Town of Los Gatos

Emergency Operations Plan

SECTION I

June 2010

Town of Los Gatos Emergency Operations Plan

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I. INTRODUCTION

A. Philosophy

Emergency planning is not about the document. It is about the *relationships, roles, and responsibilities* that people assume in any given social and/or jurisdictional grouping, in an organized fashion, to effectively anticipate, prevent, mitigate, prepare, respond, and recover from emergencies. The document that you are reading is the product of many hours of work that individuals have invested in order to make the Town of Los Gatos safer and better prepared for all contingencies.

Emergency planning never ends. Nobody is ever prepared – everybody is always in the process of preparing. This does not mean that the level of preparedness cannot be high, or that people can never feel confident about their ability to respond to disasters. It means that there will always be work to do. *It means that emergency planning should always be thought of as a work in progress.* No emergency planner can ever experience the day when all work is complete and there is nothing more to do. With this in mind, it is crucial to realize that complacency is potentially deadly. Disasters and emergencies will happen and all Town personnel must be prepared to deal with them. It is not a question of whether an emergency will happen in Los Gatos. It is a question of when it will happen.

B. Purpose

There are several purposes of this emergency plan:

1. To create a framework for Los Gatos response personnel that will make the continual planning process both very clear and relatively easy.
2. To identify the hazards that exists in Los Gatos.
3. To enhance the creation of a Local Hazard Mitigation Plan.
4. To address the needs of all people located in Los Gatos when a disaster happens.
5. To support collaborative efforts with not only municipal staff, but external partners as well such as fire services, utilities, community groups, volunteers, and the American Red Cross. This concept serves to enhance not only response and recovery activities, but also municipal preparedness and community education.
6. To outline clearly the strengths and weaknesses of the municipality in its preparedness activities. This plan will help Town leadership see where training is needed, and where needs exist for other preparedness activities.
7. This plan will guide the Town through an effective and skillful response to any emergency. The Response Section is useful both in relation to the other sections of the plan and as a separate document unto itself. As part of the larger document it provides continuity between the Preparedness and Recovery Sections, and must be kept up to date in concert with those sections. It will also be useful and necessary to an Incident Commander and Director of Emergency Services during an emergency, which will be able to refer to it at an Incident Command Post and direct response efforts with it.
8. To aid the recovery process of a disaster.

C. Plan Structure

All emergency plans in the United States of America must be compliant with the National Incident Management System (NIMS), and all emergency plans in the state of California must be compliant with the Standardized Emergency Management System (SEMS). NIMS and SEMS compliance is addressed both in the introduction and in the appendices. The plan follows the following format:

I. Introduction
II. Hazard Assessment
III. Prevention/Mitigation
IV. Preparedness
V. Response
VI. Recovery
VII. Appendices

Also, the Response and Recovery sections are based directly on the Incident Command System.

D. Plan Maintenance

Plans must be reviewed and revised frequently by the Town's Emergency Services Coordinator. New legal requirements are enacted, personnel change, new concepts for training delivery is created, and refresher training becomes necessary.

At a minimum, this plan will be updated annually, with revisions recorded on the appropriate form in the Appendices.' The Town Manager and/or designee will review and approve all updates.

E. Promulgation, Approvals, and References

1. Town Council approval of this plan (pending after review and revision)
2. Town Municipal Code, Chapter 8
3. State laws
    a. California Emergency Services Act, Chapter 7 of Division 1 of Title 2 of the Government Code
    b. California Code of Regulations Title 19, Chapter 2, Subchapter 3, §2620 et seq.
    c. Standardized Emergency Management System (SEMS) Regulations, Chapter 1 of Division 2 of Title 21 of the California Code of Regulations (CCR)
    d. California Government Code §8607 (a)
4. Federal laws and mandates
    a. Federal Disaster Relief Act of 1974 (PL 93-288)
    b. Federal Civil Defense Act of 1950 (PL 920)

b. Federal Civil Defense Act of 1950 (PL 920)
c. Public Law 84-99
d. Homeland Security Presidential Directives 5 & 8
e. National Incident Management System (NIMS) at the NIMS Integration Center, http://www.fema.gov/emergency/nims/

5. References
   a. National Response Framework, http://www.fema.gov/emergency/nrf/
   b. NFPA 1600, http://www.nfpa.org/assets/files/pdf/nfpa1600.pdf
   c. Emergency Management Accreditation Program, http://www.emaponline.org/
   d. US Department of Homeland Security National Preparedness Goal, Universal Task Lists, & Target Capabilities Lists, http://www.ojp.usdoj.gov/odp/assessments/hspd8.htm
   e. Homeland Security Exercise & Evaluation Program, https://hseep.dhs.gov/pages/1001_HSEEP7.aspx
   f. A Guide To Federal Aid & Disasters, http://www.fema.gov/assistance/process/guide.shtm, http://murray.senate.gov/preparedness/feddisasterhelp-2007.pdf
   g. California Constitution
   h. California Master Mutual Aid Plan, http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/California%20Master%20Mutual%20Aid%20Agreement/$file/CAMasterMutAid.pdf
   i. California Emergency Plan, http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/California%20Emergency%20Plan/$file/CEP-05.pdf
   j. A Guide To Establishing Local Assistance Centers, http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/A%20Guide%20for%20Establishing%20a%20Local%20Assistance%20Center/$file/LACguide.pdf

F. Agency Responsibilities During A Disaster

1. Town of Los Gatos – The Town will decide when this plan and the Emergency Operations Center (EOC) will be activated, coordinate volunteer response efforts, deploy personnel and resources to address disaster caused needs, issue declarations of disaster when needed, and coordinate response and recovery efforts with the County EOC.
2. Santa Clara County Fire Department – The Fire Department is responsible for firefighting, rescue, medical response, and hazardous materials (HAZMAT) response. During incidents in which these capabilities are the primary objectives the Fire Department will act as Incident Command either solely or in a Unified Command as appropriate.
3. Los Gatos Parks & Public Works (PPW) – PPW has the equipment and the trained personnel to clear debris, transport supplies and heavy materials, and interact professionally with utilities, water, and sewer contract agencies.

PPW will act as the Town's Incident Command when dealing with infrastructure damage to the town, either solely or in a Unified Command as is appropriate.

4. Los Gatos/Monte Sereno Police Department – The Police Department is responsible for the maintenance of law and order during emergencies, search and rescue operations, town facility security, and the evacuations of residents as needed. During incidents focused on criminal matters the Police Department will act as Incident Command either solely or in a Unified Command as appropriate.
5. Santa Clara County – Santa Clara County is responsible for the support of the municipalities in the county, the coordination of resources countywide, and as the coordinating agency for the Santa Clara County Operational Area communicates with the State of California regarding disasters in this county.
6. American Red Cross – The American Red Cross establishes facility agreements with schools, churches, recreation halls and the like in order to shelter evacuees and provide mass care feeding and sheltering. It also provides casework services for those who have suffered losses, and physical and mental health services for the victims of disasters.
7. School Districts – The schools are responsible for the custodial care of students on school property during school hours when disaster strikes. They must be prepared to house and feed students for up to three days in order to release them to their parents as the parents arrive. High schools in particular are frequently the locations of Red Cross shelters.

G. Distribution – Town of Los Gatos Department Heads and Management Staff
City of Monte Sereno City Manager
Santa Clara County Fire Department
Los Gatos/Monte Sereno Police Department Dispatch
Emergency Operations Center Volunteer Staff
Santa Clara County Office of Emergency Services
American Red Cross

II. Hazard Analysis

Hazard Analysis Likelihood of Occurrence Chart

	Likelihood				Severity		
Hazard	**Infrequent**	**Sometimes**	**Frequent**		**Low**	**Moderate**	**High**
Aviation Disaster	X				X	X	X
Civil Disturbance	X				X		
Dam Failure	X						X
Earthquake M<5		X			X		
Earthquake M>5	X					X	X
Extreme Weather/Storm			X		X	X	
Floods		X			X	X	
Landslides	X				X		
HAZMAT	X					X	
Heat Wave		X			X	X	
Public Health Emergency	X				X	X	X
Terrorism	X				X	X	X
Wildfire/Forest Fire	X					X	

A. Aviation Disaster
Commercial aircraft approaching the San Jose International Airport do fly over Los Gatos occasionally and are still fairly high, thus mitigating their risk. (The likely lead incident command would be NTSB/Fire/Law Unified Command).

B. Civil Disturbance
Socially and historically Los Gatos is not a community that lends itself to civil unrest, hence this risk is low. (Likely IC – Law).

C. Dam Failure
The Lenihan Dam which holds the Lexington Reservoir behind it has never failed since it was built in 1952. It is a 195' tall earthen dam that holds the third largest reservoir in the county with a 1000' width. The Santa Clara Valley Water District maintains that the dam has the ability to withstand significant earthquakes in the

area, yet the potential inundation zone in the case of a failure is very significant to the Town. Town Hall along with its neighboring Library and Police Station are in the inundation zone, along with Los Gatos High School, the Town's Corporation Yard, and many homes that line the west side of Los Gatos Creek. Furthermore, the small amount of time between a dam failure at Lenihan and inundation in the Town is not enough to warn the public and conduct evacuations. In spite of the confidence placed in the dam's stability by the Water District, this is a significant risk for the Town. (IC – Law/Fire/Water District Unified Command)

D. Earthquake

Los Gatos is particularly prone to earthquakes and the risk is high. The Town is surrounded by active fault lines: San Andreas to the south and west, Hayward and Calaveras to the north and east, and Monte Vista to the west. According to the Branched States Geological Survey the Hayward Fault is of particular concern, as it has a history of 7.0> earthquakes on an approximately 140 year cycle, the most recent of which was in 1868.

Los Gatos suffered considerable structural damage after the October 17, 1989 Loma Prieta earthquake, which had a 6.7 to 6.8 magnitude. Many houses not bolted to their foundations moved significantly, and considerable unreinforced masonry fell downtown into the streets and sidewalks. As a result of post earthquake mitigation after Loma Prieta the vast majority of the unreinforced masonry in Los Gatos has been removed but soft story construction (houses held up at least partially by stilts) has not been assessed.

It is safe to say that any major earthquake in the Santa Clara County area (including Los Gatos) will cause many injuries, loss of life, residential and commercial structural damage, and infrastructure damage to bridges, roads, utilities, and communications. (IC – Law).

E. Extreme Weather/Storm, Floods, Landslides

Because Los Gatos is at the base of the Santa Cruz Mountains water flows rapidly through the Town's creeks and streams during times of heavy rain. Of particular concern is Los Gatos Creek which flows down out of the mountains from Lexington Reservoir north alongside Highway 17 to Vasona Lake County Park between the Highway and University Avenue. The Santa Cruz Mountains routinely collect five inches or rain or more in a day or less from winter storms off of the Pacific Ocean which causes a great deal of water flow in Los Gatos Creek. This hazard does threaten developments along the west bank of the Creek alongside University Avenue. Furthermore, landslides in the often unstable hills above the town do pose some risk, particularly along Highway 17. (IC – Law/PPW).

F. Haz Mat

There are businesses in Los Gatos that manufacture products that pose a hazardous materials risk, but with frequent inspections and compliance the risk is considered moderate. (IC – Fire).

