments.
- Coordinate cost recovery with disaster assistance agencies.

In general, the Fiscal staff are responsible to:

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

In general the Compensation and Claims staff are responsible to:

- Collect information for all forms required by Workers Compensation and local agencies.
- Maintain a file of injuries and illness associated with the personnel activity at the EOC and maintains a file of written witness statements on injuries.

- Manage and direct all compensation for injury specialists and claims specialists assigned to the disaster.
- Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City of Sacramento.

3.5.3 Staffing

When fully activated, the Finance Section may include the following positions and will be staffed by the following personnel, unless an alternate is assigned.

- A Finance Department Director will serve as the Finance Section Chief.
- A Finance Department representative will serve as the Cost Recovery Unit lead.
- A Finance Department representative will serve as the Fiscal Unit lead.
- Human Resources, risk management representative will serve as the Compensation and Claims Unit lead.

3.5.4 Concept of Operations

To respond to disasters effectively, each person assigned an emergency management position has specific duties to complete before, during and after a disaster. These tasks are outlined in the City of Sacramento Emergency Operations Plan (EOP), Basic Plan. More detailed information about each function in the Emergency Operations Center (EOC) is presented in this section, and other sections and annexes to the EOP.

Preparedness. Preparedness actions allow staff to prepare for disaster operations, become familiar with the contents of this plan, develop and update procedures and resource lists and participate in training drills and exercises. The duties assigned to all personnel in the Finance Section include:

- Participate in regular meetings of the Emergency Operations Center (EOC) staff to maintain familiarity with the role and responsibilities of the assigned EOC function and to discuss emergency management issues.
- Review the EOP, applicable department plans, standard operating procedures, and the materials contained in this annex. Consolidate recommended revisions and updates to this annex and submit changes to the City of Sacramento Coordinator of Emergency Services.
- Develop any additional information to be incorporated into the assigned section and submit to the City of Sacramento Coordinator of Emergency Services.
- Participate in training, exercises and post-exercise critiques conducted by the City's designated key contact.

Initial Response. The Section Chief is responsible to ensure that all section staff:

- Report to the EOC and obtain briefing. The Section Chief meets with the Director of Emergency Services. The Section staff then meets with the Finance Section Chief.
- Determine the extent to which the Section should be activated and notify assigned staff, as indicated.
- Initiate and maintain an activity log.

- Implement activities outlined in the checklists.

Extended Operations.

- Coordinate activities of staff within the assigned Section, and with other Section chiefs, as indicated.
- As needed the Section Chief will consult with the Director of Emergency Services regarding any unresolved conflicts.
- Participate in regular EOC and Section briefings and provide input into the development of the EOC Action Plan.
- Track all activities and decisions in an activity log.

Post Emergency.

- Upon deactivation of the EOC, make notifications as indicated.
- Provide Logistics Section Supply staff with a list of any expendable supplies to be replenished.
- Ensure that non-expendable supplies/equipment are serviced and returned to proper locations.
- Participate in EOC debriefing and critique sessions.

3.5.5 Organizations and Responsibilities

Local Government Level. California Government Code (CGC) § 8607 requires all local public agencies (cities, special districts and counties) to respond to emergencies using the Standardized Emergency Management System (SEMS) at the scene of a multi-agency emergency and in the EOC. SEMS is a standard emergency response system and organization that enhances the ability of the OA to work with any city, county, special district or state agency.

The City of Sacramento is responsible for emergency response within the boundaries of the City. Special districts are primarily responsible for the restoration of services that they normally provide. They may also be responsible for safety of people at their facilities or on their property and for warning of hazards from their facilities or operations. Some special districts may assist other local governments in the emergency response.

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

Local governments must comply with SEMS regulations in order to be eligible for state funding of response related costs and will:

- Use SEMS when a local emergency is declared or proclaimed, or the local government EOC is activated.

