



EMERGENCY MANAGEMENT

STRATEGIC PLAN

2022-2025

Leading emergency preparedness
efforts for the City

Building a Plan for the Future

June 2022

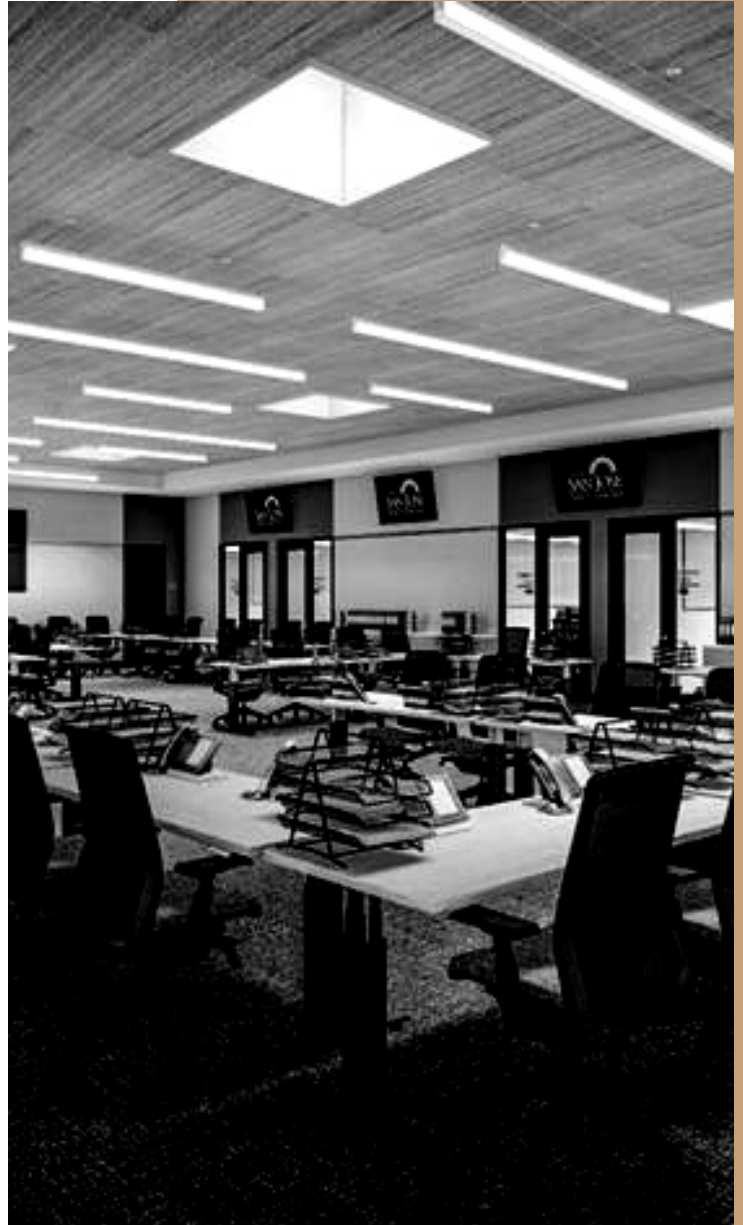


PROFILE

The City of San José is committed to the safety and well-being of its residents.

The role of the Office of Emergency Management (OEM) is to integrate the efforts of all departments to organize response and recovery efforts. To lessen the impact of the potential disaster, OEM also works with community members to be prepared.

OEM serves the City's 1.03 million residents and leads the City's emergency management planning, response, and recovery efforts to protect life, property, and the environment in conjunction with City departments.



SAN JOSE ENTERPRISE PRIORITIES

COVID-19
Pandemic:
Community +
Economic
Recovery

Resilient and
Sustainable City
Infrastructure and
Emergency
Preparedness

Ending
Homelessness

Safer San José

Clean, Vibrant,
and Inclusive
Neighborhoods
and Public Life

Building the San
José of
Tomorrow with a
Downtown for
Everyone

ENTERPRISE PRIORITIES FOUNDATIONAL

Strategic Fiscal
Positioning and
Resource
Deployment

Powered by People



WE ALL WORK TOGETHER

Emergency management is a “team sport”, and we all play a role. A resilient community is one that embraces the concept that the recovery process will be more efficient and complete if the whole community participates before, during, and after the disaster events.

