Elected Officials

Guide to Emergency Management

City of San José Office of Emergency Management (OEM)
December 2018

CITY OF
SAN JOSE
CAPITAL OF SILICON VALLEY

City of San José Elected Officials Guide

TABLE OF CONTENTS

City of San José Elected Officials Guide

INTRODUCTION

As an Elected Official for the City of San José, you have a critical role in the emergency management, homeland security, and continuity of government functions of the City of San José. This guide is intended to provide you with a clear understanding of your roles and responsibilities during an emergency and to assist you in the decision-making process. Your actions during an emergency are an important part of the City's effective response to and recovery from all emergencies. Your activities influence community members, business leaders, employees, and partner jurisdictions and directly impact our City's ability to protect lives, property, and the environment.

Each of you serves as a leader, policymaker, communicator, and community liaison during an emergency. You know the needs of your community and maintain effective lines of communication with your constituents. You serve as the City's eyes and ears in the community and ensure that the City's Emergency Operations Center (EOC) and responders are aware of each community's needs.

The City of San José Emergency Operations Plan (EOP) implements the City's policies and procedures for emergency management across all natural, technological (man-made), intentional, and terrorism threats and hazards. When developed the City's Continuity Plan sets the City's priorities and responsibilities for Continuity of Government (COG), Continuity of Operations (COOP), and support to our local businesses in their Business Continuity efforts. These plans shape the roles and responsibilities of all City offices and departments as well as non-governmental organizations, private industry, and voluntary agencies who serve as partners in response, recovery, and continuity. These plans describe the City's collective efforts to prepare for, mitigate the potential effects of, prevent, respond to, and recover from emergencies impacting or with the potential to impact the City of San José, its residents, businesses, operations, property, and the environment.

As with all Disaster Service Workers (DSW), your ability to support emergency management, homeland security, and continuity activities will depend directly upon your preparedness at home and at work. Please take the time to prepare yourself, your family, your staff, and your constituents for an emergency impacting the City of San José.

Please take the time to familiarize yourself with this guide. Any questions regarding the information in this guide can be directed to:

City of San José Office of Emergency Services (OEM)
855 North San Pedro Street #404
San José, California 95110
408-794-7055

City of San José Office of Emergency Management

Core Services

- **Emergency Management (EM)**
- **Homeland Security (HLS)**
- **Continuity of Government (COG)**
- **Continuity of Operations (COOP)**
- **Emergency Planning & Risk Management**
- **Interagency Coordination**
- **Community Preparedness**
- **Hazard Mitigation**
- **EM Training and Exercise Program**
- **Mass Warning and Notification**
- **Incident Management**
- **Post-Disaster Recovery Coordination**

Common Standards

- **National Incident Management System (NIMS)**
- **State of California's Standardized Emergency Management System (SEMS)**
- **National Fire Protection Association (NFPA) Standard 1600**
- **Emergency Management Accreditation Program (EMAP) Standards**

Volunteer Programs

- **San José OEM Volunteers**
- **San José Radio Amateur Civil Emergency Service (RACES)**
- **San José Search and Rescue (SJ SAR)**
- **San José Community Emergency Response Team (CERT)**

Grant Programs

- **Emergency Management Performance Grant (EMPG)**
- **Urban Area Security Initiative (UASI)**
- **State Homeland Security Program (SHSGP)**
- **Hazard Mitigation Grant Program (HMGP)**
- **Pre-Disaster Mitigation (PDM)**
- **Disaster Assistance Programs**

Purpose. The City of San José's Office of Emergency Management (OEM) provides emergency management, homeland security, and continuity services to the residents and businesses within the City's jurisdiction in coordination with our partner jurisdictions, including Santa Clara County and the State of California.

What We Do. OEM supports the City of San José by providing a common framework for protection of residents and businesses from all natural, technological, intentional, and terrorism risks. OEM provides services across all phases of the emergency management lifecycle; from preparedness, mitigation, and prevention activities before an emergency to response and recovery operations during and after a multi-agency and/or multi-jurisdictional emergency.

What We Provide. OEM manages the City of San José's multi-agency coordination system, to include the primary, alternate, and mobile Emergency Operations Center (EOC); emergency communications systems; Joint Information Center (JIC) coordination; and Incident Command System (ICS) coordination.

OEM coordinates comprehensive, integrated risk management and emergency planning for all types of disasters. OEM develops capabilities for response and recovery; conducts Federal- and State-compliant training and exercise programs; and equips emergency services with surge capability for complex emergencies. OEM also coordinates continuity programs across the City, its departments, and local businesses.

The goal of OEM is to bring the right capability to the right place at the right time to meet the needs of the City of San José during an emergency.

CITY OF SAN JOSÉ OFFICE OF EMERGENCY MANAGEMENT (OEM)

With a population above 1,000,000, the City of San José is now the 10th largest city in the United States, the 3rd largest city in California, and the largest city in the San Francisco Bay Area with over 1 million residents and 60,000 businesses across 180 square miles. San José is home to the Norman J. Mineta San José International Airport; 5 of the County's 11 hospitals; 14 colleges and universities; 19 school districts; and over 100 private schools.

> **Mission Statement**
> The mission of the City of San José EM Program is to provide integrated and comprehensive Emergency Management services necessary to prepare for, mitigate, prevent, respond to, and recover from all hazards impacting the City of San José in an innovative, cost effective, and sustainable manner.

As the Capital of Silicon Valley, the City of San José protects and supports some of the Nation's highest priority information technology infrastructure and services along with one of the highest concentrations of Fortune 500 companies in the United States and over 700 critical assets, including over 25 Priority 1 assets.

The priorities of engagement for Elected Officials include updating City Council Guide to Emergency Operations; coordinating establishment of Disaster District Offices; and conducting annual training on the State Emergency Management System and National Incident Management System.

City of San José OEM uses the FEMA model for capability development: **Planning, Organization, Equipment, Training, and Exercise.**

- *Planning* includes developing and maintaining the City's:
    - Community profile;
    - Threat and Hazard Identification Risk Assessment;
    - Emergency Operations Plan and procedures;
    - Continuity Plan, procedures, and departmental EAPs;
    - Hazard Mitigation Plan;
    - Prevention Strategy;
    - Emergency logistics plans and procedures;
    - Tactical Interoperable Communications Plan; and
    - Recovery Plan.

- *Organization* includes organizing the City's Emergency Services Council; Exercise Planning Team; Continuity Planning Team; Emergency Operations Center; Departmental Operations Centers; Disaster District Offices; incident management teams; response and recovery teams; and a Recovery Working Group.
- *Equipment* includes procuring and maintaining systems for emergency public information and warning; emergency communications; operations centers; emergency response (firefighting, rescue, law enforcement, emergency medical services, public works, transportations, etc.); mass care (shelter, mass feeding, bulk distribution,

donations management, volunteer management); evacuation; continuity programs; and recovery teams.

- **Training** includes training the teams organized above and supporting private sector emergency response teams, as well as managing certification and credentialing programs.
- **Exercise** process includes exercising the teams organized above; coordinating exercises with local, County, State, and Federal partners; and conducting exercise design, evaluation, and improvement planning.

City of San José Elected Officials Guide

PART I: EMERGENCY MANAGEMENT AND HOMELAND SECURITY RISK

The City of San José is subject to many natural, technological (man-made), intentional, and terrorism threats and hazards due to the City's geographic location, demographics, and social, cultural, and political roles. Every year, the City of San José OEM reviews the threats and hazards with the potential to impact the City, our residents, businesses, supply chains, and local, regional, and state partners. This Threat and Hazard Integrated Risk Assessment (THIRA) process is based upon the Federal Emergency Management Agency's (FEMA) Comprehensive Preparedness Guide (CPG) 201 and is a consistent process across the City, the Bay Area, the California State Government, and the Federal Government.