G. Heat Wave

The summer heat in Santa Clara County does reach levels that qualify for Heat Warnings from the National Weather Service on occasion, and does occur in San Jose and Los Gatos. At times the heat reaches oppressive levels, endangering the unprepared. For those without cooling systems in their homes and for those working outdoors, heat exhaustion and heat stroke are real possibilities. The Town of Los Gatos Neighborhood Center is a designated Cooling Center. (IC - Law/Fire/Public Health).

H. Public Health Emergency

Los Gatos is at neither greater nor lesser risk from a public health emergency than most other communities, hence the unpredictability of this risk. Occasional outbreaks of seasonal cold and flu do occur, while all are at risk from serious threats such as pandemic flu. (IC - Law/Fire/Public Health)

I. Terrorism

Although not considered a terrorist target in the category of cities like New York or Washington D.C., Los Gatos shares the risks of the general public from indiscriminate threats such as cyberterrorism, agroterrorism, and biological warfare. (IC – Law).

J. Wildfire/Forest Fire

The wildfire risk in Los Gatos and in the Santa Cruz Mountains above it to the south and west is seasonal in nature. Because of the types of vegetation and typically high moisture content this risk is usually small. However, during years of drought there are occasions when winds blowing east to west dry out the hillsides and cause wildfire concerns. The Lexington Fire in 1985 which burned 42 buildings and 13,000 acres, the 1997 Cats Fire that threatened downtown, the Stevens Canyon Fire in 2007 and the Summit Fire of June 2008 are examples of fires that do threaten the area. (IC – Fire).

III. Prevention & Mitigation

A. Local Hazard Mitigation Plan – under development with the Association of Bay Area Governments, which will also influence the Town's General Plan Safety Element

B. Hazard Specific Actions - (possible action to be pursued as resources allow)

1. Earthquake
   - ❒ Inspect all structures for non-structural hazards and mitigate them
   - ❒ Provide Disaster Home Preparedness training to Town employees and volunteer responders
   - ❒ Continue community education efforts (CERT and Los Gatos Prepared)
2. Wildfire
   - ❒ Promote approved messages about fire safety and vegetation management in vulnerable areas
   - ❒ Wildland-Urban Interface Fire Zones Ordinance (as adopted on 2-2-09 by Town Council)
3. Flood
   - ❒ Regularly inspect storm drains and keep clean
   - ❒ Annual updates by Santa Clara Valley Water District
4. Dam Failure
   - ❒ Plan for continuity of government in the event of a failure and Town Hall is destroyed
   - ❒ Implement a Public Warning System
   - ❒ Implement an Evacuation Plan
   - ❒ Inform residents in the inundation zone on methods of evacuation and communication
5. Heat Wave
   - ❒ Supervisors of Town employees must ensure that employees receive sufficient breaks and water if working outdoors
   - ❒ Cooling centers are promoted to the public
6. Public Health Hazards
   - ❒ During outbreaks of contagious disease follow directions from the County Public Health Department
   - ❒ Encourage social distancing and proper hygiene
   - ❒ Ill employees must be sent home or to medical care
   - ❒ Increase the availability of public education campaigns
   - ❒ Encourage school surveillance processes
7. Hazardous Materials
   - ❒ Encourage familiarity with MSDS binders in the workplace
   - ❒ Train staff to store, use, and dispose of hazardous materials properly
   - ❒ Promote safe disposal of hazardous materials in the community

- ❒ Promote education in large population buildings, shopping centers and schools regarding the Shelter in Place protocol for hazardous materials emergency

8. Terrorism
   - ❒ Train staff to recognize suspicious packages and/or boxes, particularly those who process the mail.
   - ❒ Train residents to be aware of the surroundings and to be willing to report suspicious activity to the Police Department

IV. Preparedness

A. Town Emergency Organization

1. Municipal Leadership – Municipal Code provides for a Disaster Council to make recommendations to the Town Council regarding issues of preparedness including approval of plans, mutual aid agreements, ordinances, resolutions, rules, and regulations. It is important to note that the Council does not have a response role during times of disaster and that it acts solely in an advisory capacity. The Council is comprised of:
    a. Council Chair – the Mayor
    b. Council Vice Chair – the Town Manager, who is also the Director of Emergency Services
    c. Assistant Director of Emergency Services – The Police Chief
    d. Such other persons as may be appointed by the Director with the consent of the Town Council
2. Director of Emergency Services – this position is filled by the Town Manager, who according to Municipal Code has the ability to make a variety of decisions and take a variety of actions during an emergency on behalf of the Town in the absence of the Town Council. These include:
    a. Request the Town Council to issue a proclamation of a state of emergency
    b. Issue such a proclamation in the absence of the Council
    c. Request the Governor to issue a state of emergency
    d. Develop emergency plans and manage emergency programs in the Town
    e. Direct and control the emergency efforts of the Town during a disaster
    f. Represent the Town in all emergency related dealings, both public and private
    g. During an emergency, issue rules and regulations related to the protection of life and property, to be confirmed later by the Town Council
    h. During an emergency, obtain vital equipment and supplies for the protection of life and property, and if necessary commandeer such equipment and supplies for public use
    i. During an emergency, demand the services of all Town officers and employees as needed, and in the case of a County proclamation of emergency or in a state of war, command the aid of as many citizens as needed. All such people described in this clause are to be protected by Disaster Service Worker protections, <u>through proper registration and training</u>.
3. Town Organization
    a. Field Personnel
        1. Los Gatos/Monte Sereno Police Department
        2. Parks & Public Works
        3. ARES/RACES amateur radio volunteers

4. Disaster Aid Response Team (DART) volunteers (Responsible for light rescue, grid searches, and traffic control)
5. Community Emergency Response Team (CERT) volunteers
6. Spontaneous volunteers, while under proper supervision can be used in the field as well

b. EOC Personnel
   1. All Town employees are available to serve as needed in the EOC and are trained to do so
   2. ARES/RACES amateur radio volunteers
   3. DART volunteers
   4. CERT volunteers
   5. Volunteers In Policing (VIP) will manage and assist in the EOC

c. Disaster Service Worker (DSW) Status – In the State of California all public employees are automatically classified as DSWs upon hire. This obligates these employees to serve as needed during a disaster when directed to do so. Furthermore, volunteers including ARES/RACES, CERT, and DART are DSWs also if sworn. They can be activated as DSWs for both training and for real incidents and when activated they are covered by workers compensation coverage by the State. Spontaneous volunteers must be sworn in before being deployed on any task so that they will also receive worker's compensation protection. They must be registered, trained and supervised.

d. The Town's Volunteer Coordinator will manage the activities of volunteers during a disaster, in particular the spontaneous volunteers

B. Santa Clara County Role – In the event that this EOP and the Town's EOC are activated, the County EOC will activate to support the Town, particularly if the disaster is regional in nature. However, even if the disaster is strictly local the County will support Los Gatos. The County can provide support with the following methods:
   1. The County EOC can be activated partially, in its entirety, or at any level in between as needed. This will provide the Los Gatos EOC immediate support with all emergency management needs, in particular with resource requests.
   2. The County Public Health Department can activate its Departmental Operations Center and support the Town in any public health crisis, and also coordinate County Mental Health services.
   3. The Sheriff's Office acts as the Area Law Coordinator and in that role coordinates law enforcement mutual aid.
   4. The Santa Clara County Fire Department serves locally as the fire department in Los Gatos, and regionally as the area fire coordinator as well which provides coordination of fire services mutual aid.

5. The County Coroner, organizationally placed within the Sheriff's Office will handle all issues with the deceased caused by a disaster.
6. The County Department of Mental Health will coordinate the mental health/grief counseling needs of the population.
7. The Valley Transportation Authority (VTA) will organize post disaster transportation services based on need, infrastructure, and resources available.
8. The County EOC organizes mutual aid with law enforcement, fire services, public works, emergency communications, and emergency management, all of which are available as needed.
9. The County acts as the link between municipalities and the State of California for all resource and mutual aid requests.

C. California Emergency Management – The State of California supports the Town of Los Gatos through the Regional Emergency Operations Center (REOC) in Oakland during a disaster, and through its State Operating Center (SOC) in Mather. Contact with the State goes through the County Operational Area.

D. Relationships With Federal Agencies – Refer to the Federal Agencies table in the appendices

E. Town of Los Gatos General Plan, Safety Element – This document is to be revised, and will be in coordination with the development of a Town Local Hazard Mitigation Plan to be done at the same time.

F. Related Plans – these are referenced in the Response Section, and will also exist as separate, stand alone documents. Included are:
    1. Evacuation Plans – there are two main threats that will cause an evacuation:
        a. The Lenihan Dam which holds back the Lexington Reservoir is to the west and uphill from Los Gatos, and is also very near the San Andreas Fault. Any damage to the dam that would compromise its ability to hold back the reservoir could cause an evacuation of the flood inundation zone not only in Los Gatos, but in Campbell, San Jose, and Santa Clara too.
        b. The wildfire risk is in the hills to the south and west of Los Gatos. Most of the people in the Santa Cruz Mountains who are in greatest need live outside the Town jurisdictional limits, but because the destination for many of these people during an evacuation will be the Town they must be considered in this plan. This plan must be designed with the Sheriff's Office, the California Highway Patrol, California Fire, and the Santa Clara County Fire Department as partners.
    2. Heat Wave Plan – This short document deals with the locations of Cooling Centers and the Public Information Officer efforts needed to publicize them.
    3. Local Hazard Mitigation Plan – this is under development with the Association of Bay Area Governments.
    4. Public Health Disaster Plan – this is under development with the County Office of Emergency Services and the County Public Health Department.

5. Points of Distribution (POD) plan – PODs are needed to distribute mass prophylaxis (medications) to the Town in the wake of a biological warfare attack. The agents that would most likely cause the activation of PODs are anthrax, plague, small pox, and tularemia. In Los Gatos PODs have been established and planned at Los Gatos Calvary Church and at the Jewish Community Center.
6. Terrorism/WMD Plan – this plan documents specific action for the Town in the event of a biological, nuclear, incendiary, chemical, or explosive incident caused by a terrorist. In all cases assistance and involvement from County, State, and Federal agencies and personnel would be near instantaneous and involve multiple jurisdictions.
7. Volunteer Management Plan – this plan details how the Town will manage its three organized volunteer groups (RACES, DART, and CERT), and more importantly how it will manage spontaneous, unaffiliated volunteers during a disaster

G. Training – Refer to the Training Log in the Appendices

H. Cross Jurisdictional Preparedness Actions
1. Schools – Emergency planning and training efforts with the Los Gatos Union School District, the Los Gatos-Saratoga Union High School District, Hillbrook School, St. Mary's and other private schools deemed appropriate, are active and continuous so that these entities will be prepared and self sufficient during a disaster. They are all adopting ICS, SEMS, and NIMS.
2. Faith Based Organizations
    a. Los Gatos Calvary Church is a POD site for the Town, a Red Cross shelter, Emergency Volunteer Center and a potential staging area
    b. The Jewish Community Center is a POD site, potential staging area and Emergency Volunteer Center
3. Licensed Residential Facilities – Both The Terraces (800 Blossom Hill Road) and the Sacred Heart Jesuit Center (300 College Avenue) have improved their emergency plans and have pursued ICS training. Efforts are underway in the West Valley area to produce MOUs between residential care facilities for the transfer of residents during disaster evacuations from one facility to another depending on availability and surge capacity.
4. Chamber of Commerce – The Chamber has been active in preparedness activities such as Los Gatos Prepared, and disseminates disaster preparedness information to its members when needed
5. Utilities – On-going preparedness activities with these essential partners is critical to maintain over the long term.