- Establish, coordinate and communicate with Incident Commanders either through departmental operations centers (DOC's) to the EOC, when activated, or directly to the EOC, when activated.
- Use existing mutual aid systems for coordinating fire and rescue, and law enforcement, public works and other mutual aid resources.
- Establish coordination and communications between the local jurisdiction EOC when activated, and the operational area organization and any state or local emergency response agency having jurisdiction at an incident within the City's boundaries.
- Use multi agency or inter agency coordination to facilitate decisions for overall local government level emergency response activities.

City and special district EOCs are required to utilize the same five SEMS functions (Management, Operations, Planning, Logistics, and Finance) to facilitate interagency communication and coordination. Cities and special districts within the county's boundaries may contact the EOC for information and/or to request support. Requests for information and/or assistance from cities and special districts are typically submitted via the OA Liaison, or directly to the corresponding EOC Section.

Operational Area Level. In accordance with California Code of Regulations (CCR), Title 19, Division 2, Sacramento County and its political subdivisions (cities and special districts) become an OA for emergency response purposes during response to multi-agency disaster events. The OAEOC is established to coordinate emergency operations and manage resources throughout the county. The OA EOC also serves as a communication and coordination link between all public agencies in the county and the State Region Level EOC (REOC). In accordance with state and local EOPs, the OA EOC submits regular situation reports and requests for support and resources not available within the county to the REOC.

Each city and special district may contact the OA EOC via, landline phone, cellular phone, amateur radio, discipline specific radio frequencies, internet, and/or the WebEOC system.

Regional Level. Sacramento is located in State OES Mutual Aid Region IV within the Inland Administrative Region. State OES Region IV provides staff support available from State OES and other State agencies to assist in rendering mutual aid. The primary mission of the Region IV emergency management organization is to support OA response and recovery operations, and to coordinate Mutual Aid Region response and recovery operations.

3.5.6 Policies and Procedures

Policies and procedures associated with the Finance Section are described below. A checklist contains a list of activities to be performed by the Finance Section Chief that provide emergency actions or information related to the responsibilities of the Finance Section.

Emergency/Disaster Response. Upon notification of a warning or knowledge of a disaster, California Government Code (CGC) § 3100 mandates that public agency employees have special

responsibilities to protect the public. City of Sacramento staff may be requested to modify shift schedules, return to work, remain at work, or perform different work assignments. Upon reporting to the EOC, or other designated location, assigned staff will implement the activities outlined in their EOC position guides.

Who Should Respond? In accordance with the CGC § 3100, all public agency employees are considered Disaster Service Workers and are eligible to be assigned to perform an emergency role at the time of a disaster. Certain staff have been pre-assigned to perform a specific function in the Sacramento EOC (as a primary or alternate), or at another location, and are expected to report to the designated location as outlined in the EOC staffing list.

In the rare circumstance when normal communications are out of service and notification may not be possible with use of the normal methods (phone, radio, or internet-based systems), employees report to their normal work site. If normal work site is not available, employees are to report to the alternate location identified by the department plan. Staff assigned to operate in the EOC are to report to the Sacramento EOC.

Finance Section Activation.

- The Director of Emergency Services or designee is authorized to activate the Finance Section for response to a disaster.
- The extent of the disaster will determine the extent to which the Finance Section will mobilize. In a low level emergency, only part of the section will mobilize. In a wide spread disaster that damages communications and systems, the entire section will mobilize.
- The Finance Section will be activated whenever the Director of Emergency Services determines that the City is involved or may soon be involved in a disaster/emergency that will require a finance response.
- In all cases the Cost Recovery Documentation Unit will be activated. Other units will be activated only as conditions necessitate. The Finance Section's Cost Recovery Documentation Unit may continue to function when the EOC is not activated.
- The Finance Section Chief will activate the various units of the Finance Section as the disaster/emergency situation develops. All units may be placed on an alert basis when there is warning of an impending or developing disaster. Whether the Finance staff will perform their function at the EOC or their normal worksite depends on the severity of the disaster. These conditions are:
 - Low level. All personnel will report to their normal worksite. The Finance Section Chief will give instructions as necessary.
 - Medium Level. EOC activated but normal communications and accounting systems accessible and usable
 - Finance Section Chief and head of Cost Recovery Documentation Unit report to the Sacramento City EOC and communicate with other units as necessary.
 - Other units report to normal worksite unless instructed otherwise.
 - High Level. EOC is fully activated. Normal communications and accounting systems may or may not be accessible or usable. All Finance Section Units report to the EOC.