The goal of the THIRA process is to manage risk by decreasing consequences and increasing capability through preparedness, mitigation, prevention, response, and recovery. Risk is a key inject in the emergency planning process that helps the City understand the situation, determine goals and objectives, and develop capabilities and capacity for mitigating and managing identified risks.
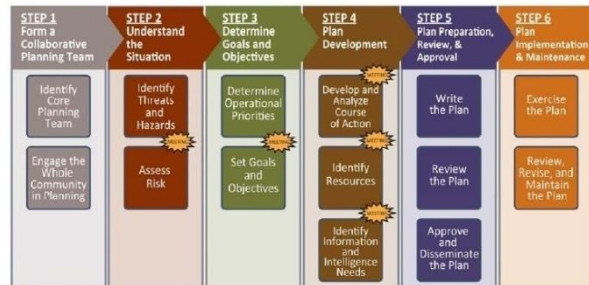
The THIRA process is managed by the City of San José OEM. During the THIRA process, the City of San José OEM coordinates with internal and external partners, including Federal, State, and Local governments; voluntary organizations; government and academic centers; and private sector partners to identify, quantify, and evaluate potential risks. The City of San José OEM also uses hazard modeling and simulation software and historical records to identify risks, especially to vulnerable populations.

The THIRA process examines the hazard/threat probability; the criticality of the jurisdiction and the critical assets within the jurisdiction; the vulnerability of the jurisdiction to a specific hazard/threat; the consequence of a hazard/threat impacting the jurisdiction; and the capability of the jurisdiction to mitigate against, prevent, protect against, respond to, and recover from the impact of each hazard/threat. Once complete, the THIRA process provides a comparative list showing the relative risk of all hazards/threats to the City. The THIRA process assists the City in conducting asset-specific risk assessments, cost-benefit analysis, and developing a risk-based investment strategy for limited resources.

Risk = [Threat (T) or Hazard (H)] x Criticality (CR) x Vulnerability (V) x $\dfrac{Consequence\ (C)}{Capability\ Assessment\ (CA)}$

The THIRA process leads to the development of specific capability targets for the City using the FEMA Core Capabilities guidance. The FEMA Core Capabilities were established by the emergency management and homeland security communities to ensure that jurisdictions address all necessary capabilities across the full range of Mitigation, Prevention, Protection, Response, and Recovery mission areas. The top three Core Capabilities (Planning, Public Information and Warning, and Operational Coordination) apply to all of the mission areas and generally result in the great cost-benefit for increasing the effectiveness of emergency management and homeland security programs.

Prevention	Protection	Mitigation	Response	Recovery
Planning				
Public Information and Warning				
Operational Coordination				
Forensics and Attribution Intelligence and Information Sharing Interdiction and Disruption Screening, Search, and Detection	Access Control and Identity Verification Cybersecurity Intelligence and Information Sharing Interdiction and Disruption Physical Protective Measures Risk Management for Protection Programs and Activities Screening, Search, and Detection Supply Chain Integrity and Security	Community Resilience Long-term Vulnerability Reduction Risk and Disaster Resilience Assessment Threats and Hazard Identification	Critical Transportation Environmental Response/Health and Safety Fatality Management Services Infrastructure Systems Mass Care Services Mass Search and Rescue Operations On-scene Security and Protection Operational Communications Public and Private Services and Resources Public Health and Medical Services Situational Assessment	Economic Recovery Health and Social Services Housing Infrastructure Systems Natural and Cultural Resources

OEM coordinates a biennial core capability assessment with the City's first responder, first receiver, and emergency responder communities. While the THIRA process as a whole looks at the relative risk of each hazard/threat, the core capability assessment identifies the capabilities that the City will rely on in managing emergencies when these hazards/threats impact the City. This core capability assessment is based upon standardized Federal and national standards and is coordinated by the Bay Area Urban Areas Security Initiative (UASI) program, which coordinates UASI grant-funded preparedness activities across twelve Counties and three Core Cities (Cities of San José, San Francisco, and Oakland). The last core capability assessment was conducted in 2017 and is useful in identifying areas which have and have not achieved operational effectiveness and examining areas for future focus and investment.

The City of San José THIRA process assesses risk to the entire jurisdiction as a whole as well as the risks associated with the City's critical assets. OEM conducts a Vulnerability Assessment considering the Human, Economic, Mission, and Psychological effects of the impact of each hazard and threat on each critical asset.

The City of San José THIRA process then conducts quantitative data analysis considering the likelihood/ probability of all identified threats (T) and hazards (H), criticality of the City's assets (CR), vulnerability to the threat/hazard (V), consequence of the impacts (C), and our emergency management capabilities (CA). The resulting list is ranked according to the relative risk of each threat/hazard while keeping in mind the cascading impacts of many emergencies (e.g. an earthquake may cause structural failure/collapse).

Once the THIRA process is complete and core capability targets are established, it is the City's responsibility to accept, reduce, or transfer each of these risks. Risk reduction is the long-term

goal of the emergency management, homeland security, and continuity programs within the City of San José.

City of San José Risk Summary 2015

High Risk
- Earthquake
- Epidemic/Pandemic Disease Outbreak
- Terrorism: Biological Incident (Contagious)
- Hazardous Materials Incident (Accidental/Unintentional)
- Pipeline Failure/Explosion
- Structural Failure/Collapse: Dam (Anderson Dam)
- Utilities Interruption/Failure: Water Systems
- Utilities Interruption/Failure: Power Systems
- Structural Failure/Collapse: Building
- Fire (Structural, Industrial, Wildland)
- Drought

Medium Risk
- Terrorism: Nuclear Incident
- National State of Emergency
- Destructive Weather (Storm, Tornado, Hail, Lightning)
- Flood (Coastal, River)
- Terrorism: Explosive Incident
- Terrorism: Conventional (Mumbai-style Attack)
- Active Shooter Incident (School, Mall, Place of Worship)
- Terrorism: Biological Incident (Non-Contagious)
- Resource Loss/Shortage: Food
- Aircraft Incident (Accidental)
- Space Weather/Space Hazards
- Terrorism: Chemical Incident
- Terrorism: Cyber

Low Risk
- Terrorism: Radiological Incident
- Terrorism: Aircraft as a Weapon
- Structural Failure/Collapse: Dam (All Other Dams)
- Structural Failure/Collapse: Levee System
- Tidal Sieche
- Civil Unrest/Riot
- Ground Subsidence/Sinkholes
- Landslide/Mudslide
- Agricultural Disease Outbreak
- Other Mass Casualty Incidents
- Utilities Interruption/Failure: Wastewater/Stormwater Systems
- Utilities Interruption/Failure: Solid Waste Systems
- Illicit Drug Manufacture/Storage
- Criminal: Cyber Crime

Very Low Risk
- Tsunami (Regional)
- Volcano (Regional)
- Nuclear Reactor Incident (Regional)
- Nuclear Weapon Accident/Incident (Regional)

PART II: EMERGENCY MANAGEMENT, HOMELAND SECURITY, AND CONTINUITY PROGRAMS

There are five phases of Emergency Management:

1. Preparedness
2. Mitigation
3. Prevention
4. Response
5. Recovery.

Elected and Appointed Officials discharge their emergency management and homeland security responsibilities by executing these five interrelated actions. A systematic approach is to treat each action as one phase of a comprehensive process, with each phase building on the accomplishments of the preceding one. The overall goal is to minimize the impact caused by an emergency to the jurisdiction.

Preparedness Phase

Preparedness involves establishing authorities and responsibilities for emergency actions and garnering the resources to support them. Elected and Appointed Officials approve appropriate roles, responsibilities, and duties and designate the facilities, equipment, and other resources for carrying out assigned duties in the City's Emergency Operations Plan and the City's Continuity Plan. These duties are not limited to the responder community, but must engage the whole community of the City of San José. A critical component of these preparedness activities is the development of a resilient community and a culture of preparedness through implementation of the community training program, which is focused on comprehensive, all-hazards community preparedness. This investment in establishing and maintaining emergency management and homeland security capabilities requires proper resourcing, maintenance, and sustainment.

Mitigation Phase. Mitigation activities are focused on the structural or physical causes or consequences of emergencies. Mitigation activities focus on where and how to build within the City and include the use of modeling and simulation tools to evaluate potential mitigation strategies. Mitigation examples include: zoning and building code requirements for rebuilding in high-hazard areas; floodplain risk reduction; and analysis of hazard-related data to determine where it is safe to build in normal times, to open shelters in emergencies, or to locate temporary housing during the recovery phase. Mitigation activities include educating businesses and the public on simple measures they can take to reduce loss and injury, like fastening bookshelves, water heaters, and file cabinets to walls to

keep them from falling during earthquakes. Attention to mitigation opportunities can make safer, more resilient communities for the City of San José.