I. Preparing the Public
1. American Red Cross – The ARC is active in the West Valley area, with the West Valley Advisory Board a distinct and recognized section of the larger Santa Clara Valley Chapter headquartered in San Jose.

2. Los Gatos Community Emergency Response Team (CERT) –Members of Los Gatos/Monte Sereno CERT, a program managed by the Police Department, conduct neighborhood surveys to identify residents with mobility issues in a disaster, and will attempt to assist them in the event of such disaster. Organized through the Los Gatos/Monte Sereno Police Department, this group not only prepares its own members internally, but also engages in community efforts to prepare its member's neighbors, in particular, the Los Gatos Prepared initiative.
3. Los Gatos Prepared – This initiative commemorates the October 17, 1989 Loma Prieta earthquake and serves as the largest and most publicized public education campaign in Los Gatos each year. Community events and presentations on October 17 and the two weekends leading up to it inspire the public to be ready for the next earthquake.
4. Santa Clara County Fire Department – The Fire Department has an extremely active Public Education Department that promotes fire safety as well as disaster preparedness to small groups in Los Gatos year round, and is particularly visible each October during Fire Prevention Month in Los Gatos' elementary schools.

J. Vital Records Protection – All electronic data and records in the Town's computer system are backed up on hard drives, tape and off-site at a records management vendor. This protects the Town's vital records such as contracts, payroll, police records, and all financial records in time of disaster. As technology improves, on-going efforts to increase the survivability of these documents will be evaluated.

V. Response

A. EOP and/or EOC Activation and Notification
   1. On the order of the following:
      a. Town Manager
      b. Assistant Town Manager
      c. Police Chief
      d. Community Development Director
      e. In the absence of and inability to communicate with the above four officials, the highest ranking on duty police official
   2. On the order of the official designated by local ordinance, provided that the existence or threatened existence of a Local Emergency has been proclaimed in accordance with state and Town procedures. If a declaration has not been made, the official designated by local ordinance, referred to above, should request assurances, or otherwise determine the need to activate the plan.
   3. When the Governor has proclaimed a State Of Emergency in an area including Los Gatos.
   4. Automatically on the proclamation of a State Of War Emergency as defined in California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code).
   5. A Presidential declaration of a National Emergency in an area including Los Gatos.
   6. Automatically on receipt of an attack warning or actual attack on the United States.
   7. The EOP and the Town EOC can be activated prior to and completely without an emergency proclamation. Both the EOP and the EOC are flexible instruments of disaster response that can be used only in the parts needed for smaller responses, and can also be used to the fullest for major responses. Generally, there are three considerations when deciding to activate an EOP, and EOC, or both.
      a. The ability of the Town government to function
      b. The ability of the people in the Town to go about their daily lives
      c. The status of infrastructure in the Town including roads, electricity, gas, bridges, water, sewage, etc.

B. Levels of Emergency
   1. Level I – A minor to moderate incident characterized by adequate local response capability and sufficient resources to favorably resolve the situation. A local emergency may or may not be proclaimed.
   2. Level II – A moderate to severe emergency characterized by a need for Mutual Aid to ensure a favorable resolution of the situation. In most cases, a Local Emergency will be proclaimed. A State Of Emergency may be proclaimed by the Governor.
   3. Level III – A major disaster, exemplified by depletion of resources and Mutual Aid response capability area-wide, necessitating extensive statewide and federal assistance. Generally, a Local Emergency and a

State Of Emergency will be proclaimed. A Presidential declaration may or may not be proclaimed.

C. Notification – this will occur based on one of two scenarios; a disaster such as an earthquake that requires no notification, and a disaster such as a hazardous materials spill that might need a systematic notification process
    1. Earthquakes 6.5 and above require an immediate activation of the EOP and EOC. EOC staff are to report to the EOC immediately, Police Department personnel are to report to the Police Department's Departmental Operations Center either in person or verbally immediately, and all other Town employees are to report to their supervisor immediately. DART personnel are to report to the Police Department Departmental Operations Center immediately. RACES personnel are to report to the EOC immediately. CERT members are to check on their homes and families first, then their neighborhoods, and then report to their staging areas. An earthquake of this size or bigger is the only disaster in which the above personnel should respond automatically without further notification.
    2. In all other disasters, once the appropriate Town leadership has decided to activate the EOP and EOC, the Police Department's Dispatch Center will make the appropriate notifications to Town EOC staff to report to the EOC immediately. This includes EOC volunteers like RACES. Other volunteer groups (CERT & DART) will be called out as necessary. The SCCO County Community Notification System may be used to notify all Town staff and volunteer groups.

D. Field Incident Command Relationship With EOC Management – Field Incident Command will be led at Incident Command Posts by the County Fire Department, the Parks & Public Works Department, the Police Department, or some combination of the three in a Unified Command. With the communications methods available to them Incident Commanders will keep their respective disciplines located in the Operations Section of the EOC informed of response progress, and EOC personnel will assist field responders with personnel, facilities, and material needed to accomplish tactical objectives.

E. Roles and Responsibilities – See EOC Position Checklists in the Appendices

F. Lines of Succession
    1. Town Manager
    2. Assistant Town Manager
    3. Police Chief
    4. Director of Community Development

(By direction of the Town Manager, a Police Captain shall be in charge until one of the above can respond)

G. Alternate Seat of Government locations include:
    1. Jewish Community Center on Oka Road
    2. Monte Sereno City Hall
    3. Campbell City Hall
    4. Middle and Elementary Schools in Los Gatos as appropriate

**Facility agreements must be approved and in place before use

H. Santa Clara County Operational Area – coordinated by the County EOC the Santa Clara County Operational Area, which consists of the County, all 15 municipalities, and the special districts (school, water, etc.) stand by with available resources to support Incident Command Posts in the field and the Town's EOC with personnel and material resources. Should the resources of the Operational Area be exhausted the County EOC will communicate with the State for further mutual aid.

I. Multi/Inter-Agency Coordination System (MACS) – Using the External Resources information contained in the Appendices the Logistics Section Chief and the Liaison Officer will confer with the Los Gatos non-profits, faith based organizations, and Chamber of Commerce when receiving and processing resource requests that fall outside of the Town's ability to satisfy. The Logistics Section will collect requests for resources and the Liaison will coordinate with the external agencies to make the most efficient and beneficial use of agency resources.

J. Mutual Aid – Mutual Aid resources will be made available through the Operational Area coordinated at the County EOC, when appropriate.

K. Special Districts – Special districts such as schools will send agency representatives to the Town EOC as needed, and will coordinate with the Town response activities in their areas. Life safety and preservation of property are the top priorities for all, and the Town and the special districts will endeavor to assist each other as much as possible.

L. Operations Centers
    1. Emergency Operations Center (EOC) – Located in the Police Operations Building (POB)
        a. Purpose & Function – The EOC exists to support tactical objectives in the field at Incident Command posts, and to manage response resources in the Town when multiple incidents need support
        b. Representation – See the EOC Staffing Roster in the Appendices
    2. Police Departmental Operations Center – Located in the Police Department or in the field as appropriate
    3. Backup locations
        a. The parking lot areas at Town Hall/Neighborhood Center
        b. Calvary Baptist Church
        c. Jewish Community Center
        d. Others

VI. Recovery

Introduction

Recovery refers to those measures undertaken by an entity following a disaster that will return all systems (utilities, phones, government offices, etc.) to normal levels of service. Effective recovery consists of a complex array of interdependent and coordinated actions. Some jurisdictions may have recovery operations as a separate manual, referenced in the EOP.

A. Concept of Operations

Recovery operations should begin as soon as possible after a disaster. Many think recovery operations generally are initiated after the disaster response has been ongoing and appears to show some promise of diminishing. A successful recovery starts at the moment of impact. There is no clearly defined separation between response and recovery. The tasks are different from response, but they should be carried out simultaneously. Establishing a recovery organization prior to a disaster has proven effective in enabling a smooth and speedier recovery.

Although SEMS is required for emergency response, it is not specifically required for recovery operations. However, emergency planners may find it useful to continue using SEMS principles and procedures for recovery when personnel are already in a SEMS environment.

1. Short Term

Recovery operations are divided into two phases. The first phase is short term. This involves restoring the infrastructure that includes:

- electric power;
- communications;
- water and sewer;
- high impact areas and special populations, schools, hospitals, etc.; and economic and social systems of the Community.

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

2. Long Term

Long-term recovery consists of actions that will return the jurisdiction back to normal pre-disaster levels of service. Long-term considerations include:

- development of a recovery team;
- economic and resource stabilization;
- hazard mitigation;
- updating plans based on lessons learned; and
- post-event assessments.

It is critical that the documentation functions during response continue and expand into recovery. Checklists should be developed for recovery operations to ensure accountability. Failure to strictly account for damage documentation and personnel costs can result in loss of possible reimbursement.

B. SEMS Recovery Organization

Recovery operations differ significantly from emergency response. SEMS is not required for recovery operations, although it is used by State OES in recovery operations and may provide for greater efficiency at all levels.

Response activity is greater in the SEMS Operations and Logistics functions. Recovery activities see much more activity in the Finance/Administration function and less in the other SEMS functions.

The Operational Area plays a different role in recovery than in response. The Operational Area may act as an information and coordination point for its constituent jurisdiction. However, each local jurisdiction rather than the Operational Area, works directly with state and federal recovery programs. Recovery plans utilizing SEMS functions may have the following tasking:

1. Management Section

This section is responsible for the jurisdiction's overall recovery.

Tasks include:

- activating, elevating, reducing, and terminating emergency response protocols;
- informing and briefing elected officials;
- providing lead for policy decisions;
- issuing public information releases; and
- ensuring safety of response activities.

2. Operations Section

This section is responsible for operations that restore the jurisdiction back to normal day-to-day operations.

Tasks include:

- restoring medical facilities and service;
- restoring government facility functions;
- removing debris;
- demolishing buildings;
- restoring utilities; and
- providing building and public safety inspections.

3. Planning Section

This section documents and provides management with direction for recovery activities.

Tasks include:

- providing documentation of SEMS compliance for disaster assistance;
- providing after-action reports consistent with SEMS requirements
- providing direction in land use and zoning issues;
- issuing building permits;
- developing alternative building regulations and code enforcement;
- reviewing the general plan;
- providing an action plan for recovery operations;
- developing redevelopment plans;
- developing recovery situation reports;
- documenting recovery operations; and
- creating mitigation plans.

4. Logistics Section

Logistics section is responsible for obtaining resources necessary to carry out recovery operations.

Tasks include:

- providing government operations and allocating office space;
- providing recovery supplies and equipment; and
- providing vehicles and personnel.
- providing emergency housing; and

- providing application process for disaster assistance;

5. Finance/Administration Section

Finance/Administration handles the jurisdiction's recovery financial transactions.

Tasks include:

- managing public finance;
- preparing and maintaining the budget;
- developing and maintaining contracts;
- processing accounting and claims;
- collecting taxes; and
- managing insurance settlements.

Organizations should be assigned appropriate SEMS functions to address the tasks listed above.