Finance Section Chief Position Guide

Finance Section Staff

Primary Responsibility: Finance

Secondary Responsibility: As assigned from pool of trained Finance Section Chiefs.

EOC Section: Finance Section

Reports to: Finance Section Chief

Function

The Finance Section is responsible for implementing emergency finance procedures as necessary and ensure all financial procedures related to emergency management and response efforts in the City are carried out accordingly. The Finance Section will also implement timekeeping and expenditure tracking procedures and inform EOC staff of the procedures to follow, compile cost estimates associated with damages, and complete insurance claim forms and State Office of Emergency Services (OES) and Federal Emergency Management Agency (FEMA) documentation for disaster assistance applications, as appropriate.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- ❑ Inform pre-assigned Section staff of the potential need to respond.
- ❑ Review appropriate standard operating procedures and position guides.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources and personnel.
- ❑ Pre-position equipment in strategic locations to meet expected needs.

Initial Activation

- ❑ Report to EOC (or other designated reporting location) and obtain briefing from the EOC Manager. Provide any initial incident information to the Planning Section Chief, if activated.
- ❑ Initiate and maintain an activity log. Record the following information/requests.
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Finance Section, directions given, and actions taken.
- ❑ Based on the situation, activate the necessary units within the Finance Section and notify the appropriate staff. (Fulfill all responsibilities of your section until units are staffed.):
 - Cost Recovery Unit
 - Fiscal Unit

- Compensation and Claims Unit
- ❑ Gather information related to resource deployment, response and employee conditions, and logistical support needs from the Finance Section staff for input into the EOC Action Plan.
- ❑ Assign and brief incoming staff, in accordance with the EOC Action Plan, and oversee section operations in implementing the EOC Action Plan.
- ❑ Identify available internal and external communications capabilities.
- ❑ Purchase supplies, equipment, and services within authorization. Notify City Attorney (as needed) for special contract provisions.
- ❑ Provide assistance to City departments in other purchasing matters, including:
 - Vendor Sourcing
 - Product evaluation
 - Specification preparation
 - Inspection and receiving practices
- ❑ Ensure quality control standards are implemented.
- ❑ Activate the Disaster Accounting System and notify all sections document their costs in accordance with the EOC Action Plan.
- ❑ Ensure that financial and expenditure records of the emergency are maintained.
- ❑ Meet with EOC Manager to convey level of purchasing authority to be delegated to the Logistics Section. Clarify what types and amounts of purchases should be pre-authorized by the Finance Section.
- ❑ Keep the EOC Manager apprised of overall financial situation and significant financial developments.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular Section briefings and provide input to the EOC Action Plan.
- ❑ Collect status report information from the Finance Section staff; provide this information to the Planning Section to include in the EOC Action Plan.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Request additional personnel and/or equipment resources, as necessary.
- ❑ Provide EOC Manager with financial forecasts and financial analyses, as requested.
 - Notify the EOC Manager when emergency response costs may be excessive or threaten the fiscal soundness of the City.
- ❑ Brief the EOC Manager on all financial management issues needing attention and follow-up.
- ❑ Coordinate financial transactions with departments involved in recovery to assure proper documentation for recovery of costs.
- ❑ Supervise the activities of personnel assigned to the Finance Section.
- ❑ Implement needed changes to activities to meet the needs of the event.
- ❑ Evaluate the progress of operations by obtaining the latest situation report, and receive and evaluate status reports from section staff.
- ❑ Brief oncoming Finance Section Chief on activities during your shift and issues/needs for the next operational period.