Prevention Phase. Prevention activities are focused on the human causes or consequences of emergencies. Prevention activities involve applying information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

Response Phase. The onset of an emergency generates the need for time-sensitive actions to save lives and property as well as for actions to begin stabilizing the situation so that the City can quickly return to normalcy. Such response operations include notifying the Continuity and Responder personnel of the emergency; warning the protected populace; conducting shelter-in-place operations; managing the evacuation and mass care of the displaced population; keeping the protected populace informed; rescuing individuals; providing emergency medical treatment; maintaining the rule of law; assessing damage; and coordinating with external partners for limited response resources. The response phase includes efforts to sustain or quickly restore critical and essential operations and services.

Recovery Phase. Recovery is the effort to return to normalcy for the protected populace while maintaining critical and essential operations and services. Recovery operations focus on the social, economic, and infrastructure restoration necessary to return the community to normal operations and includes long-term mitigation activities for all hazards. For the short term, recovery may mean bringing necessary lifeline systems (e.g., power, communication, water and sewage, and transportation) up to an acceptable standard while providing for basic human needs (e.g., food, clothing, and shelter) and ensuring that the societal needs of individuals and the community are met (e.g., maintain the rule of law, provide crisis counseling, demonstrate that people do care and that help is becoming available). Once stability is achieved, the City can begin recovery efforts for the long term by restoring all operations and services and rebuilding facilities and housing with attention to long-term mitigation needs.
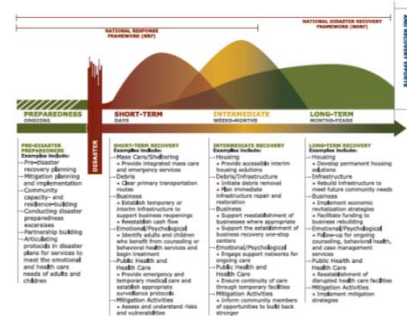
Continuity Programs:

 Utilizing the same phases as emergency management, Continuity Programs include three primary program areas: **Continuity of Government (COG), Continuity of Operations (COOP), and Business Continuity (BC).**

The goals of Continuity Programs include:
- Provide a "coordinated effort to ensure that public and private sectors are able to continue performance of essential functions under a broad range of circumstances"
- Manage activities to increase resiliency of public and private sector agencies against all hazards and threats
- Manage and maintain the capability and capacity of government agencies, utility districts, and private sector businesses to provide essential services during and after an emergency
- Identify and prioritize critical and essential functions that must be sustained during or restored after an emergency
- Develop plans to coordinate the organization, training, equipment, and exercises to sustain/restore critical and essential functions

Continuity Programs are critical to the success of the City's emergency management and homeland security programs as these programs depend upon these critical and essential functions in order to implement the City's Emergency Operations Plan (EOP).

PART III: EMERGENCY MANAGEMENT, HOMELAND SECURITY, AND CRITICAL INFRASTRUCTURE PROTECTION SYSTEMS

The City of San José uses the State of California's Standardized Emergency Management System (SEMS), established after Oakland's East Bay Hills fires of 1991, and the National Incident Management System (NIMS), established after the terror attacks of 2001, to manage all emergencies, from the smallest fire to the largest earthquake or terror attack. These systems provide a common, consistent basis for all phases of emergency management, homeland security, and continuity and enable interoperability with our partner jurisdictions, agencies, and organizations.

Standardized Emergency Management System (SEMS).

By law, State agencies must use SEMS when responding to emergencies involving multiple jurisdictions or agencies. Local governments are strongly encouraged to use SEMS and must use SEMS in order to be eligible for State funding of response related personnel costs.

SEMS applies to five levels of government: Field Level Operations; Local Government Level Operations; Operational Area Level Operations (58 Counties); (State) Region Level Operations (3 Regions); and State Level Operations. Each level implements their respective portion of the four principal components of SEMS, which include the Incident Command System (ICS); Inter-Agency Coordination; the State Master Mutual Aid Agreement; and the Operational Area (OA) Structure.

PRIMARY SEMS FUNCTION	FIELD RESPONSE LEVEL	EOCS AT OTHER SEMS LEVELS
Command/ Management	Command is responsible for the directing, ordering, and/or controlling of resources.	Management is responsible for overall emergency policy and coordination.
Operations	The coordinated tactical response of all field operations in accordance with the Incident Action Plan.	The coordination of all jurisdictional operations in support of the response to the emergency in accordance with the EOC Action Plan.
Planning/ Intelligence	The collection, evaluation, documentation, and use of information related to the incident.	Collecting, evaluating, and disseminating information and maintaining documentation relative to all jurisdiction activities.
Logistics	Providing facilities, services, personnel, equipment, and materials in support of the incident.	Providing facilities, services, personnel, equipment, and materials in support of all jurisdiction activities as required.
Finance/ Administration	Financial and cost analysis and administrative aspects not handled by the other functions.	Broad fiscal and recovery responsibility as well as overall fiscal accountability.
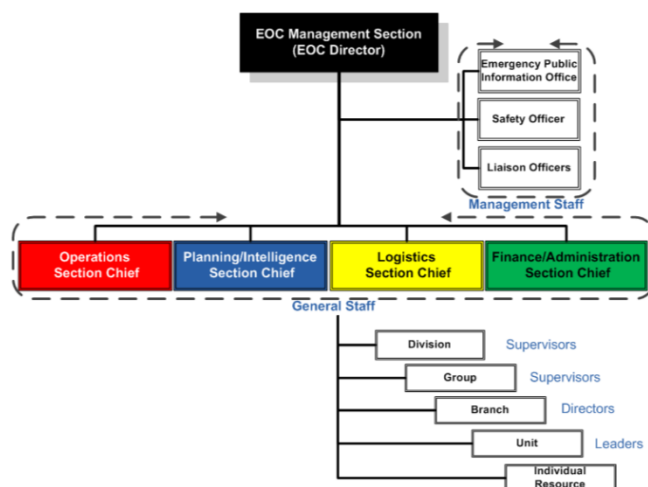
At the Local Government, Operational Area, Regional, and State Emergency Operations Centers (EOCs), these same five SEMS functions are employed with the major difference being that the EOC does not exercise tactical command, but rather manages the incident through strategic objectives, establishing emergency policies, information management, and resource management. This Multi-Agency Coordination System (MACS) concept provides a common, consistent incident management capability for those organizational levels supporting the field and protecting their jurisdiction.

The ten features of SEMS at any organizational level are:

- Essential Management Functions
- Management by Objectives
- Action Planning
- Organizational Flexibility and Modular Organization
- Unity of Command
- Span of Control
- Personnel Accountability
- Common Terminology
- Resource Management
- Integrated Communications

SEMS also provides a consistent resource request process that guides resource management from Field Level through the Local Government Level to the State and the Federal levels, as needed. This resource management process enables each organizational level to allocate available resources before requesting resources for the next higher level (e.g. Local allocates resources and only requests resources that are not available within the Local jurisdiction).

Flow of Resource Requests from and Assistance to an Emergency Incident Under SEMS
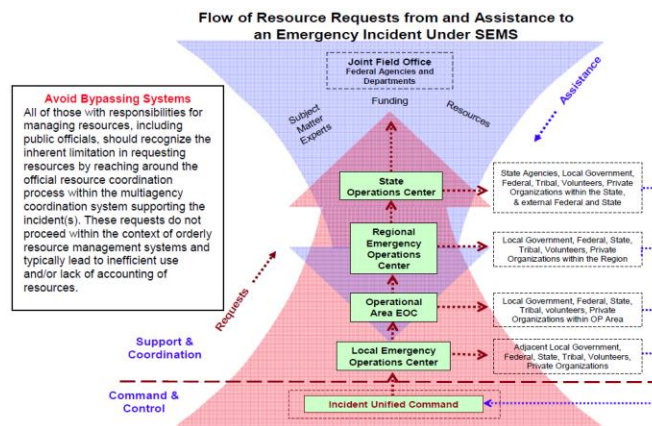
Disaster and Civil Defense Master Mutual Aid Agreement.

The State-wide mutual aid system is codified in the California Disaster and Civil Defense Master Mutual Aid Agreement. All counties, incorporated cities, and the State of California have adopted the Agreement, which was developed in 1950. The Master Mutual Aid Agreement creates a formal structure wherein each local jurisdiction retains control of its own facilities, personnel, and resources, but may also receive or render assistance to other jurisdictions within the State.

National Incident Management System (NIMS).