An important part of preparing for an emergency is knowing how to help yourself, your family and others when disaster strikes. The City offers training to help the community be prepared for emergencies such as:

- CERT – The Community Emergency Response Team training is a 20-hour, nationally recognized course.
- Basic Home/Business Emergency Preparedness Public Education – This is a short course in basic disaster preparedness for you, your home, your family or your business.

WHAT IS EMERGENCY MANAGEMENT

Readiness and Preparedness

Plan ahead of time and regularly train on what to do and where to go.

Incident

The Incident occurs and we all need to respond quickly based on our planning.

Emergency Response

The focus during response is to save lives and protect property.

Business Continuity

Once the incident is contained, the City and its businesses work to get back up and running.

Business as Usual

Eventually, the event is over and we can return to normal.



STRATEGIC PLANNING

INTRODUCTION

A strategic plan outlines the direction of an organization by defining plans, methods, and actions that will be put into operation. The goal of OEM strategic planning is to set clear objectives that align with the City of San Jose's enterprise priorities and can be the foundation for tactical implementation plans.

KEY ACCOMPLISHMENTS

- Activation and deployment of the City Pandemic Management Team and Response Plan including a Vaccination Task Force
- Development of New Emergency Operations Center
- EOC staff led the effort for County-wide Food Distribution serving over 150 million meals
- Updated Power Vulnerability Plan to improve handling of Public Safety Power Shutoffs

KEY VALUES

OEM strives to build a resilience culture within the City services and its population. We would like to enable all employees, citizens, and business to be ready to take action during emergencies and recover from an incident. The City's priority is the people we serve with an emphasis on the most vulnerable and the most burdened.

Equity
Innovation
Adaptability
Unity

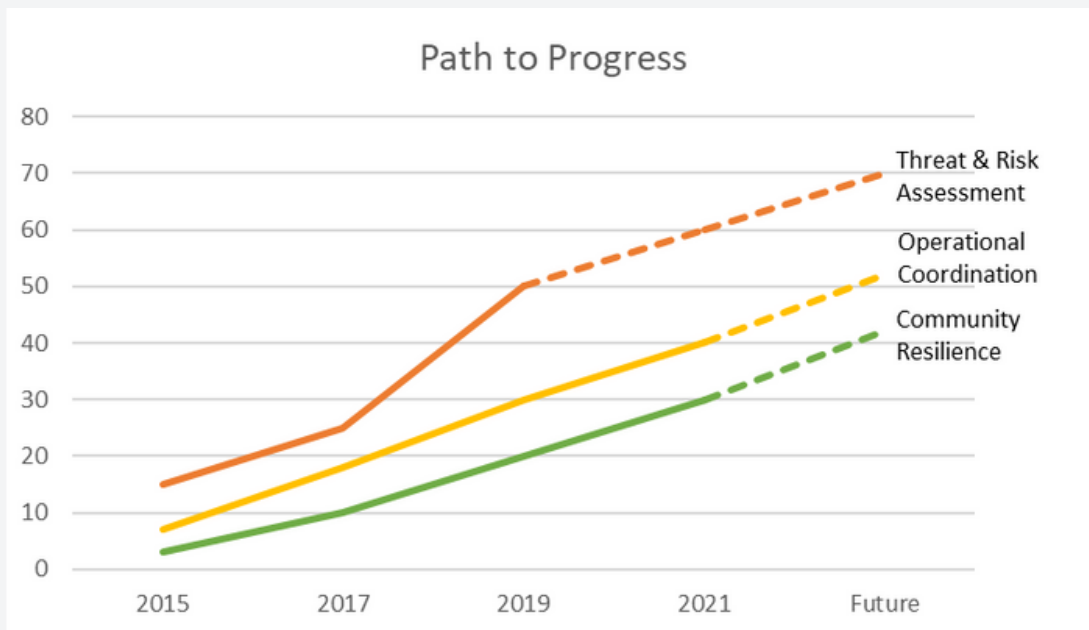


CITY EMERGENCY MANAGEMENT ACCOMPLISHMENTS

The City Emergency Management program has evolved to meet the needs of the community. The City shifted swiftly and effectively as the COVID-19 pandemic emerged, developing a Vaccination Task Force and utilizing a digital door to door program to facilitate distribution of vaccines to the entire community. As we shift from pandemic response, we will re-embrace a focus on the largest threat to our community, earthquakes, in our efforts to be a Quake-Ready City.