C. DAMAGE ASSESSMENT

During the early phase of a disaster, the initial damage is only estimated. Plans should include procedures for conducting more detailed surveys to be used in disaster project applications. It is critical to understand that damage assessment, especially after an earthquake, will be a continuous project almost on a daily basis for a month or more due to the high frequency of aftershocks. Structures that were not damaged initially could become severely damaged after a minor aftershock. A significant number of building inspectors providing assessments will be key to state and federal reimbursement monies. The procedures should include the following:

1. Safety Concerns

Safety precautions that will contribute to recovery operations include:

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

2. Structural Damage

Checklists and procedures for survey teams should include the following terms when describing damages:

Destroyed - Cost of repair is more than 75% of value.

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

Note: Damages are limited to the structure and not contents.

Structural Categories
The following are categories used for private structures applying for disaster assistance:

1 - 3 - Homes, includes Town Homes and Condominiums

4 - Mobile Homes

5 - Rental Units

6 - Farm Dwellings

7 - Businesses

Recovery Activities
Common terms for recovery activities are listed below:

Category A: Debris Clearance
Clearance of debris, wreckage, demolition, and removal of buildings damaged beyond repair.

Category B: Protective Measures
Measures to eliminate or lessen immediate threats to life, and public health, and safety.

Category C: Roads & Bridges
All non-emergency work and any that may require more time for decision-making, preparation of detailed design, construction plans, cost estimates, and schedules.

Category D: Water Control Facilities
Includes flood control, drainage, levees, dams, dikes, irrigation works, seawalls, and bulkheads.

Category E: Public Buildings and Equipment
Buildings, vehicles or other equipment, transportation systems, fire stations, supplies or inventory, higher education facilities, libraries, and schools.

Category F: Utilities
Water supply systems, sanitary sewerage treatment plants, storm drainage, light/power.

Category G: Other
Park facilities, piers, boat ramps, public and private non-profit facilities, recreational facilities, playground equipment.

List of Damages

Once a Presidential Disaster Declaration has been made, a "List of Damage" needs to be completed by each jurisdiction and transmitted to the Operational Area. The Operational Area will transmit damages to the OES Region, who will in turn send them to the State and FEMA.

It should include:

Location of Action/Damage

- Geographical location of damaged facility or emergency work.

Description of Action/Damages

- Narrative description explaining the nature of the disaster-related problem (engineering details are not needed).

Estimates of Cost

- A separate estimate for each facility or system affected.

D. DISASTER ASSISTANCE

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

1. Individual Assistance

Government Assistance to Individuals

Individual assistance consists of services provided to individuals and businesses - the private sector. Effective recovery plans should have the following federal programs for individual assistance included:

2. Federal Programs

Disaster Housing Assistance Program
This is a federal program administered by FEMA that provides temporary housing to disaster victims during presidentially declared disasters.

Disaster Mortgage and Rental Assistance Program
This program provides grants for home-related mortgage or rent payments to disaster victims, who as a result of a disaster, have lost their job or business and face foreclosure or eviction from their homes. It is a federal program available under a presidentially declared disaster.

Housing and Urban Development (HUD) Program
This program is offered to families with an income below $20,000. It provides up to 70% of the rental cost for a maximum of 18 months to disaster victims. It is also available under a presidentially declared disaster.

Small Business Administration (SBA)
This program is automatically implemented following a presidential disaster declaration for Individual Assistance, or may be implemented at the request of the governor. It provides low interest loans to businesses and individuals who have suffered disaster losses.

Individual and Family Grant Program (IFGP)
This is authorized only by a federal disaster declaration. It provides grants to disaster victims who are not eligible for SBA loans.

Cora Brown Fund
This is authorized only by a federal disaster declaration. The fund provides disaster victims with assistance provided they are not eligible for any other disaster assistance award from the government or other organizations. These are only a few federal programs that could be activated under a presidentially declared disaster. Disaster assistance may be altered by legislation passed at the time of the event. Other types of assistance may also be available. EOPs should have all programs addressed either in the plan or in a supplement.

3. Non-profit Volunteer Charitable Organizations

Recovery plans should include all forms of assistance available, including volunteer charitable organizations such as the American Red Cross, Salvation Army, and others. Plans should identify what is available, conditions, and client focus.

In developing a recovery plan that includes volunteer charitable organizations, local networks of volunteer agencies should not be overlooked. Some communities have a "Community council" of local organizations that may be able to provide some level of relief or fund-raising experience. This can be helpful in developing a local disaster victims fund or outreach.

4. Public Assistance

Public assistance consists of various programs of disaster relief to the public sector. Public sector includes state and local government (city, county, special district). Recovery plans should include the following forms of assistance and the application process:

State-Natural Disaster Assistance Act (NDAA)

NDAA is available to counties, cities, and special districts to repair disaster-related damages to public buildings, levees, flood control works, channels, irrigation works, city streets, county roads, bridges, and other public works except those facilities used solely for recreational purposes. This program offers up to 75% of the eligible cost to: repair, restore, reconstruct or replace public property or facilities; to cover direct and indirect costs of grant administration with the OES Director's concurrence; and, to cover the cost of overtime and supplies used for response.

Conditions for Implementation of NDAA:

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

Federal-Robert T. Stafford Disaster Relief Act of 1974

The following is a brief overview of this program. This information would be useful in a recovery plan because it is the primary source of public assistance. Recovery planners may choose to go into more detail about this program. A Presidential Declaration of Major Disaster or Emergency is required to activate the provisions of this law.

Eligible applicants include the following:

- state agencies;
- counties;
- cities;
- special districts;
- schools K-12;
- colleges and institutions of higher education;
- private non-profit organizations organized under § 501(c) 3 of the Internal Revenue Code;
- utilities;
- emergency agencies;
- medical agencies;
- custodial care organizations; and
- government services such as: community centers, libraries, homeless shelters, senior citizen centers, and similar facilities open to the general public.

To provide efficiency in the recovery process the particulars of work and cost eligibility, wage information, and other pertinent information should be included in the recovery

plan. This could be in the form of information sheets on each program, checklists, or written procedures.

E. DISASTER FIELD OFFICE (DFO)

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

Typical functions of the DFO include:

- Management - Coordination of the overall federal assistance programs for both Individual and Public Assistance, as well as any existing emergency work.

- Public Information - Overall direction of public news releases on the progress of the emergency recovery actions, public notices on obtaining assistance, problems, and other pertinent information.

- Liaison - Provides coordination and cooperation with other federal and state agencies.

- Operations - Responsible for damage survey teams, outreach activities, and program implementation (i.e., Public Assistance, Individual Assistance, Hazard Mitigation, etc.)

- Logistics - Provides materials and resources to perform the tasks associated with recovery.

- Finance/Administration - Tracks and monitors costs, approves purchases, audits activities as needed.

- Plans/Intelligence - Develops action plans, identifies priorities, potential problems, and documents the overall recovery actions.

F. MITIGATION

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

The following represents some information that would be useful in recovery sections of emergency plans.

Forms of Mitigation:

- changes in building codes;
- variances or set-backs in construction;
- zoning, to reduce types of construction in high hazard areas; and
- relocation or removal of structures from high hazard zones.

This could also be described in more detail in recovery plans as checklists, SOPs, or information sheets.

Los Gatos/Monte Sereno EOC Staffing Positions

**Note: Reviewed by Town Manger annually in June and December

Management		
Position	**Primary**	**Secondary**
Director of Emergency Services	Greg Larson	Chief of Police*
Legal Officer	Town Attorney **	Kirsten Powell
Liaison Officer	Rumi Portillo	Library Director
Public Information Officer	Pamela Jacobs	Jessica von Borck/Heidi Long
Safety & Security Officer	Police Department Designee	Police Department Designee

Operations		
Position	**Primary**	**Secondary**
Operations Section Chief	Chief of Police*/Alana Forrest/David Gravel	Alana Forrest/David Gravel
Fire & Rescue Coordinator	Santa Clara County Fire Department	Santa Clara County Fire Department
Communications	Nancy Dawn • ARES/RACES • Dispatcher	Lead Dispatcher • ARES/RACES • Dispatcher
Law Enforcement	Police Sergeant/Captain	Police Sergeant/Captain
Public Works Coordinator	Kevin Rohani	Parks Superintendent **
Agency Representatives • School Districts	TBA	TBA
Care & Shelter Coordinator • Red Cross Rep	Jackie Rose	Stefanie Angulo

Planning/Intelligence		
Position	**Primary**	**Secondary**
Planning/Intelligence Section Chief	Wendie Rooney	Sandy Baily
Damage Assessment Coordinator	Suzanne Davis	Joel Paulson
Documentation Coordinator	Arlene Holmboe	Cindie Taylor
Situation Status Coordinator	Jennifer Savage	Marni Moseley

Logistics		
Position	**Primary**	**Secondary**
Logistics Section Chief	Todd Capurso	Regina Falkner
Communications/IT Coordinator	Chris Gjerde	John Zore (2) Beca Jansky (3)
Facilities Coordinator	Bruce Smith	John Gaylord
Personnel/Care and Shelter Coordinator (for rescuers)	Maxine Gullo	Maurine Dudley
Supplies Coordinator	Nicole Tram	Dorrie Romero
Transportation Coordinator	Jessy Pu	Melissa Huang
Volunteer Coordinator	Monica Renn	Natalie Hawkins

Finance/Administration		
Position	**Primary**	**Secondary**
Finance Section Chief	Stephen Conway	Jenny Haruyama
Purchasing Coordinator	Glenda Cracknell	CJ Moulton
Time Keeping Coordinator	Gayle Barr	Linda Isherwood

EOC Manager – Joe Neely, Police VIP

REV 6/7/2010

* The Police Chief represents system flexibility for the Town. The Chief can serve as needed as EOC Director, Operations Section Chief or can lead the Police Department's operations or delegate that role to other PD leadership. Roles will be established upon EOC activation.

** Interim designee pending permanent position appointment

Generic Checklist for All EOC Personnel

Activation Phase:

- ❒ Check in upon arrival at the EOC.
- ❒ Report to the EOC Director, Section Chief, Branch Coordinator, or other assigned Supervisor, and provide your supervisor with your contact information.
- ❒ Set up your workstation, put on your position identification vest and review your position responsibilities
- ❒ Establish and maintain a position log that chronologically describes your actions taken during your shift.
- ❒ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Demobilization Phase:

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

EOC Position Specific Checklists

Director of Emergency Services Checklist

Responsibilities

1. Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.

2. Exercise overall management responsibility for the coordination between emergency response agencies within the jurisdictional area.

3. In conjunction with staff, set jurisdictional priorities for response efforts. Ensure that all department and agency actions are accomplished within the priorities established at the EOC.

4. Ensure that inter-agency coordination is accomplished effectively.

Activation Phase

- ❒ Determine appropriate level of activation based on situation as known.
- ❒ Mobilize appropriate personnel for the initial activation of the EOC.
- ❒ Respond immediately to EOC site and determine operational status.
- ❒ Obtain briefing from whatever sources are available.
- ❒ Ensure that the EOC is properly set up and ready for operations.
- ❒ Ensure that an EOC check-in procedure is established immediately.
- ❒ Ensure that an EOC organization and staffing chart is posted and completed.
- ❒ Determine which sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required.
    - Operations Section Chief
    - Planning/Intelligence Section Chief
    - Logistics Section Chief
    - Finance/Administration Section Chief

- ❒ Determine which Management Staff positions are required and ensure they are filled as soon as possible.
    - Legal Officer
    - Liaison Officer
    - Public Information Officer
    - Safety Officer
    - Security Officer

- ❒ Ensure that communications systems are established and functioning.