Homeland Security Presidential Directive (HSPD) 5 established a single, comprehensive incident management system in February 2003. NIMS was released in 2004 and then implemented in phases from 2004 through 2007. The City of San José adopted NIMS on November 1, 2005 for all City departments and offices.
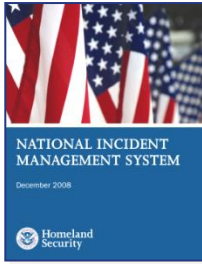
NIMS consists of five components: Preparedness; Communications and Information Management; Resource Management; Command and Management; and Ongoing Management and Maintenance.

Preparedness: provides standards for emergency planning, emergency procedures and protocols, training and exercises, personnel qualifications and certification, and equipment certification.

Communications and Information Management: promotes flexible, interoperable emergency communications and information systems, including the standards for developing and exchanging a Common Operating Picture (COP) among multiple user communities.

Resource Management: provides consistent processes for inventorying, requesting, and tracking resources throughout an emergency in order to promote effective sharing of resources across jurisdictions.

Command and Management: enables effective incident management and coordination through the standardization of disparate incident management structures and processes, including the Incident Command System (ICS), the Multi-Agency Coordination System (MACS), and the Joint Information System.

Ongoing Management and Maintenance: directs continual review and revision of plans, policies, and procedures to enable integration of best practices and lessons learned from training, exercises, and real-world incidents.

PART IV: CITY EMERGENCY MANAGEMENT ORGANIZATION

The City of San José is part of the Santa Clara County Operational Area (OA); the Coastal Region of the Governor's Office of Emergency Services; and the Federal Emergency Management Agency's (FEMA) Region IX, which is based in Oakland, CA. The City of San José is supported with technical assistance, hazard forecasting, and threat monitoring by the Monterey office of the National Weather Service (NWS), the Menlo Park office of the U.S. Geological Survey (USGS), and the San Francisco office of the Northern California Regional Intelligence Center (NCRIC).

The City of San José OEM is one part of the larger emergency management organization within the City. Per City Ordinance Chapter 8.08 (Ord. 25213), "All officers and employees of the city, together with those volunteer forces enrolled to aid them during an emergency, and all groups, organizations and persons who may by agreement or operation of law be charged with duties incident to the protection of life and property in San José during an emergency, shall constitute the city's emergency organization." This emergency organization includes: **First Responders**, **First Receivers**, **Emergency Responders**, **Disaster Services Workers (DSW) – Employees**, and **Disaster Services Workers (DSW) – Volunteers**.

CITY OF SAN JOSÉ EMERGENCY SERVICES COUNCIL

City Ordinance Chapter 8.08 (Ord. 25213) establishes the Office of Emergency Services (OEM), assigns the City Manager as the Director of Emergency Services, and establishes the Emergency Services Council. The **Emergency Services Council** is responsible for reviewing and recommending to the City Council all "emergency and mutual-aid plans and agreements, resolutions, ordinances, and rules and regulations as are necessary to implement the plans and agreements."

The City of San José Emergency Services Council consists of the:
- Director of Emergency Services (City Manager) (Chair)
- Assistant Director of Emergency Services (Vice Chair)
- Mayor
- Director, Office of Emergency Services (OEM)
- Chiefs of Emergency Services (Fire, Police)
- Representatives of other organizations having an official emergency responsibility (City Departments/Offices, Partner Agencies)

The Emergency Services Council is vital to the successful development of the City's Emergency Operations Plan (EOP) and the City's Continuity Plan as the council provides a forum for inter-departmental coordination of City-wide objectives, strategies, and procedures requiring the support of multiple City departments and offices during and after an emergency. The key to successful emergency planning is the coordination process during the plan development.

DIRECTOR OF EMERGENCY SERVICES (CITY MANAGER)

The City Manager serves as the Director of Emergency Services for the City of San José and is responsible for implementing the City's Emergency Operations Plan (EOP) through the efforts of the City's departments and offices. In this role, the City Manager (and the City Manager's staff) serves as the leadership of the City's Emergency Operations Center (EOC) as the EOC Director. The Office of Emergency Management (OEM) serves as the City Manager's principal agent in developing, maintaining, and implementing the City EOP and other related plans before, during, and after an emergency.

As the Director of Emergency Services, the City Manager is empowered during normal (non-emergency) conditions to:
- Proclaim the existence of a local emergency if the immediate needs of the disaster require a local emergency proclamation sooner than the next feasible City Council meeting. If the Director proclaims a Local Emergency, the City Council must ratify it or terminate it within seven days.
- Request that the Governor proclaim a "state of emergency," when locally available resources are inadequate to cope with the emergency.
- Immediately notify the City Council of the issuance of a proclamation of local emergency, if the Council is not immediately available to issue the proclamation itself.
- Direct and control the effort of the emergency organization of the city.
- Direct cooperation and coordination of services and staff of the emergency organization of the City and resolve questions of authority and responsibility that may arise between them.

As the Director of Emergency Services, the City Manager is also empowered during a State of Local Emergency to:
- Make and issue rules and regulations on matters reasonably related to the protection of life, property, and the environment as affected by such emergency provided that such rules and regulations must be confirmed at the earliest practicable time by the City Council.
- Obtain vital supplies, equipment, and such other properties found lacking and needed for the protection of life, property, and the environment and to bind the City for the fair value thereof and, if required immediately, to commandeer the same for public use.
- Require emergency services of any city officer or employee and, in the event of the proclamation of a "state of emergency" in the city or the existence of a "state of war emergency," to command the aid of as many citizens of this community as deemed necessary in the execution of these duties. Such persons shall be entitled to all privileges, benefits, and immunities as are provided by state law for registered Disaster Service Workers (DSW).
- Requisition necessary personnel or material of any city department or agency.
- Execute all the ordinary powers as City Manager.

City of San José Elected Officials Guide

CITY OF SAN JOSÉ DEPARTMENTS, OFFICES, AND STAFF

All City of San José departments and offices have emergency management, homeland security, and continuity program responsibilities. Each City department/office must incorporate their emergency roles and responsibilities into their respective workplans in order to develop the capability and capacity to support the City's residents, businesses, and public sector agencies.

City departments and offices have specified roles and functions to perform during a large, complex emergency. These roles are defined in order to provide consistent response and recovery capabilities. These roles help the City staff understand what to do in an emergency and reassure the community that the emergency response and recovery operations are being well managed.

San José's Emergency Operations Plan (EOP) outlines the defined organizational structure and chain of command for emergency operations procedures, and the functional responsibilities of the City's departments during such an emergency. In one way or another, every employee of San José is a participant in the City's emergency response organization.

In fact, all City of San José regular (non-sworn) employees are Disaster Service Workers (DSW). The roles and responsibilities for DSW are authorized by the California Emergency Services Act and are defined in the California Government Code 3100-3109.

If the City of San José declares a State of Local Emergency during normal work hours, employees will be expected to remain at work to respond to the emergency needs of the City. If a State of Local Emergency is proclaimed outside of normal work hours, employees may be called back to work either in San José or in their home communities.

CITY OF SAN JOSÉ EMERGENCY PLANNING

The City of San José OEM is responsible for coordinating the development and maintenance of the City's Emergency Operations Plan (EOP), Hazard Mitigation Plan, and future Continuity Plan. The City's EOP provides a comprehensive, integrated foundation for all emergency operations across the Prevention, Protection, Response, and Recovery mission areas. The EOP is developed based upon NIMS and SEMS program guidance and consists of an EOP Base Plan, EOP Support Annexes, EOC Functional Area Annexes, and EOC Hazard-Specific Appendices or Action Plans. The EOP results in supporting departmental plans, policies, procedures, and guides, which assist in information management, resource management, coordination, and communications during an emergency. The diagram below provides an overview of the emergency planning process focused on the EOP, which is currently under revision.