- ❑ Ensure that all Finance Section staff time, services and supplies expenditures for the EOC are documented at the end of each shift.

Post Emergency

- ❑ Upon EOC deactivation, direct Finance Section staff as necessary on actions to take.
- ❑ Ensure all documentation related to the Finance Section is completed and submitted.
- ❑ Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow up issues.
- ❑ Submit log and other emergency-related documentation to the Planning Section.
- ❑ Submit and process expenditure tracking and timekeeping forms from other sections, as directed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Cost Recovery Unit Leader Position Guide

Finance Section Staff

Primary Department: Finance

Support Departments: Human Resources

EOC Section: Finance Section

Reports to: Finance Section Chief

Function

The Finance Section is responsible for documenting information for reimbursement from the state and federal governments, activating and maintaining the accounting system for emergency expenses, coordinating documentation of costs with other sections and departments, and coordinating cost recovery with disaster assistance agencies.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- ❑ Review the EOP and appropriate emergency functions.
- ❑ Inform pre-assigned Cost Recovery Unit staff of the potential need to respond.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources and personnel.

Initial Activation

- ❑ Report to EOC (or other designated reporting location) and obtain briefing from the Finance Section Chief.
- ❑ Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Cost Recovery Unit, directions given, and actions taken.
- ❑ Determine the need for additional personnel to support Cost Recovery Unit operations. Begin notification procedures.
- ❑ Participate in EOC briefings and provide current situation status information to the Finance Section Chief.
- ❑ Create and implement the objectives of the EOC Action Plan for the unit.
- ❑ Provide the Finance Section Chief with updates as requested or appropriate.
- ❑ Determine the need for utilization of day-to-day accounting procedures, or the need to develop ad hoc procedures to meet the needs of the incident.
- ❑ Develop information for EOC staff on the requirements of expense related documentation.
- ❑ Determine the emergency expense related spending allocations for the Finance Section.

- Coordinate with the EOC Manager to determine alternate allocations and spending restrictions.
- ❑ Coordinate with the Logistics Section to document all expenses related to emergency purchases.
- ❑ Review requirements of emergency federal and state reimbursement policies, and ensure that EOC operations are meeting all necessary standards.
- ❑ Coordinate with local jurisdictions, the operational area, state, and federal levels of emergency management, as necessary, to manage tracking and documenting of expenses.
- ❑ Coordinate with vendors to ensure that all time and expenses billed by the vendors are within the designated accounting system for the City's emergency response operations.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and provide input to the EOC Action Plan.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Receive and process or refer, as appropriate, requests for personnel, supplies and/or equipment, as indicated.
- ❑ Activate and maintain a disaster accounting system and procedures to capture and document costs relating to a disaster in coordination with other sections and departments.
- ❑ Issue a memorandum to City staff advising of purchase and time card instructions:
 - Ensure that all City personnel time records are accurate.
 - Timesheets are to be coded properly.
 - Straight time to regular cost account
 - Overtime to disaster cost account
 - Timesheets reflect the location or project worked-on with respect to hours worked.
 - Timesheets are duplicated and retained by departments/divisions prior to submittal to Auditor-Controller
 - Ensure that all vendor and contract payment documents for invoices of purchased items are properly handled.
 - Contract payments are to be coded with appropriate organization code, cost, and expenditure accounts.
 - Contracts are to correspond to specific projects, if possible.
- ❑ Track Cost Recovery issues.
 - Review costs for personnel overtime and consumable supplies, and the repair, restoration, reconstruction or replacement of public real property or facilities to determine if these costs are eligible for reimbursement through the local government.
 - Review timecards to ensure that they tie-in to specific project work and location.
 - Assign all primary purchases to either the general fund or a specified budgeted unit for specific response or department operations.
 - Ensure that all tracked expenses are linked to the cost account that is specific to the disaster, and/or are linked to an expenditure account number.