Three key areas of emergency management and the City's capability progress is shown below.

Emergency Management Capability Improvement



COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

The City trained over 400 community members through the CERT program. CERT is a program that educates and trains community volunteers in a variety of subjects related to disaster preparedness.

MEETING CULTURAL NEEDS THROUGH INCLUSION

Many CERT materials are translated into seven languages including:

- English
- Spanish
- Arabic
- Vietnamese
- Korean
- Simplified & Traditional Chinese

Emergency Operations Center

A brand new Emergency Operations Center is under construction! This Center, which will be fully functional within three years, will enable the City to better respond to emergencies and meet the community needs.



The new Emergency Operations Center will include:

- 1 Advanced technology for better communication and response
- 2 Allow for increased training and exercise capability to build skills and preparedness
- 3 Operate independently regardless of emergency impacts



Vision



**A resilient City
of San José.**

Mission

Provide leadership for the City of San José's emergency management responsibilities through planning and coordination of programs, functions, and supporting activities to prepare for, respond to, and recover from all emergencies and disasters.

Core Principles



Protect, Preserve, Persevere

Protect

01

Protect all life, property, and the environment.

Preserve

02

Preserve the livelihoods and value of all that we protect

Persevere

03

Persevere through the challenges of disasters and emergencies

OEM STRATEGIC GOALS



Respond and recover effectively as an organization to any emergency



Lead the City in resilience efforts so the community recovers quickly and thrives



Build and maintain community trust



Foster a one-team culture



Recover City services quickly from any emergency to meet the needs of the City's residences and businesses

OEM PROGRAM OBJECTIVES & KEY RESULTS (OKR)



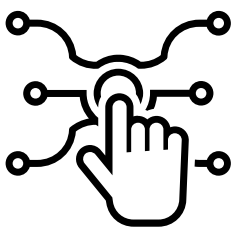
City Has a Plan to Tackle Any Emergency



Residents, Businesses, and Employees are Ready to Take Action and Able To Answer A Call to Action



The Public Trusts the City to Provide Vital Information



Response is Optimized Through Technology



General Program and Project Administration and Management

MEASUREMENT & MONITORING

Introduction to the Scorecard

OEM uses a strategic planning scorecard to measure performance on an ongoing basis to make sure we are meeting the City's needs. We routinely evaluate if the initiatives are helping us meet our goals and if the metrics are effective in evaluating the success of OEM and its impact on the overall resilience of the City.

FIRST QUARTER

SECOND QUARTER

THIRD QUARTER

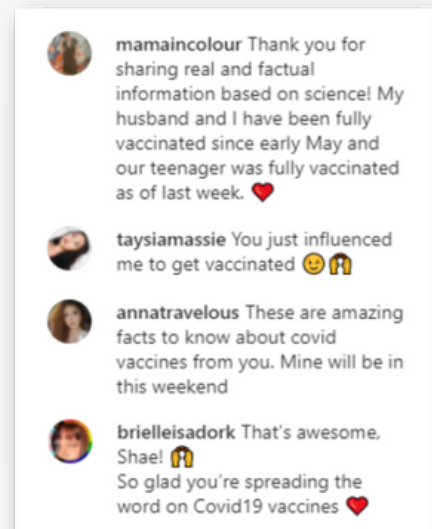
FOURTH QUARTER

The Scorecard will be reviewed quarterly and the current status updated for each initiative. At each quarterly review, trends will be reviewed, and action taken to correct issues or prioritize the initiatives associated with each strategic goal.

Engagement & Outreach Program

The City is here to support our community's emergency management efforts. We are in this together.

The City is committed to serving our community and building a safe and prepared community, particularly for those who are most vulnerable. The diverse mosaic of people who live, work, learn, and play in San José deserve vibrant, beautiful, accessible, safe, and inclusive public spaces that inspire friendship and connection across generations, cultures, and points of view.



San Jose became the first of the top ten most populated cities to reach the 85% vaccinated rate through inclusion of underserved communities.



Become a part of our resilient community. Attend an OEM free training, develop your own emergency plan, and begin recovery and business continuity planning.