The City's Hazard Mitigation Plan is part of the County's Multi-Jurisdictional, Multi-Hazard
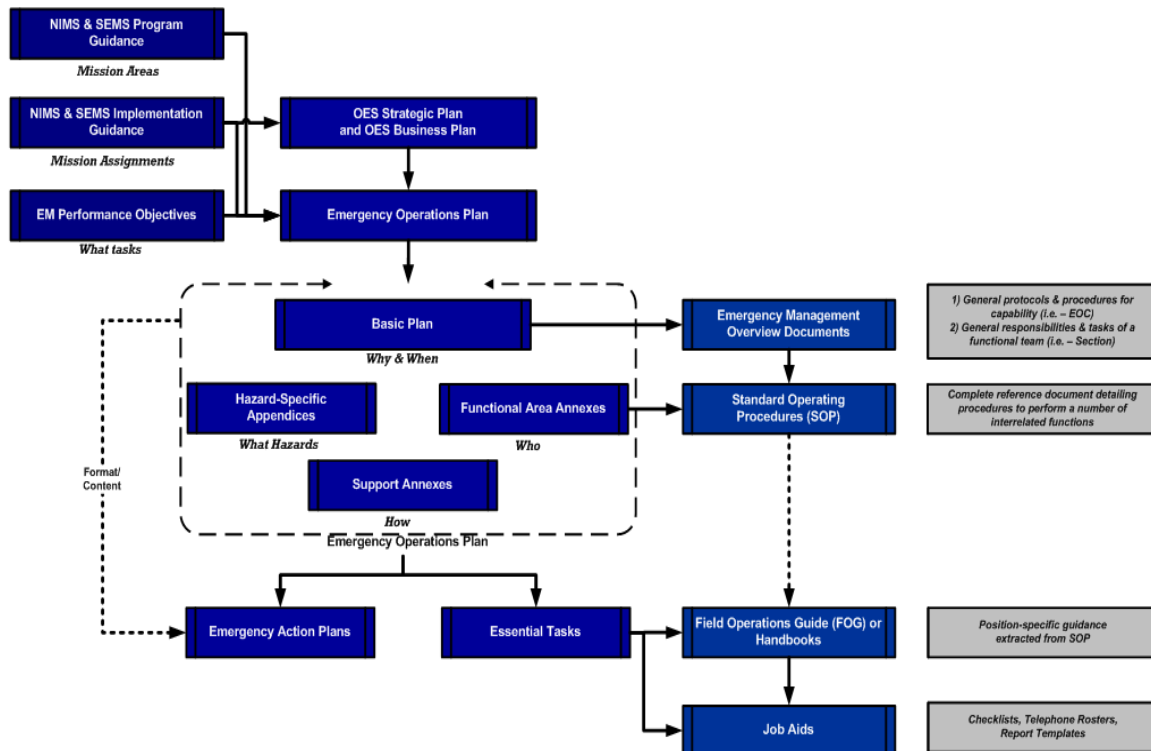
Mitigation Plan and is currently under revision by a planning team led by Santa Clara County OES. The Hazard Mitigation Plan is a critical component of our long-term plan to reduce the quantity and quality of the risks impacting the City and address issues such as structural retrofit to reduce infrastructure failure; dam and levee management to reduce flood hazards; wildland-urban interface management to reduce wildfire hazards; and long-term actions to manage drought conditions.

CITY OF SAN JOSÉ EMERGENCY OPERATIONS CENTER (EOC)

A critical component of response for the City of San José is the Emergency Operations Center (EOC). The City of San José EOC provides a central location for operational-level, jurisdiction-wide incident management, information sharing, resource management, coordination, and communications. The EOC works with Incident/Unified Commanders, Police and Fire Communications (dispatch centers), City Departmental Operations Centers (DOCs), Disaster District Offices (DDOs), Hospital EOCs, Special District EOCs (Santa Clara Valley Water District, Valley Transportation Authority (VTA)), utility district EOCs, school district EOCs, university and college EOCs, business EOCs, and the Operational Area (County) EOC to coordinate, integrate, and synchronize the overall response and recovery operations within our jurisdiction. The City maintains a primary, alternate, and mobile EOC in order to provide EOC capabilities during the full range of emergencies and declared disasters.
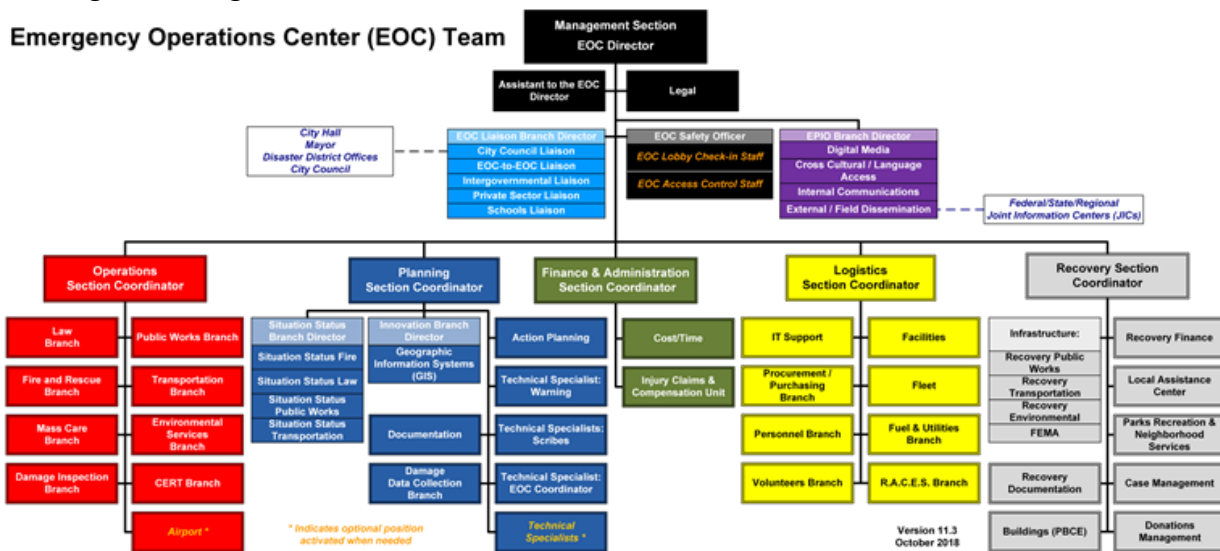
As an incident grows beyond the scope of a single agency or jurisdiction, EOCs are used to coordinate incident management activities by establishing strategic objectives, share information across multiple agencies and/or jurisdictions, track and prioritize resources, coordinate response and recovery operations, and expand and manage emergency communications. Just as an Incident Commander integrates first responders from other agencies or jurisdictions into a single Unified Command System, the EOC integrates emergency responders from other agencies or jurisdictions through MACS.

The City of San José EOC may be activated by the following staff according to the City's EOP:

- Director of Emergency Services (City Manager) or designee
- Assistant Director of Emergency Services (Assistant City Manager)
- Fire Chief
- Police Chief
- Director, Office of Emergency Management (OEM)

City of San José Elected Officials Guide

The City of San José EOC utilizes tiered activation levels to scale the EOC capabilities up or down depending upon the needs of an incident. At EOC Activation Level 4 (Watch), the City of San José staff conducts a small-scale activation of the EOC to gain situational awareness and support local operations. At EOC Activation Level 3 (Special), the City of San José OEM coordinates with select EOC staff and external partners for incident or special event planning. At EOC Activation Level 2 (Partial), the EOC Team is partially activated and the staffing is based upon the needs of the incident. At this level, the EOC is capable of basic incident management for small- to moderate-scale emergencies, such as incidents caused by severe weather, flooding, power and utility outages, on-airport aviation incidents, complex wildfires, active shooter incidents, and similar emergencies. At EOC Activation Level 1 (Full), the EOC Team is fully activated with all positions staffed. At this level, the EOC is capable of incident management for moderate- to large-scale emergencies, such as incidents caused by an earthquake, terrorism attacks, off-airport aviation incident, and similar complex emergencies or declared disasters.

EOC ACTIVATION LEVELS (AL)

AL Normal
AL 4 (Watch)
AL 3 (Special)
AL 2 (Partial)
AL 1 (Full)

City of San José Elected Officials Guide

PART V: ROLE OF ELECTED OFFICIALS IN AN EMERGENCY

Elected Officials' actions before, during, and after an emergency directly influence the behavior, readiness, and resiliency of residents, businesses, and City employees and directly impact the City's ability to protect lives, property, and the environment. From setting policy for emergency management, homeland security, and continuity programs within the City to resourcing these programs to protect their constituents, <u>the City's Elected Officials create and build the capability and capacity to enable the City to effectively prepare for, mitigate against, prevent, respond to, and recover from all threats and hazards impacting the City.</u>

More than any other position within the City, the City's Elected Officials play a crucial role in strengthening the resilience of their constituents; the City's residents and businesses. During an emergency, the City Manager, as the Director of Emergency Services and EOC Director, is responsible for carrying out the policy established by the Mayor and City Council. The City's Emergency Operations Plan (EOP) provides that policy direction and enables the City to coordinate many disparate elements towards pre-agreed strategic goals. The Mayor and City Council Members serve as primary conduits between the government and the public both during and after the emergency.