- ❑ Coordinate cost documentation and make decisions on costs codes and items to be tracked by the utilized accounting system.
- ❑ Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law.
- ❑ Prepare all required state and federal documentation as necessary to recover all allowable disaster costs.
- ❑ Coordinate with the Documentation Branch of the Planning Section.
- ❑ Provide analyses, summaries and estimates of costs for the Finance Section Chief, EOC Manager, and the Sacramento operational area as required.
- ❑ Work with EOC sections and appropriate departments to collect all required documentation.
- ❑ Receive and allocate payments.
- ❑ Organize and prepare records for final audit.
- ❑ Prepare recommendations as necessary.
- ❑ Brief incoming relief staff of all actions taken during current shift.

Post Emergency

- ❑ Upon notification, deactivate the Cost Recovery Unit as requested by the Finance Section Chief.
- ❑ Submit all documentation of cost recovery actions taken is submitted to the Planning Section.
- ❑ Ensure all documentation related to Cost Recovery operations is completed and submitted to the Finance Section Chief.
- ❑ Coordinate with others in the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Fiscal Unit Leader Position Guide

Finance Section Staff

Primary Department: Finance

Support Departments: Human Resources

EOC Section: Finance Section

Reports to: Finance Section Chief

Function

The Fiscal Unit is responsible for providing all cost analysis activity associated with EOC operations, obtaining and record all cost data for the emergency/disaster, ensuring the proper identification of all equipment and personnel requiring payment, analyzing and preparing estimates of EOC costs, and maintaining accurate record of EOC costs.

Increased Readiness

- Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- Review the EOP and appropriate emergency functions.
- Inform pre-assigned Fiscal Unit staff of the potential need to respond.
- Document preparedness activities, monitor the situation, and maintain increased readiness.
- Consider alerting/recalling off-duty personnel.
- Test communications equipment with department employees and facilities.
- Assess the availability and condition of resources and personnel.

Initial Activation

- Report to EOC (or other designated reporting location) and obtain briefing from the Finance Section Chief.
- Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Fiscal Unit, directions given, and actions taken.
- Determine the need for additional personnel to support Fiscal Unit operations. Begin notification procedures.
- Participate in EOC briefings and provide current situation status information to the Finance Section Chief.
- Create and implement the objectives of the EOC Action Plan for the unit.
- Request that all personnel and equipment time records and record of expendable materials used are provided to the Finance Section Chief at the end of each operational period.
- Utilize existing or develop ad hoc procedures for:
 - Identification of equipment
 - Identification of personnel requiring payment

- Analyzing and recording all EOC costs
- Documenting all EOC costs
- ❑ Coordinate with the Cost Recovery Unit, if activated, to ensure the documentation of all expenses related to emergency management and response operations.
- ❑ Coordinate with the Finance Section Chief and EOC Manager to determine approved expenses related to emergency operations in the EOC.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and provide input to the EOC Action Plan.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Coordinate with the local jurisdiction on plans and supply sources.
- ❑ Coordinate with the Procurement Branch to develop a procurement plan for create single-point ordering.
- ❑ Collect and record all cost data.
- ❑ Maintain a fiscal record of all expenditures related to the emergency.
- ❑ Prepare and provide periodic cost summaries for the Finance Section Chief and the EOC Manager.
- ❑ Maintain cumulative emergency cost records.
- ❑ Ensure that all financial obligation documents are accurately prepared.
- ❑ Prepare resources-use cost estimates.
- ❑ Maintain accurate information on the actual cost for the use of all assigned resources.
- ❑ Ensure that all EOC sections maintain proper supporting records and documentation to support claims.
- ❑ Make recommendations for cost savings to the Finance Section Chief.
- ❑ Coordinate with local jurisdictions, operational area, state, and federal levels of emergency management as necessary.
- ❑ Coordinate with the Cost Recovery Unit to ensure that all cost documentation is completed to meet all necessary reimbursement requirements.