- ❒ Schedule the initial Action Planning meeting.

- ❒ Confer with staff to determine what representation is needed at the EOC from other emergency response agencies.

- ❒ Inform members of the Town Council and develop appropriate policy decisions.

Operational Phase:

- ❒ Monitor general staff activities to ensure that all appropriate actions are being taken.

- ❒ In conjunction with the Public Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.

- ❒ Ensure that the Liaison Officer is providing for and maintaining effective inter-agency coordination. Deploy to County EOC if necessary.

- ❒ Based on current status reports, establish initial strategic objectives for the EOC and determine operational periods.

- ❒ In coordination with Management Staff, prepare EOC objectives for the initial Action Planning Meeting.

- ❒ Convene the initial Action Planning meeting. Ensure that all Section Chief's, management staff, and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed (refer to Planning/Intelligence Section, "Action Planning Guidelines."). Ensure the meeting is facilitated appropriately by the Planning/Intelligence Section Chief.

- ❒ Once the Action Plan is completed by the Planning/Intelligence Section, review, approve and authorize its implementation.

- ❒ Conduct periodic briefings with the general staff to ensure strategic objectives are current and appropriate.

- ☐ Conduct periodic briefings for elected officials or their representatives.
- ☐ Conduct on-going action plan updates/meetings.
- ☐ Formally issue an Emergency Proclamation as necessary, and coordinate local government proclamations with other emergency response agencies, as appropriate.
- ☐ Authorize resources as needed or requested by command staff.
- ☐ Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase:

- ☐ Authorize demobilization of sections and branches when they are no longer required.
- ☐ Notify higher level EOC's and other appropriate organizations of the planned demobilization, as appropriate.
- ☐ Ensure that any open actions not yet completed will be handled after demobilization.
- ☐ Ensure that all required forms or reports are completed prior to demobilization.
- ☐ Be prepared to provide input to the after action report.
- ☐ Deactivate the EOC at the designated time, as appropriate.
- ☐ Proclaim termination of the emergency response and proceed with recovery operations.
- ☐ Ensure after action activities are completed; documentation, submission of response and recovery costs, section debriefs, identify overall revisions to EOP as needed based on activation of EOC.

Legal Officer

Responsibilities:

1. Ensure that proper legal procedures are followed in all phases of disaster response and recovery, including disaster declarations, posting Town Council ratification, emergency power exercised by the Director of Emergency Services, and requests for mutual aid and other forms of outside assistance.

2. Provide legal advice to the EOC staff.

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist.

- ☐ Check in with the Management Section Chief and determine the appropriate level of participation by the Legal Officer at the EOC. Arrange for immediate notification capabilities (pagers, cell phone) if off-site.

- ☐ Review special ordinances and laws that may govern a disaster. Ensure that appropriate legal reference materials are ready and accessible to the Legal Officer at the EOC.

- ☐ Provide legal advice, when you determine it is needed or when it is requested.

Operational Phase:

- ☐ Respond to requests for legal advice and support.

- ☐ Keep current on the general status of the disaster, and anticipate steps that could be taken to lessen potential Town liability. Advise the Director of Emergency Services of the timing and implementation of such steps.

- ☐ Provide legal advice to EOC staff, when you determine it is needed, or when it is requested.

- ☐ Advise on intergovernmental relations, including legal issues involved in notifications and requests for assistance or resources.

- ☐ Maintain logs and files associated with your position, keeping custody of all attorney/client documentation.

Demobilization Phase:

- ❒ Follow generic Demobilization Phase Checklist.
- ❒ Ensure that you complete all final reports, close out your activity log, and transfer any ongoing missions and/or actions to the person assigned by the Director of Emergency Services.
- ❒ Ensure copies of all documentation generated during the operation are submitted to the Planning Section, except for attorney/client matters that you will retain.

Liaison Officer Checklist

Responsibilities:

1. Oversee all liaison activities, including coordinating outside agency representatives assigned to the EOC and handling requests from other EOCs for EOC agency representatives.

2. Establish and maintain a central location for incoming agency representatives, providing workspace and support as needed.

3. Ensure that position specific guidelines, policy directives, situation reports, and a copy of the EOC Action Plan is provided to Agency Representatives upon check-in.

4. Provide orientations for VIPs and other visitors to the EOC in the EOC break out room. Avoid walk through of operational EOC.

5. Ensure that demobilization is accomplished when directed by the Director of Emergency Services.

Activation Phase:

- ☐ Follow generic Activation Phase Checklist.

- ☐ Obtain assistance for your position through the Personnel Branch in Logistics, as required.

- ☐ Obtain briefing from Planning and Intelligence Section Chief.

Operational Phase:

- ☐ Contact Agency Representatives already on-site, ensuring that they:
  - Have signed into the EOC
  - Understand their role in the EOC
  - Know their work locations
  - Understand the EOC organization and floor plan

- ☐ Determine if additional representation is required from:
  - Community based organizations
  - Private organizations
  - Utilities not already represented
  - Other agencies

- ❒ In conjunction with the Director of Emergency Services establish and maintain an Inter-agency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the EOC.

- ❒ Assist the Director of Emergency Services in conducting regular briefings for the Inter-agency Coordination Group and with distribution of the current EOC Action Plan and Situation Report.

- ❒ Request that Agency Representatives maintain communications with their agencies and obtain situation status reports regularly.

- ❒ With the approval of the Director of Emergency Services, coordinate with the Safety & Security Branch EOC tours for visiting VIP's and other visitors.

- ❒ With the approval of the Director of Emergency Services, provide agency representatives from the EOC to other EOCs as required and requested.

- ❒ Maintain a roster of agency representatives located at the EOC. Roster should include assignment within the EOC (Section or Inter-agency Coordination Group). Roster should be distributed internally on a regular basis.

Demobilization Phase:

- ❒ Follow generic Demobilization Phase Checklist.

- ❒ Release agency representatives that are no longer required in the EOC when authorized by the Director of Emergency Services.

Public Information Officer (PIO) Checklist

Responsibilities:

1. Serve as the central coordination point for the agency or jurisdiction for all media releases.

2. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.

3. Coordinate media releases with Public Information Officers at incidents or representing other affected emergency response agencies as required.

4. Develop the format for press conferences, in conjunction with the Director of Emergency Services.

5. Maintain a positive relationship with the media representatives.

6. Provide staffing for rumor control telephone bank.

7. Establish a "Disaster Hotline" with an up-to-date recorded message.

8. Ensure that all rumors are responded to in a timely manner and with factual information.

9. Ensure Town staff is aware of timely and critical information.

10. Supervise the Public Information Branch.

Activation Phase:

- ☐ Follow generic Activation Phase Checklists.

- ☐ Determine staffing requirements and make required personnel assignments for the Public Information function as necessary.

- ☐ Establish Media Staging or Briefing Area.

Operational Phase:

Public Communication

- ☐ Provide appropriate staffing and telephones to efficiently handle incoming media and public calls.

- ❒ Operate a telephone bank for receiving incoming inquiries from the general public.

- ❒ Establish disaster information via Alert SCC, Town website and/or regular press releases and provide updated information periodically.

Media Relations

- ❒ Establish a Media Information Center, as required, providing necessary space, materials, telephones, Internet access and electrical power.

- ❒ Maintain up-to-date status boards and other references at the media information center. Provide adequate staff to answer questions from members of the media.

- ❒ Develop and publish a media-briefing schedule, to include location, format, and preparation and distribution of handout materials.

- ❒ At the request of the Director of Emergency Services, prepare media briefings for members of the agencies or jurisdiction policy groups and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.

- ❒ Keep the Director of Emergency Services advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.

- ❒ Ensure that adequate staff is available at the incident sites to coordinate and conduct tours of the affected areas.

Emergency Information Collection

- ❒ Coordinate with the Situation Analysis Branch and identify the method of obtaining and verifying significant information as it is developed.

- ❒ Develop content for state Emergency Alert System (EAS) releases if available. Monitor EAS releases as necessary.

- ❒ Prepare, update, and distribute to the public a Disaster Assistance Information Directory, which contains locations to obtain food, shelter, supplies, health services, etc.

- ❒ Ensure that announcements, emergency information and materials are translated and prepared for special populations (non-English speaking, hearing impaired etc.).

- ☐ Attend all command and incident action planning briefings to gather and share information.

- ☐ Monitor (or delegate) all forms of media for incident response information and accuracy.

- ☐ Ensure that a rumor control function is established to correct false or erroneous information.

- ☐ Interact with other EOC PIOs and obtain information relative to public information operations.

Information Dissemination

- ☐ Obtain policy guidance from the Director of Emergency Services with regard to media releases.
    - o Provide copies of all media releases to the Director of Emergency Services

- ☐ Implement and maintain an overall information release program.

- ☐ Monitor broadcast media, using information to develop follow-up news releases and correct rumors by providing factual information based on confirmed data.

- ☐ Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

- ☐ In coordination with other EOC sections and as approved by the Director of Emergency Services, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public.

- ☐ Provide appropriate staffing and telephones to efficiently handle incoming media and public calls.

- ☐ Correct rumors by providing factual information based on confirmed data.

- ☐ Ensure that file copies are maintained of all information released.

Demobilization Phase:

- ☐ Follow generic Demobilization Phase Checklist.
- ☐ Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.

Safety & Security Officer

Responsibilities:

1. Ensure that all buildings and other facilities used in support of the EOC are in a safe operating condition.

2. Monitor operational procedures and activities in the EOC to ensure they are being conducted in a safe manner, considering the existing situation and conditions.

3. Stop or modify all unsafe operations outside the scope of the EOC Action Plan, notifying the Director of Emergency Services of actions taken.

4. Provide 24-hour security for the EOC.

5. Control personnel access to the EOC in accordance with policies established by the Director of Emergency Services.

6. Specify level of personal protective equipment to be used by staff if applicable.

7. Handle any situation arising from inappropriate personnel actions within the EOC.

Activation Phase:

- ☐ Follow generic Activation Phase Checklist.

Operational Phase:

- ☐ Tour the entire EOC facility and evaluate conditions; advise the Director of Emergency Services of any conditions and actions that might result in liability, unsafe layout or equipment set-up, etc.

- ☐ Study the EOC facility and document the locations of all fire extinguishers, emergency pull stations, and evacuation routes and exits.

- ☐ Be familiar with particularly hazardous conditions in the facility; take action when necessary.

- ☐ Prepare and present safety briefings for the Director of Emergency Services and section staff at appropriate meetings.

- ☐ If the event that caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- ☐ Ensure that the EOC facility is free from any environmental threats – e.g., radiation exposure, air purity, water quality, etc.
- ☐ Keep the Director of Emergency Services advised of unsafe conditions; take action when necessary.
- ☐ Coordinate with the Finance/Administration Section in preparing any personnel injury claims or records necessary for proper case evaluation and closure.
- ☐ Determine the current EOC security requirements and arrange for staffing as needed.
- ☐ Determine needs for special access to EOC facilities.
- ☐ Provide executive and VIP security as appropriate and required.
- ☐ Provide recommendations as appropriate to Director of Emergency Services.

Demobilization Phase:

- ☐ Follow generic Demobilization Phase Checklist.