The City Council may also hold public meetings to conduct the business relevant to response and recovery from the disaster (for example, the adoption of ordinances) and to hear from and communicate with the public. Additionally, the City Council may review potential or threatened litigation and provide general direction to the Director of Emergency Services (City Manager) in such matters.

Disaster District Offices (DDOs).

Each member of the City Council provides a direct link to their constituents through the establishment of their Disaster District Offices (DDOs) in their respective districts. These DDOs serve as the focal point for coordinating aid to each Council District and enable the City Councilmembers to focus on local district needs and provide information to the City Emergency Operations Center (EOC) regarding unmet and urgent humanitarian needs within their district.

Each City Council Member should establish a Disaster District Office (DDO) within their respective Council District to use as a coordinating site during an emergency. The DDO allows constituents to have ready access to the Council Member and staff during an emergency, especially when transportation routes or normal working conditions are not possible, for receiving emergency public information, identifying urgent humanitarian needs, and coordinating vital services to their community.

A Disaster District Office (DDO) serves as:
* Focal point of Government assistance in large, complex emergencies

- Location where Elected Officials can best support their constituents, gather information, and identify unmet needs
- Location where Elected Officials support disaster assistance to constituents through co-located State/Federal Disaster Recovery Center (DRC) and/or Local Assistance Center (LAC)
- Location where Elected Officials support resident participation in emergency response and recovery through co-located Emergency Volunteer Center (EVC)
- Location where Elected Officials support family and resident assistance through co-located Family Assistance Center (FAC)
- Location where Elected Officials coordinate with City EOC through assigned City Council Liaison Officers at the EOC

Council Members should identify DDO locations based on best knowledge about imminent hazards and safe locations within the District. Each DDO should be centrally located to as many residents as possible; large enough to support co-location of the FEMA/State Disaster Recovery Center (DRC) and other emergency-related services; and located on City-owned property, whenever possible, to assist in preparing the facility with emergency power and communications.

Possible locations include neighborhood libraries, community centers, and schools. Please coordinate proposed DDO locations with OEM to de-conflict locations with shelters, mass feeding sites, or emergency points of distribution. During an emergency, the Council Members have the primary duty to establish and maintain their DDO for constituent support.

Emergency Meetings of the City Council:

The Brown Act (Government Code §§ 54950-54962) governs meeting access for local public bodies. The Brown Act cannot be suspended by a local proclamation of emergency or by any other legislation. In emergency situations, the City and its officials must comply with the Brown Act. However, the Brown Act itself does provide some flexibility with the noticing and agenda requirements in "emergency situations."

In cases of "emergency," the local legislative body (the City Council) may hold an emergency meeting without complying with the 24-hour notice requirement and/or posting requirement ordinarily necessary prior to the Council holding a special meeting. However, telephonic notification must be given to the media at least one hour before the emergency meeting is held per Government Code section 54956.5(b)(1).

A "Dire Emergency" is defined as a "crippling disaster, mass destruction, terrorist act, or threatened terrorist activity that poses peril so immediate and significant that requiring a legislative body to provide one-hour notice before holding an emergency meeting under this section may endanger the public health, safety, or both, as determined by a majority of the members of the legislative body" per Government Code section 54956.5(a)(2). In cases of "dire

emergency," the one-hour notice of the meeting provided to the media can occur at the same time the presiding officer or designee is notifying the members of the legislative body about the dire emergency meeting and, in situations where telephone services are not functioning, the notice requirements mentioned above shall be deemed waived and the legislative body, or designee of the legislative body, shall notify the media of the fact of the holding of the emergency meeting, the purpose of the meeting, and any action taken at the meeting as soon after the meeting as possible per Government Code section 54956.5(b)(2).

Post Meeting Obligations:

Where the Council has conducted an emergency meeting or a dire emergency meeting pursuant to these Government Code provisions, the City must post minutes of the meeting, a list of the persons notified or attempted to be notified prior to the meeting, the actions taken by the Council and roll call vote. This information must be posted in a public place, as soon after the meeting as possible and shall remain in place for ten (10) days per Government Code section 54956.5(e)

Responding to an Incident Scene.

Depending on the size and scope of the emergency, it is recommended that Elected and Appointed Officials do not respond to the immediate incident scene because of safety concerns for you as well as first responders working at the incident scene. However, if you do choose to respond to the incident scene, please first inform the Director of Emergency Services and report to the Incident Command Post (ICP), following instructions provided by the Incident Commander, Safety Officer, PIO, and EOC liaisons.

Relaying Emergency Public Information:

During and after an emergency, communicating important emergency public information through the media is one way to keep the public informed of hazards, areas to avoid, and where to go for emergency assistance. To ensure that information being released to the public is accurate and up-to-date, the Emergency Public Information Office (EPIO) function is coordinated through the City's EOC and, in more complex emergencies, the Santa Clara County Joint Information Center (JIC).

Although the Mayor acts as the City's principal spokesperson, providing information and reassurance to the community, City Council Members act as the principal information conduits within their districts. The Mayor's Public Information Officer (PIO) and City Council Liaisons coordinate with the City's EPIO Branch at the City EOC to ensure consistent, accurate messaging.

PART VI: EMERGENCY PROCLAMATIONS AND DECLARATIONS

 When an emergency or disaster exceeds the response capability of City resources or extreme conditions threaten the life and property of the community, it is the City's duty to issue an emergency to proclamation.

Proclamation of a Local Emergency.

A **Local Emergency** is proclaimed by the City Council or, when there is an immediate need, by the Director of Emergency Services (City Manager). If the Director of Emergency Services (City Manager) proclaims a Local Emergency, then the City Council must ratify the proclamation within seven (7) calendar days. The City Council must review the need for the proclamation at least every fourteen (14) calendar days until the Local Emergency is terminated. The Local Emergency must be terminated by resolution as soon as conditions warrant. This is a crucial step in receiving both regional assistance and financial reimbursement from the State of California and the Federal Government. The City Council also advises and provides general direction to the Director of Emergency Services (City Manager) and serves as a liaison with the community and other jurisdictions.

> **The Proclamation Process**
>
> **Step 1:** Conditions indicate a local emergency is likely to occur or has already occurred.
>
> **Step 2:** Local Emergency proclaimed by the Director of Emergency Services (City Manager) and ratified by the City Council within 7 days.
>
> **Step 3:** Director of Emergency Services (City Manager) requests a State Proclamation from the Governor.
>
> **Step 4:** Governor requests a Presidential Declaration.

The purpose of an Emergency Proclamation
- Authorize the issuance of orders and regulations to protect life and property (e.g., curfews).
- Authorize the undertaking of extraordinary police powers.
- Provide limited immunity for emergency actions of public employees and governing bodies.
- Activate pre-established local emergency provisions, such as special purchasing and contracting.
- Require the emergency services of local officials or public sector employees as Disaster Service Workers (DSWs).
- Requisition necessary personnel and materials from any local agency or department.
- VERY IMPORTANT…it is the prerequisite for requesting a Governor's Proclamation of a State of Emergency and a Presidential Declaration of an Emergency or Major Disaster.

Keep in mind the following:

- The local proclamation is the first step toward a State proclamation and Federal declaration, which would then activate eligible State and/or Federal disaster relief programs to provide financial relief to both local government and the public.
- Such a local, State and/or Federal action is likely to send a reassuring message to the public that officials intend to pursue every avenue available to assist the disaster victims.
- In order to acquire State and Federal assistance, it is not necessary for San José to proclaim an emergency, if the County has already done so.
- Cities/Towns within a county are bound by county rules and regulations adopted by the county during a proclaimed local emergency when the emergency is in both the incorporated and unincorporated territory. (Ref. 62 California Attorney General Opinions, 701, dated 1979)

Declaration of Health Emergency.

The County Public Health Officer (PHO) may declare a local health emergency (Health and Safety Code § 101080; Government Code § 8558) whenever there is a release, spill, escape, or entry of hazardous waste or medical waste that is determined to be an immediate threat to the public health, or an imminent and proximate threat of the introduction of any contagious, infectious, or communicable disease, chemical agent, non-communicable biologic agent, toxin, or radioactive agent.