Post Emergency

- ❑ Upon notification, deactivate the Fiscal Unit when requested by the Finance Section Chief.
- ❑ Submit all documentation of fiscal unit actions taken is submitted to the Planning Section.
- ❑ Ensure all documentation related to Fiscal Unit operations is completed and submitted to the Finance Section Chief.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

Compensation Claims Unit Leader Position Guide

Finance Section Staff

Primary Department: Finance

Support Departments: Human Resources

EOC Section: Finance Section

Reports to: Finance Section Chief

Function

The Compensation Claims Unit is responsible making overall policy determinations and providing input to all decisions with significant financial impacts. The unit will also coordinate and oversee all efforts related to compensation claims made by City employees while they are working to support City emergency management operations. The Compensation Claims Unit will work in close coordination with the EOC Manager and EOC command staff.

Increased Readiness

- ❑ Upon notification of a potential emergency or disaster, initiate increased readiness actions.
- ❑ Review the EOP and appropriate emergency functions.
- ❑ Inform pre-assigned Compensation Claims Unit staff of the potential need to respond.
- ❑ Document preparedness activities, monitor the situation, and maintain increased readiness.
- ❑ Consider alerting/recalling off-duty personnel.
- ❑ Test communications equipment with department employees and facilities.
- ❑ Assess the availability and condition of resources and personnel.

Initial Activation

- ❑ Report to EOC (or other designated reporting location) and obtain briefing from the Finance Section Chief.
- ❑ Initiate and maintain an activity log. Record the following information/requests:
 - By date and time, note arrival time, to whom you report, decisions made, positions activated, personnel assigned to report to the Compensation Claims Unit, directions given, and actions taken.
- ❑ Determine the need for additional personnel to support Compensation Claims Unit operations. Begin notification procedures.
- ❑ Participate in EOC briefings and provide current situation status information to the Finance Section Chief.
- ❑ Create and implement the objectives of the EOC Action Plan for the unit.
- ❑ Request that all personnel and equipment time records and record of expendable materials used are provided to the Finance Section Chief at the end of each operational period.

- ❑ Evaluate and determine the need to utilize day-to-day compensation claims procedures, or the need to develop ad hoc procedures to meet the needs of the incident.
- ❑ Contact and coordinate with insurance and other external partners to initiate compensation claims.
- ❑ Ensure that all necessary information, including verification of a claim, are accurately documented stored for reference.
- ❑ Serve as the liaison between external partners and City employees filing claims.

Extended Operations

- ❑ Maintain an activity log.
- ❑ Participate in regular section briefings and provide input to the EOC Action Plan.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Coordinate with the Safety Officer, Legal Officer, agency representatives, Personnel Branch and appropriate field representatives.
- ❑ Maintain a log of all injuries occurring during the emergency.
- ❑ Develop and maintain a log of potential and existing claims.
- ❑ Prepare claims relative to damage to City property and notify and file claims with insurers.
- ❑ Periodically review all logs and forms produced by the unit to ensure work is complete, entries are accurate and timely, and work is in compliance with the City of Sacramento requirements and policies.
- ❑ Ensure the investigation of all accidents, if possible.
- ❑ Ensure that the Personnel Branch of the Logistics Section completes claims for any injured personnel or volunteers working at the emergency.
- ❑ Provide report of injuries and coordinate with the Safety Officer for mitigation of hazards.
- ❑ Obtain all witness statements pertaining to claims and review for completeness.
- ❑ Brief incoming relief staff of all actions taken during current shift.

Post Emergency

- ❑ Upon notification, deactivate the Compensation Claims Unit when requested by the Finance Section Chief.
- ❑ Ensure all documentation related to the Compensation Unit operations is completed and submitted to the Planning Section.
- ❑ Coordinate with others in the Finance Section to ensure all expense and employee time documentation is completed.
- ❑ Participate in post-emergency debriefing and critique sessions.
- ❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.