Agency Representative

Responsibilities:

1. Agency Representatives should be able to speak on behalf of their agencies, within established policy limits, acting as a liaison between their agencies and the EOC.

2. Agency Representatives may facilitate requests to or from their agencies, but normally do not directly act on or process resource requests.

3. Agency Representatives are responsible for obtaining situation status information and response activities from their agencies for the EOC.

Activation Phase:

- ❒ Follow generic Activation Phase Checklist.

- ❒ Check in with the Liaison Officer and clarify any issues regarding your authority and assignment, including the functions of other representatives from your agency (if any) in the EOC.

- ❒ Put on EOC identification position vest (if available) and/or wear agency credentials.

- ❒ Establish communications with your home agency; notify the Logistics Section Communications Branch and the Liaison Officer of any communications problems.

- ❒ Unpack any materials you may have brought with you and set up your assigned station, requesting necessary materials and equipment through the Liaison Officer and/or Logistics Section.

- ❒ Obtain an EOC organization chart, floor plan, and telephone list from the Liaison Officer.

- ❒ Contact the EOC sections or branches that are appropriate to your responsibility; advise them of your availability and assigned work location in the EOC.

Operational Phase:

- ❒ Facilitate requests for support or information that your agency can provide.

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

Demobilization Phase:

- ☐ Follow generic Demobilization Phase Checklist.
- ☐ When demobilization is approved by the Director of Emergency Services, contact your agency and advise them of expected time of demobilization and points of contact for the completion of ongoing actions or new requirements.
- ☐ Ensure that you complete all final reports, close out your activity log, and transfer any ongoing missions and/or actions to the Liaison Officer or other appropriate individual.
- ☐ Ensure copies of all documentation generated during the operation are submitted to the Planning/Intelligence Section.

Operations Section Chief

Responsibilities:

1. Ensure that the Operations function is carried out including coordination of activities for all operational functions assigned to the EOC.

2. Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively.

3. Establish the appropriate level of branch and Branch organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.

4. Exercise overall responsibility for the coordination of Branch activities within the Operations Section.

5. Ensure that the Planning/Intelligence Section is provided with Status Reports and Major Incident Reports.

6. Conduct periodic Operations briefings for the Director of Emergency Services as required or requested.

7. Supervise the Operations Section.

Activation Phase:

- ❒ Follow generic Activation Phase Checklists.

- ❒ Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place including maps and status boards.

- ❒ Meet with Planning/Intelligence Section Chief; obtain a preliminary situation briefing.

- ❒ Based on the situation, activate appropriate branches within the section. Designate Branch Coordinators as necessary.

    - Fire & Rescue Branch
    - Law Enforcement Branch
    - Public Works Branch
    - Care & Shelter Branch
    - Communications Branch (ARES/RACES)

- ☐ Determine if there are mutual aid requests for these functional areas. Initiate coordination with appropriate mutual aid systems as required.
- ☐ Request additional personnel for the section as necessary for 24-hour operation.
- ☐ Obtain a current communications status briefing from the Communications Branch Coordinator in Logistics. Ensure that there is adequate equipment and radio frequencies available as necessary for the section.
- ☐ Determine estimated times of arrival of section staff from the Personnel Branch in Logistics.
- ☐ Confer with the Director of Emergency Services to ensure that the Planning/Intelligence and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- ☐ Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.
- ☐ Coordinate with the Planning/Intelligence Section Chief to determine the need for any Technical Specialists.
- ☐ Establish radio or phone communications with Department Operations Centers (DOCs), and/or with Incident Commander(s) as directed, and coordinate accordingly.
- ☐ Based on the situation known or forecasted, determine likely future needs of the Operations Section.
- ☐ Identify key issues currently affecting the Operations Section; meet with section personnel and determine appropriate section objectives for the first operational period.
- ☐ Review responsibilities of branches in section; develop an Operations Plan detailing strategies for carrying out Operations objectives.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

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

- ❒ Ensure that situation and resources information is provided to the Planning/Intelligence Section on a regular basis or as the situation requires, including Status Reports and Major Incident Reports.
- ❒ Ensure that all media contacts are referred to the Public Information Officer.
- ❒ Conduct periodic briefings and work to reach consensus among staff on objectives for forthcoming operational periods.
- ❒ Attend and participate in Director of Emergency Service's Action Planning meetings.
- ❒ Provide the Planning/Intelligence Section Chief with Operations Section's objectives prior to each Action Planning meeting.
- ❒ Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.
- ❒ Ensure that the branches coordinate all resource needs through the Logistics Section.
- ❒ Ensure that intelligence information from Branch Coordinators is made available to the Planning/Intelligence Section in a timely manner.
- ❒ Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of emergency expenditures and daily time sheets).
- ❒ Brief the Director of Emergency Services on all major incidents.
- ❒ Complete a Major Incident Report for all major incidents; forward a copy to the Planning/Intelligence Section.
- ❒ Brief Branch Coordinators periodically on any updated information you may have received.
- ❒ Share status information with other sections as appropriate.

Demobilization Phase:

- ❒ Follow generic Demobilization Phase Checklist.

Fire and Rescue Branch Coordinator

Responsibilities:

1. Coordinate fire, emergency medical, hazardous materials, and urban search and rescue operations in the jurisdictional area.

2. Acquire mutual aid resources as necessary.

3. Coordinate the mobilization and transportation of all resources through the Logistics Section.

4. Complete and maintain status reports for major incidents requiring or potentially requiring operational area, state and federal response, and maintain status of unassigned fire and rescue resources.

5. Coordinate with the Law Enforcement Branch Coordinator on jurisdiction Search & Rescue activities.

6. Implement the objectives of the EOC Action Plan assigned to the Fire & Rescue Branch.

7. Supervise the Fire & Rescue Branch.

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist.

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

  - Fire & Rescue Branch
  - Emergency Medical Branch
  - HazMat Branch

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

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

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

Operational Phase:

- ☐ Ensure that Branch logs and other necessary files are maintained.
- ☐ Obtain and maintain current status on Fire & Rescue missions being conducted in the jurisdictional area.
- ☐ Provide the Operations Section Chief and the Planning/Intelligence Section with an overall summary of Fire & Rescue Branch operations periodically or as requested during the operational period.
- ☐ On a regular basis, complete and maintain the Fire & Rescue Status Report.
- ☐ Refer all contacts with the media to the Public Information Officer.
- ☐ Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (daily time sheets and notification of any emergency expenditures).
- ☐ Prepare objectives for the Fire & Rescue Branch for the subsequent operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- ☐ Provide your relief with a briefing at shift change; inform him/her of all ongoing activities. Branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist.

Law Enforcement Branch Coordinator

Responsibilities:

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

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist.
- ☐ Based on the situation, activate the necessary units within the Law Enforcement Branch:
  - Law Enforcement Operations Branch
  - Coroner/Fatalities Management Branch
  - Search and Rescue Branch
- ☐ Contact and assist the Operational Area EOC Law Enforcement and Coroner's Mutual Aid Coordinators as required or requested.
- ☐ Provide an initial situation report to the Operations Section Chief.
- ☐ Based on the initial EOC strategic objectives prepare objectives for the Law Enforcement Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.

Operational Phase:

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

- ❒ Maintain current status on Law Enforcement missions being conducted.
- ❒ Provide the Operations Section Chief and the Planning/Intelligence Section with an overall summary of Law Enforcement Branch operations periodically or as requested during the operational period.
- ❒ On a regular basis, complete and maintain the Law Enforcement Status Report.
- ❒ Refer all contacts with the media to the Public Information Officer.
- ❒ Determine need for Law Enforcement Mutual Aid.
- ❒ Determine need for Coroner's Mutual Aid.
- ❒ Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (daily time sheets and notification of any emergency expenditures).
- ❒ Prepare objectives for the Law Enforcement Branch for the subsequent Operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- ❒ Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase:

- ❒ Follow the generic Demobilization Phase Checklist.

Public Works Branch Coordinator

Responsibilities:

1. Survey all utility systems, and restore systems that have been disrupted, including coordinating with utility service providers in the restoration of disrupted services.

2. Survey all public and private facilities, assessing the damage to such facilities, and coordinating the repair of damage to public facilities.

3. Survey all other infrastructure systems, such as streets and roads within the jurisdictional area.

4. Assist other sections and branches as needed.

5. Supervise the Public Works Branch.

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist.

- ☐ Based on the situation, activate the necessary units within the Public Works Branch.

- ☐ Contact and assist the Operational Area Public Works Mutual Aid Coordinator with the coordination of mutual aid resources as necessary.

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

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

Operational Phase:

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

- ☐ Maintain current status on all public works activities being conducted.

- ☐ Ensure that damage and safety assessments are being carried out for both public and private facilities.

- ☐ Request mutual aid as required through the Operational Area Public Works Mutual Aid Coordinator.

- ☐ Determine and document the status of transportation routes into and within affected areas.

- ☐ Coordinate debris removal services as required.

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

- ☐ Ensure that all Utilities and Construction/Engineering Status Reports, as well as the Initial Damage Estimation are completed and maintained.

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

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

- ☐ Prepare objectives for the Public Works Branch for the subsequent operations period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.

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

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist.

Care & Shelter Branch Coordinator

Responsibilities:

1. Coordinate directly with the American Red Cross and other volunteer agencies to provide food, potable water, clothing, shelter and other basic needs as required to disaster victims within the Town.

2. Assist the American Red Cross with inquiries and registration services to reunite families or respond to inquiries from relatives or friends.

3. Assist the American Red Cross with the transition from mass care to separate family/individual housing.

4. Supervise the Care & Shelter Branch.

Activation Phase:

- ❒ Follow the generic Activation Phase Checklist.

Operational Phase:

- ❒ Establish and maintain your position log and other necessary files.
- ❒ Coordinate with the Liaison Officer to request an Agency Representative from the American Red Cross. Work with the Agency Representative to coordinate all shelter and congregate care activity.
- ❒ Establish communications with other volunteer agencies to provide clothing and other basic life sustaining needs.
- ❒ Ensure that each active shelter meets the requirements as described under the American with Disabilities Act (ADA).
- ❒ Assist the American Red Cross in staffing and managing the shelters to the extent possible.
- ❒ Assist the American Red Cross with the transition from operating shelters for displaced people to separate family/individual housing.
- ❒ Complete and maintain the Care and Shelter Status Report Form.
- ❒ Maintain a running tally of the number of displaced people being sheltered.
- ❒ Refer all contacts with the media to the Public Information Officer.

Demobilization Phase:

- ❒ Follow the generic Demobilization Phase Checklist.

Planning/Intelligence Section Chief

Responsibilities:

1. Ensure that the following responsibilities of the Planning/Intelligence Section are addressed as required:
    a. Collecting, analyzing, and displaying situation information,
    b. Preparing periodic Situation Reports,
    c. Preparing and distributing the EOC Action Plan and facilitating the Action Planning meeting,
    d. Conducting Advance Planning activities and report,
    e. Providing technical support services to the various EOC sections and branches, and documenting and maintaining files on all EOC activities.

2. Establish the appropriate level of organization for the Planning/Intelligence Section.

3. Exercise overall responsibility for the coordination of Branch activities with the section.

4. Keep the Director of Emergency Services informed of significant issues affecting the Planning/Intelligence Section.

5. In coordination with the other section chiefs, ensure that Status Reports are completed and utilized as a basis for situation reports, and the EOC Action Plan.