This declaration must be ratified by the County Board of Supervisors or the affected City Council within seven (7) calendar days, if it is to remain in effect, and must be reviewed at least every fourteen (14) days until the emergency is terminated. After a Health Emergency has been declared, the County PHO will have supervision and control over all environmental health and sanitation programs and personnel employed by the County. In addition, the PHO can require any person or organization that the director or local health officer shall specify to furnish any information known relating to the properties, reaction, and identity of the material that has escaped, been released, or spilled.

A Public Health Emergency may also be declared if there is an outbreak of a communicable disease. The PHO may then require isolation or quarantine of any case of contagious, infectious, or communicable disease when this action is necessary for the protection of the public health. The PHO may also take any measures as may be necessary to prevent the spread of the disease or occurrence.

State Proclamation of Emergency.

A State of Emergency may be proclaimed by the Governor when conditions of disaster or extreme peril exist which threaten the safety of person and property within the State. The Governor may also proclaim a state of emergency when requested to do so by local authorities or when the local authority is inadequate to cope with the emergency. When the Governor proclaims a State of Emergency:

- Mutual aid shall be rendered in accordance with approved emergency plans when the need arises in any city or county for outside assistance.
- The Governor shall, to the extent he/she deems necessary, have the right to exercise all police power vested in the State by the Constitution and the laws of the State of California within the designated area.
- Jurisdictions may command the aid of citizens as deemed necessary to cope with an emergency.
- The Governor may suspend the provisions of orders, rules, or regulations of any State agency and any regulatory statute prescribing the procedure for conducting State business.
- The Governor may commandeer or make use of any private property or personnel (other than the media) in carrying out the responsibilities of his/her office.
- The Governor may promulgate, issue, and enforce orders and regulations deemed necessary.
- A State Proclamation activates the California Disaster Assistance Act (CDAA) which provides financial assistance for items such as repairing or replacing public property or facilities and local agency overtime costs and costs of supplies used in the response.
- A State Proclamation is needed to request a Presidential Declaration and access to Federal disaster relief programs.

Presidential Declarations.

The Governor of an impacted State may request a Presidential Declaration of Emergency or Declaration of Major Disaster when the disaster is of such severity and magnitude that effective response is beyond the ability of the State and affected local jurisdictions.

Federal Declaration of Major Disaster: A Presidential Declaration of Disaster is made when the President determines that the situation warrants major Federal disaster assistance. In addition to the assistance provided in an Emergency Declaration, a Disaster Declaration may make a broad range of assistance available to individual victims, including:
- Temporary housing
- Disaster unemployment and job placement assistance
- Individual and family grants
- Legal services to low-income victims
- Crisis counseling and referrals

Types of Federal Disaster Assistance

Federal disaster assistance available under a major disaster declaration falls into three general categories: Individual Assistance, Public Assistance, and Hazard Mitigation Assistance.

Individual Assistance:

Consists of the assistance directed towards residents, business owners, individuals, and families. In every case, the disaster victim must register for assistance to establish eligibility. FEMA (or the providing agency) will verify eligibility and determine a need before assistance is offered.

Examples:
- Temporary Housing Assistance.
- Home Repair Assistance.
- Rental Assistance.
- Mortgage and Rental Assistance.
- Small Business Administration (SBA) Disaster Loans.
- Individual and Family Grants for necessary expenses and serious needs of disaster victims that cannot be met through insurance or other forms of disaster aid.

Public Assistance:

Consists of the assistance directed towards the public sector agencies and jurisdictions. Public Assistance funds the repair, restoration, reconstruction, or replacement of public facilities or infrastructure damaged or destroyed by a disaster. This also include debris removal, emergency protective measures, road systems and bridges, water control facilities, public buildings and contents, public utilities, and parks and recreation. The intent to apply for assistance must be filed with the State within 30 days after the area is designated eligible for assistance. FEMA reviews and approves the project applications and obligates the Federal share of the costs (up to 75 percent in most cases) to the State and then the State disburses funds to local applicants. The State may cover up to 75% of the project costs that FEMA does not cover and may elect to cover the full share not covered by FEMA.

Hazard Mitigation Assistance:

Consists of funding for measures designed to reduce future losses to public and private property. Eligible hazard mitigation projects include acquisition or relocation of properties located in high hazard areas; elevation of flood prone structures; seismic and wind retrofitting of existing structures; and protecting existing structures against wildfire. In the event of a major disaster declaration, all counties within the declared State are eligible to apply for assistance under the Hazard Mitigation Grant Program.

Glossary

Business Continuity Plan: Focuses on the City's role to support the private sector.

Continuity of Operations: Focuses on sustaining critical functions and quickly restoring essential functions of the City's operations as well as our utility and service partners during an emergency.

Continuity Programs: Establishes common standards for agencies to use in developing viable, executable Continuity of Operations (COOP), Continuity of Government (COG), and Business Continuity (BC) plans; facilitates interagency coordination; and oversees and assesses the status of COOP and COG capabilities of federal executive branch agencies

Continuity of Government: Focuses on sustaining and preserving the role of Constitutional Government through the preservation of the democratic process and the role of elected officials.

Disaster Services Workers (DSW) – Employees: Non-sworn public sector employees or volunteers who are designated to provide services and aid during a declared emergency, disaster, or catastrophic event. All City Employees are DSWs by law.

Disaster Service Worker Program: The DSW program is defined by California Government Code 3100-3109 and provides worker's compensation insurance coverage and limited immunity from liability for DSWs during times of emergency. All City employees are DSWs by law.

Disaster Services Workers (DSW) – Volunteers: Non-sworn volunteers registered with the City of San José for specific purposes of support during a disaster.

Emergency Services Council: Reviews and recommends to the City Council all emergency and mutual-aid plans and agreements, resolutions, ordinances, and rules and regulations as are necessary to implement the plans and agreements.

Emergency Responders: Mass care providers and evacuation management teams, who provide services to residents and visitors displaced during an emergency through the provision of emergency shelter, food, and supplies while supporting longer-term disaster mental health, housing, and social service needs. This category also includes other Emergency Responders, such as Emergency Operations Center (EOC), Departmental Operations Center (DOC), and Disaster District Office (DDO) staff, who coordinate and support incident management of large, complex emergencies rising above the capabilities of existing field-level systems, which is where Elected and Appointed Officials play their most important incident management role.

First Responders: Police, Fire, County EMS, Transportation, Public Works, and Animal Care Services, who provide field response and field incident management during all emergencies.

First Receivers: hospitals and clinics, who provide medical treatment at healthcare facilities during all emergencies.

Hazard Mitigation: Any measure that will reduce the potential for damage from a disaster event.

Local Emergency: Exists whenever the City or an area therein is suffering or in imminent danger of suffering an event that may cause injury or death to persons, or damage to or destruction of property to the extent that extraordinary measures must be taken to protect the public health, safety, and welfare (not limited to: fire, explosion, flood, severe weather, drought, earthquake, volcanic activity, spills or releases of oil or hazardous material, contamination, utility or transportation emergencies, disease, blight, infestation, civil disturbance, riot, sabotage, terrorist attack and war).

Mutual Aid Agreement: Written agreement between agencies, organizations, and/or jurisdictions that they will assist one another on request by furnishing personnel, equipment, and/or expertise in a specified manner.

Master Mutual Aid Agreement: Creates a formal structure wherein each local jurisdiction retains control of its own facilities, personnel, and resources, but may also receive or render assistance to other jurisdictions within the State.

Preparedness: provides standards for emergency planning, emergency procedures and protocols, training and exercises, personnel qualifications and certification, and equipment certification.

Prevention: Detect, deter and mitigate threats.

Protection: Safeguard our people and their freedoms, critical infrastructure, property and the economy of our Nation from acts of terrorism, natural disasters, or other emergencies.

Recovery: Lead national, state, local and private sector efforts to restore services and rebuild communities after acts of terrorism, natural disasters, or other emergencies.

Resource Management: provides consistent processes for inventorying, requesting, and tracking resources throughout an emergency in order to promote effective sharing of resources across jurisdictions.

Response: Lead, manage and coordinate the national response to acts of terrorism, natural disasters, or other emergencies.