6. Supervise the Planning/Intelligence Section.

Activation Phase:

- ❒ Follow generic Activation Phase Checklists.

- ❒ Ensure that the Planning/Intelligence Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.

- ❒ Based on the situation, activate Branches within the section as needed and designate Branch Coordinators for each element:

    - o Damage Assessment Branch
    - o Documentation Branch
    - o Situation Status Branch

- ☐ Request additional personnel for the section as necessary to maintain a 24-hour operation.

- ☐ Establish contact with the Operational Area EOC when activated, and coordinate Situation Reports with their Planning/Intelligence Section. Meet with Operations Section Chief; obtain and review any major incident reports.

- ☐ Review responsibilities of branches in the section; develop plans for carrying out all responsibilities.

- ☐ Make a list of key issues to be addressed by the Planning/Intelligence Section; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.

- ☐ Keep the Director of Emergency Services informed of significant events.

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

Operational Phase:

- ☐ Ensure that Planning/Intelligence Section position logs and other necessary files are maintained.

- ☐ Ensure that the Situation Analysis Branch is maintaining current information for the situation report.

- ☐ Ensure that major incidents reports and status reports are completed by the Operations Section and are accessible by Planning/Intelligence.

- ☐ Ensure that all status boards and other displays are kept current and that posted information is neat and legible.

- ☐ Ensure that the Public Information Officer has immediate and unlimited access to all status reports and displays.

- ☐ Conduct periodic briefings with P&I section staff and work to reach consensus on section objectives for forthcoming operational periods.

- ☐ Facilitate the Director of Emergency Service's Action Planning meetings approximately two hours before the end of each operational period.

- ☐ Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.

- ☐ Ensure that the EOC Action Plan is completed and distributed prior to the start of the next operational period.
- ☐ Work closely with each branch within the Planning/Intelligence Section to ensure the section objectives, as defined in the current EOC Action Plan are being addressed.
- ☐ Ensure that the Situation Status Branch develops and distributes a report which highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall strategic objectives of the EOC.
- ☐ Ensure that the Documentation Branch maintains files on all EOC activities and provides reproduction and archiving services for the EOC, as required.
- ☐ Provide technical specialists to all EOC sections as required.
- ☐ Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section.

Demobilization Phase:

- ☐ Follow generic Demobilization Phase Checklist.

Damage Assessment Branch Coordinator

Responsibilities:

1. Collect initial damage assessment information from other branches/units in the EOC.

2. If the emergency is storm, flood, or earthquake related, work with the Operations Section to ensure that inspection teams from the Water District or trained police officers have been dispatched to assess the status of the dam.

3. Provide detailed damage assessment information to the rest of the Planning Section, with associated loss damage estimates.

4. Maintain detailed records on damaged areas and structures.

5. Initiate requests for engineers, to inspect structures and/or facilities.

6. Supervise the Damage Assessment Branch.

Activation Phase:

- ☐ Follow generic Activation Phase Checklist.

Operational Phase:

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

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

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

- ☐ Prepare detailed damage assessment information, including estimate of value of the losses, and provide to the rest of the Planning Section.

- ☐ Clearly label each structure and/or facility inspected in accordance with ATC-20 standards and guidelines.

- ☐ Maintain a list of structures and facilities requiring immediate inspection or engineering assessment.

- ☐ Initiate all requests for engineers and building inspectors through the Operations Section.
- ☐ Keep the Planning Section Chief informed of the inspection and engineering assessment status.
- ☐ Refer all contacts with the media to the Public Information Officer.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist.

Documentation Branch Coordinator

Responsibilities:

1. Collect, organize and file all completed emergency related forms, to include: all EOC position logs, situation reports, EOC Action Plans and any other related information, just prior to the end of each operational period.

2. Provide document reproduction services to the EOC staff.

3. Distribute the EOC situation reports, EOC Action Plan, and other documents, as required.

4. Maintain a permanent electronic archive of all situation reports and Action Plans associated with the emergency.

5. Prepare and distribute the After Action Report.

6. Supervise the Documentation Branch.

Activation Phase:

- ❒ Follow the generic Activation Phase Checklist.

Operational Phase:

- ❒ Establish and maintain a position log and other necessary files.

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

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

- ❒ Initiate and maintain a roster of all activated EOC positions to ensure that position logs are accounted for and submitted to the Documentation Branch at the end of each shift.

- ❒ Reproduce and distribute the Situation Reports and Action Plans. Ensure distribution is made to the Operational Area EOC.

- ☐ Keep extra copies of reports and plans available for special distribution as required.
- ☐ Set up and maintain document reproduction services for the EOC.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist.

Situation Status Branch Coordinator

Responsibilities

1. Oversee the collection, organization, and analysis of situation information related to the emergency.

2. Ensure that information collected from all sources is validated prior to posting on status boards.

3. Ensure that situation reports are developed for dissemination to EOC staff and also to other EOCs as required.

4. Ensure that an EOC Action Plan is developed for each operational period.

5. Ensure that all maps, status boards and other displays contain current and accurate information.

6. Supervise the Situation Status Branch.

Activation Phase:

- ❒ Follow the generic Activation Phase Checklist.

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

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

- ❒ Prepare the Situation Status Branch objectives for the initial Action Planning meeting.

Operational Phase:

- ❒ Establish and maintain a position log and other necessary files.

- ❒ Oversee the collection and analysis of all emergency related information.

- ❒ Oversee the preparation and distribution of the Situation Report. Coordinate with the Documentation Branch for manual distribution and reproduction as required.

- ❒ Ensure that each EOC Section provides the Situation Status Branch with status reports on a regular basis.
- ❒ Meet with the PIO to determine the best method for ensuring access to current information.
- ❒ Prepare a situation summary for the EOC Action Planning meeting.
- ❒ Ensure each section provides their objectives at least 30 minutes prior to each Action Planning meeting.
- ❒ In preparation for the Action Planning meeting, ensure that all EOC objectives are posted on chart paper, and that the meeting room is set up with appropriate equipment and materials (easels, markers, situation reports, etc.).
- ❒ Following the meeting, ensure that the Documentation Branch publishes and distributes the EOC Action Plan prior to the beginning of the next operational period.
- ❒ Ensure that adequate staff is assigned to maintain all maps, status boards and other displays.

Demobilization Phase:

- ❒ Follow the generic Demobilization Phase Checklist.

Demobilization Branch Coordinator

Responsibilities:

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

2. Supervise the Demobilization Branch

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist.

Operational Phase:

- ☐ Establish and maintain a position log and other necessary files.
- ☐ Review EOC personnel roster to determine size and scope of any demobilization efforts.
- ☐ Meet individually with the general staff to determine their need for assistance in any Demobilization Planning.
- ☐ Advise Planning/Intelligence Section Chief on the need for a formal written Demobilization Plan.
- ☐ If a Demobilization Plan is required, develop the plan using detailed specific responsibilities, release priorities and procedures.
- ☐ Establish with each Section Chief which branches/personnel should be demobilized first.
- ☐ Establish time tables for deactivating or downsizing branches.
- ☐ Determine if any special needs exist for personnel demobilization (e.g. transportation).
- ☐ Develop a checkout procedure if necessary, to ensure all deactivated personnel have cleared their operating position.
- ☐ Submit any formalized Demobilization Plan to the Planning/Intelligence Section Chief for approval.

- ❒ Meet with each assigned Agency Representative and Technical Specialist to determine what assistance may be required for their demobilization from the EOC.

- ❒ Monitor the implementation of the Demobilization Plan and be prepared to handle any demobilization issues as they occur.

Logistics Section Chief

Responsibilities:

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.

2. Establish the appropriate level of branch and/or Branch staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.

3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or with the estimated time frame.

4. Coordinate closely with the Operations Section Chief to establish priorities for resource allocation to activated Incident Commands within the affected area.

5. Keep the Director of Emergency Services informed of all significant issues relating to the Logistics Section.

6. Supervise the Logistics Section.

Activation Phase:

- ❒ Follow generic Activation Phase Checklists.

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

- ❒ Based on the situation, activate branches within the section as needed and designate Branch Coordinators for each element:

    - Communications/IT Branch
    - Facilities Branch
    - Personnel/Volunteer Branch
    - Supplies Branch
    - Transportation Branch

- ❒ Mobilize sufficient section staffing for 24 hour operations.

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

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

- ☐ Meet with the Director of Emergency Services and staff and identify immediate resource needs.

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

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

- ☐ Provide periodic Section Status reports to the Director of Emergency Services.

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

Operational Phase:

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

- ☐ Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.

- ☐ Provide the Planning/Intelligence Section Coordinator with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.

- ☐ Attend and participate in EOC Action Planning meetings.

- ☐ Ensure that the Supplies Branch coordinates closely with the Purchasing Branch in the Finance/Administration Section, and that all required documents and procedures are completed and followed.

- ☐ Ensure that transportation requirements, in support of response operations, are met.

- ☐ Ensure that all requests for facilities and facility support are addressed.

- ❒ Ensure that all resources are tracked and accounted for, as well as resources ordered through Mutual Aid.
- ❒ Provide section staff with information updates as required.

Demobilization Phase:

- ❒ Follow generic Demobilization Phase Checklist.

Information Technology Branch Coordinator

Responsibilities:

1. Ensure computer resources and services are provided to EOC staff as required.

2. Oversee the installation of information technology resources within the Town EOC. Ensure that information technology links are established with the Operational Area EOC.

3. Determine specific computer requirements for all EOC positions.

4. Implement GroupWise, for internal e-mail. If GroupWise is unavailable implement the Los Gatos/Monte Sereno EOC Yahoo backup system.

5. Supervise the Information Technology Branch.

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist.

- ☐ Based on the situation, activate Information Systems personnel.

- ☐ Prepare objectives for the Information Technology Branch; provide them to the Logistics Section Chief prior to the initial Action Planning meeting.

Operational Phase:

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

- ☐ Keep all sections informed of the status of information technology systems, particularly those that are being restored.

- ☐ Coordinate with all EOC sections/branches/units regarding the use of all information technology systems.

- ☐ Ensure that adequate information technology specialists are mobilized to accommodate each discipline on a 24-hour basis or as required. Ensure that links are established with the Operational Area EOC.

- ☐ Ensure that e-mail links are established with activated EOCs within the Operational Area, as appropriate.

- ❒ Continually monitor the operational effectiveness of EOC information technology systems. Provide additional equipment as required.
- ❒ Ensure that technical personnel are available for communications equipment maintenance and repair.
- ❒ Keep the Logistics Section Chief informed of the status of information technology systems.
- ❒ Prepare objectives for the Information Technology Branch; provide them to the Logistics Section Chief prior to the next Action Planning meeting.

Demobilization Phase:

- ❒ Follow the generic Demobilization Phase Checklist.

Communications Branch Coordinator

Responsibilities:

1. Ensure radio and telephone resources and services are provided to EOC staff as required.

2. Oversee the installation of communications resources within the Town EOC. Ensure that a communications link is established with the Operational Area EOC.

3. Ensure that the EOC Communications Center is established to include sufficient frequencies to facilitate operations.

4. Develop and distribute a Communications Plan which identifies all systems in use and lists specific frequencies allotted for the event or disaster.

5. Supervise the Communications Branch.

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist.