Standardized Emergency Management System (SEMS): Designed to be flexible and adaptable to the varied emergencies that can occur in California and to meet the emergency management needs of all responders. Applies to five levels of government: Field Level Operations; Local Government Level Operations; Operational Area Level Operations (58 Counties); (State) Region Level Operations (3 Regions); and State Level Operations

BEFORE A DISASTER

- Authorize and support prevention, preparedness, mitigation, response, and recovery policies.
- Be trained on NIMS/SEMS
- Train your staff on disaster response operations pertaining to your office, including updating your Continuity of Operations (COP) and Continuity of Governance (COG) plans.
- Encourage your community to have emergency plans and emergency supplies in their home and work place.
- Support and encourage CERT training within your district .
- Promote a neighborhood approach to emergency preparedness and response.

DURING A DISASTER

- Support the work of Emergency Management Officials
- Review and approve the Proclamation of a Local Emergency
- Review requirements for special legislation and development of policy.
- Provide support for response-related activities, when appropriate.
- Conduct public meetings to determine public needs and identify current or future city actions related to the disaster
- Maintain situational awareness regarding the disaster by staying informed.
- Maintain coordinated communication to the public as guided by a liaison or EOC Public Information Officer (PIO)to ensure that messaging is aligned with the Emergency Operations Center's (EOC) objectives.
- Communicate to the public using more than one communication method or channel, ensure translation services as needed.
- Relay accurate and updated information to the community regarding the availability of resources and assistance.

FOLLOWING A DISASTER

- Survey impacted sites and assist residents and the City in finding immediate and long term solutions to problems resulting from the disaster.
- Visit impacted areas, shelters, and other temporary facilities to identify problems and special issues, especially ones that impact recovery.
- With PIO guidance, host and accompany VIPs and government officials to tour impacted areas, shelter sites and other areas following the disaster.

ATTACHMENT 2: DISASTER DISTRICT OFFICE ACTIVATION LEVEL GUIDE

PREPAREDNESS
Activation Level Normal

AUTHORIZE & SUPPORT PREVENTION PREPAREDNESS, MITIGATION, RESPONSE AND RECOVERY POLICIES

- Encourage C.E.R.T.
- Get Trained on NIMS/ SEMS
- Promote Community Emergency Preparedness
- Update Plans*

INCIDENT TRIGGER

MONITORING
Activation Level 4

WHEN INCIDENT TRIGGERS NOTIFICATION OF EMERGENCY

- Verify Information with EOC Liaisons and Public Information Officer (PIO)
- Verify Messaging to Media & Constituents with PIO
- Monitor The Incident, Report Possible Hazards/ Threats

EOC Director & Liaison(s)

Public Information Officer

City Council

WATCH
Activation Level 3
Activation Level 2

WHEN EMERGENCY CONTINUES TO ESCALATE

- Observe Emergency's Impact on Community
- Determine Whether or Not a DDO Should be Operational
- Review & Ratify Proclamation Of Local Emergency

Is a DDO Required to Support Your Constituents?
- NO → Support Emergency Operations from City Hall
- YES → SET UP DDO

Is there a Proclamation of a Local Emergency?
- NO → Continue Monitoring
- YES → Ratify The Proclammation within 7 Days (Ratify again every 14 Days)

WARNING
Activation Level 1

LOCAL EMERGENCY IS RATIFIED AND DDO IS DETERMINED TO BE NECESSARY

1. Follow Access Checklist to Enter & Set Up DDO at Designated Location
2. Establish & Maintain Communication with EOC and PIO
3. Respond to media and constituents with messaging that is confirmed through PIO
4. Survey Community and assist with reporting concerns or observations to the EOC/ PIO
5. Review requirements for special legislation and development of policy.

Types of Recovery Programs

The chart below provides a sample of available programs and indicates local, state and federal proclamation/declaration requirements and program implementation criteria.

Assistance Type	Local	State	Federal	Program Implementation Criteria
Fire Management Assistance Grant (FMAG)	No	No	Yes	Fire suppression - The uncontrolled fire must threaten such destruction as would constitute a major disaster.
State Public Assistance: Director's Concurrence	Yes	No	No	Restoration of public infrastructure only - The event must be beyond the control/capabilities of the local jurisdiction.
State Public Assistance: Governor's Proclamation	Yes	Yes	No	Response and restoration costs - The event must be beyond the control/capabilities of the local jurisdiction.
Federal Public Assistance: Major Disaster	Yes	Yes	Yes	Response and restoration costs - The state must request within 30 days of the occurrence; demonstrate necessary actions are beyond the state's capability; and damages meet the criteria defined in federal regulations.
Federal Public Assistance: Emergency	Yes	Yes	Yes	Response costs only - The state must request assistance within 5 days after the need becomes apparent; must demonstrate effective response is beyond the state's capability; and federal assistance is necessary to save lives and protect health, safety, and property.
Federal Individuals and Households Program (IHP)	Yes	Yes	Yes	Grants to individuals for necessary expenses or serious needs - May be implemented upon a Presidential declaration. There is no set threshold; however, FEMA considers such criteria as concentration of damages, trauma, special populations, etc.
State Supplemental Grant Program (SSGP)	Yes	Yes	Yes	Offers grants to individuals after the maximum IHP grant is met and there are additional unmet needs.
U.S. Small Business Administration (SBA) Economic Injury Disaster Loans	No	No	Yes	Working capital loans for small businesses - May be independently implemented when at least 5 small businesses have suffered economic injury and other assistance is not otherwise available; may be implemented under a USDA designation; and may be implemented under SBA physical declarations.
U.S. SBA Physical Disaster Loan Program	No	No	Yes	Real and personal property loans - May be independently implemented when at least 25 homes and/or businesses have each suffered uninsured losses of 40 percent or more of the fair replacement or predisaster value.
U.S. Department of Agriculture (USDA) Disaster Designation	No	No	Yes	Crop production loss and physical loss loans - May be made available when at least 30 percent crop production loss or a physical loss of livestock products, real estate, or chattel property.
Crisis Counselling Programs	Yes	Yes	Yes	Referral services and short-term counseling - Funded by FEMA and administered by Department of Healthcare Services through the county mental health offices.
Disaster Unemployment Assistance	Yes	Yes	Yes	Funded by FEMA through the Department of Labor – Offers up to 26 weeks of disaster unemployment assistance upon a Presidential Disaster Declaration.

Attachment 4

City of San Jose City Council Study Session on Emergency Management Tabletop Exercise Materials

Given the probably scenario of an earthquake larger than a 7.0 Richter Magnitude Quake on the Northern San Andreas Fault, please review this description.
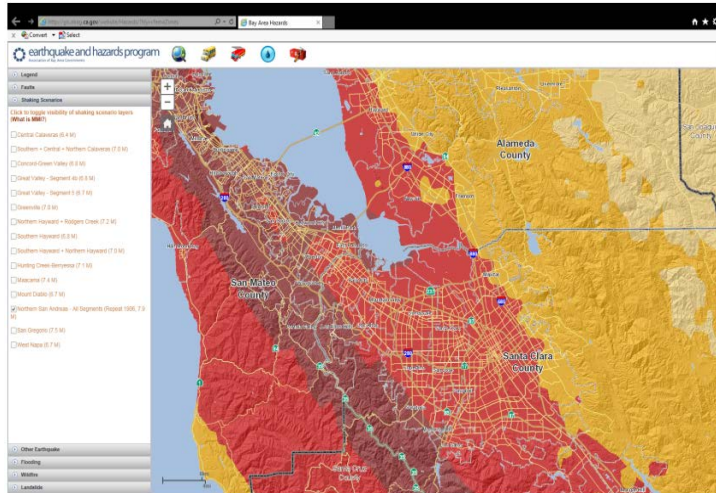
Today is Sunday, December 2, 2018, a year after the OEM provided you training and spent time with you and your staff preparing the Disaster District Office. You as elected officials were awoken by an early morning quake. It is daylight, clear, but cold. You remember hearing about your role and decide to check on your family, your neighbors, and then initiate calls to city staff.

As you reach for your phone you caught something on the news feed to your phone. The earthquake was significant and caused power outages, phone outages, wireless outages, and water outages. Road infrastructure has been disrupted, specifically the I-680 overpass has fallen onto 101. Damage reports are sporadic.

Questions:
1. Take a moment to consider what has happened, and where you'd be on a Sunday morning. Hearing what your Elected Official role is, what are the first tasks you would want to take?
2. Who would be the first city staff you would reach out to?
3. What expectations would you have of the community and its leaders?
4. How would you want them to communicate with you?
5. What information would you need from the City's Emergency Operations Center, and the expectations of ongoing data?