- ☐ Based on the situation, activate Communications Systems personnel.

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

Operational Phase:

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

- ☐ 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 communications systems.

- ☐ Provide communications resources and services as needed to external Town operated sites such as Points of Distribution (POD) and/or Emergency Volunteer Centers (EVC's) as needed.

- ☐ Ensure that the EOC Communications Center is activated to receive and direct all event or disaster related communications to appropriate destinations within the EOC.

- ☐ Ensure that adequate communications operators are mobilized to accommodate each discipline on a 24-hour basis or as required. Ensure that communications are established with the Operational Area EOC.

- ☐ Ensure that communications links are established with activated EOCs within the Operational Area, as appropriate.

- ☐ Continually monitor the operational effectiveness of EOC communications systems. Provide additional equipment as required.

- ☐ Ensure that technical personnel are available for communications equipment maintenance and repair.

- ☐ Mobilize and coordinate amateur radio resources to augment primary communications systems as required.

- ☐ Keep the Logistics Section Chief informed of the status of communications systems.

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

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

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist.

Facilities Branch Coordinator

Responsibilities:

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

2. Ensure acquired building, building floors, and or workspaces are returned to their original state when no longer needed.

3. Supervise the Facilities Branch.

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist.

Operational Phase:

- ☐ Establish and maintain a position log and other necessary files.
- ☐ Work closely with all sections in determining facilities and furnishings required for effective operation of the EOC.
- ☐ Coordinate with branches in the Operations Section to determine if assistance with facility acquisition and support is needed at the field level.
- ☐ Arrange for continuous maintenance of acquired facilities, to include ensuring that utilities and restrooms are operating properly.
- ☐ If facilities are acquired away from the EOC, coordinate with assigned personnel and designate a Facility Manager.
- ☐ Develop and maintain a status board or other reference which depicts the location of each facility; a general description of furnishings, supplies and equipment at the site; hours of operation, current status and the name and phone number of the Facility Manager.
- ☐ Ensure all structures are safe for occupancy and that they comply with ADA requirements.

- ❒ Assist in bringing Town operations and facilities back on line and operational as appropriate.

- ❒ As facilities are vacated, coordinate with the facility manager to return the location to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.

- ❒ Keep the Logistics Section Chief informed of significant issues affecting the facilities branch.

Demobilization Phase:

- ❒ Follow the generic Demobilization Phase Checklist.

Personnel/Care and Shelter Branch Coordinator

Responsibilities:

1. Provide personnel resources as requested in support of the EOC and Field Operations.

2. Develop an EOC organization chart.

3. Ensure that workers' compensation claims resulting from the response are processed within a reasonable time, given the nature of the situation.

4. Supervise the Personnel Branch.

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist

Operational Phase

- ☐ Establish and maintain personnel log and other necessary files.

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

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

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

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

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

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

- ❒ Assist the Fire Rescue Branch and Law Enforcement Branch with ordering of mutual aid resources as required.

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

- ❒ Ensure that all workers' compensation claims, resulting from the emergency, are processed in a reasonable time-frame, given the nature of the situation.

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

- ❒ Arrange for child care services for EOC personnel as required.

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

Demobilization Phase:

- ❒ Follow the generic Demobilization Phase Checklist.

Supplies Branch Coordinator

Responsibilities:

1. Oversee the procurement and allocation of supplies and material not normally provided through mutual aid channels.

2. Coordinate procurement actions with the Finance Section.

3. Coordinate delivery of supplies and material as required.

4. Supervise the Supply Branch.

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist.

Operational Phase:

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

- ☐ Determine if requested types and quantities of supplies and material are available in Town inventory.

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

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

- ☐ In conjunction with the Planning Section Chief, maintain a status board or other reference depicting procurement actions in progress and their current status.

- ☐ Determine if the procurement item can be provided without cost from another jurisdiction or through the Operational Area.

- ☐ Determine Branch costs of supplies and materials, from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.

- ☐ Orders exceeding the purchase order limit must be approved by the Finance Section before the order can be completed.

- ❒ If vendor contracts are required for procurement of specific resources or services, refer the request to the Finance Section for development of necessary agreements.

- ❒ Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the Transportation Branch.

- ❒ In coordination with the Personnel Branch, provide food and lodging for EOC staff and volunteers as required. Assist field level with food services at camp locations as requested.

- ❒ Coordinate donated goods and services from community groups and private organizations. Set up procedures for collecting, inventorying, and distributing usable donations. Keep the Logistics Section Chief informed of significant issues affecting the Supply Branch.

Demobilization Phase:

- ❒ Follow the generic Demobilization Phase Checklist.

Transportation Branch Coordinator

Responsibilities:

1. In coordination with the Public Works Branch Coordinator and the Situation Status Branch, develop a transportation plan to support EOC operations.

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

3. Supervise the Transportation Branch.

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist.

Operational Phase:

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

- ☐ Routinely coordinate with the Situation Status Branch to determine the status of transportation routes in and around the Town.

- ☐ Routinely coordinate with the Publics Works Branch Coordinator to determine progress of route recovery operations.

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

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

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

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist.

Volunteer Branch Coordinator

Responsibilities:

1. The Volunteer Branch Coordinator is responsible for overseeing all functions of the Emergency Volunteer Center (EVC) and coordinating volunteer communications with the EOC.

2. The main role of the Volunteer Branch Coordinator (may also be referred to as the EVC Manager) is to oversee operations of the EVC.

3. The Volunteer Branch Coordinator should constantly assess needs for the Center and obtain needed supplies and resources from the EOC to sustain EVC operations.

4. The Volunteer Branch Coordinator is also responsible for working with the Town's Public Information Officer specifically for volunteer needs and requests.

Activation Phase:

- ❒ Follow the generic Activation Phase Checklist
- ❒ In consultation with the Logistics Section Chief, decide whether a Town EVC or Regional EVC in Campbell will be utilized.
- ❒ If a Town EVC is to be set up, decide in consultation with the Logistics Section Chief on the facility to be used.
- ❒ If a Regional EVC in Campbell is to be used, decide in consultation with the Logistics Section Chief which Los Gatos paid and volunteer staff will report to that EVC.

All portions of this checklist that follow assume a Town EVC is to be used.

- ❒ Make contact with the EVC facility representative, and conduct a walkthrough of the facility with that representative to establish the facility's condition prior to use
- ❒ Secure and open the facility for the EVC
- ❒ Request staffing and other resources for EVC operations
- ❒ Assign and supervise lead EVC staff

- ☐ Review set-up and layout procedures and assign staff to set up the EVC.

Operational Phase:

- ☐ Initiate an event log of activities, beginning with notification of the emergency.
- ☐ In a major incident designate an Assistant Volunteer Branch Coordinator/EVC Manager.
- ☐ Work closely with the Communications Branch Coordinator to establish mode(s) of communication with the EOC.
- ☐ Determine staffing levels. If possible assign at least two people to each station and more if necessary. When assigning more than one person to a station, designate a lead staff person to be in charge.
- ☐ Forecast EVC personnel needs and request extra staff if needed.
- ☐ Assign early volunteers to provide refreshments and support in the waiting area near the Reception Station.
- ☐ In consultation with the Logistics Section Chief, determine the hours of operation for the public.
- ☐ Set staffing shifts. The recommended maximum shift for any employee or volunteer is eight hours. Decisions regarding overtime work (beyond eight hours a day or 40 hours per week) for Town employees should be coordinated with the Personnel Branch Coordinator.
- ☐ Plan breaks for all staff.
- ☐ Ensure that staffing and operations cost tracking are communicated to the Logistics and Finance Section Chiefs, and follow State and FEMA guidelines.
- ☐ Schedule brief meetings at the beginning and end of the day before and/or after opening the doors to the public to address operational issues and update the staff on the disaster situation.
- ☐ Overlap shifts to help with the transition of information and updates at each station.
- ☐ Frequently rotate staff through the most stressful positions such as intake/reception.

- ❒ Designate a break/rest area away from the public to provide a resting area for staff, with water and healthy foods if possible.
- ❒ Encourage EVC staff to monitor stress levels, watch for burnout and promote breaks among one another whenever possible.
- ❒ If needed, obtain security resources for the EVC.
- ❒ Maintain all required records (including a roster of all volunteer names and contact information) and documentation to support the history of the emergency.

Demobilization Phase:

- ❒ Follow generic Demobilization Phase Checklist.
- ❒ Start planning for demobilization when beginning EVC operations.
- ❒ Determine if and when to transition intake and placement activities to another entity.
- ❒ Set a day and time for demobilization and announce to all staff and volunteers.
- ❒ If needed, provide critical incident stress debriefing services from professional mental health counselors for EVC staff and volunteers.
- ❒ Prepare a brief report on intake and placement statistics for the EOC and your own records.
- ❒ Determine where to transition remaining volunteer activities, either to countywide operations at the Volunteer Center of Silicon Valley, to the Regional EVC in Campbell (if it is operating), or to normal Town volunteer processes.
- ❒ Working with the Town PIO, notify local media, emergency services officials, and community regarding the deactivation of the EVC.
- ❒ Thank volunteers who contributed to EVC operations and/or response efforts in the community. Prepare volunteer recognition efforts after the incident.

Finance/Administration Section Chief

Responsibilities:

1. Ensure that all financial records are maintained throughout the emergency.

2. Ensure that all on-duty time is recorded for all emergency response personnel.

3. Ensure that all on-duty time sheets are collected from EOC assigned personnel and that departments are collecting this information from Field Level Supervisors or Incident Commanders and their staff.

4. Ensure there is a continuum of the payroll process for all employees responding to the emergency.

5. Determine purchase order limits for the procurement function in Logistics.

6. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.

7. Provide administrative support to all EOC Sections as required, in coordination with the Personnel Branch.

8. Activate branches within the Finance/Administration Section as required; monitor section activities continuously and modify the organization as needed.

9. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.

10. Supervise the Finance/Administration Section.

Activation Phase:

- ☐ Follow generic Activation Phase Checklists.

- ☐ Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.

- ☐ Based on the situation, activate branches within the section as needed and designate Branch Coordinators for each element:

- Purchasing Branch
- Time Keeping Branch

- ☐ Ensure that sufficient staff are available for a 24-hour schedule, or as required.

- ☐ Meet with the Logistics Section Chief and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to the Logistics Section.

- ☐ Meet with all Branch Coordinators and ensure that responsibilities are clearly understood.

- ☐ In conjunction with Branch Coordinators, determine the initial Action Planning objectives for the first operational period.

- ☐ Notify the Director of Emergency Services when the Finance/Administration Section is operational.

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

Operational Phase:

- ☐ Ensure that Finance/Administration Section position logs and other necessary files are maintained.

- ☐ Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.

- ☐ Participate in all Action Planning meetings.

- ☐ Brief all Branch Coordinators and ensure they are aware of the EOC objectives as defined in the Action Plan.

- ☐ Keep the Director of Emergency Services, staff, and elected/other officials aware of the current fiscal situation and other related matters, on an on-going basis.

- ☐ Ensure that the all financial records are maintained throughout the emergency for recovery purposes.

- ☐ Ensure that the Time Keeping Branch tracks and records all agency staff time.

- ☐ In coordination with the Logistics Section, ensure that the Purchasing Branch processes purchase orders and develops contracts in a timely manner.

- ❒ Ensure that the Time Keeping Branch processes all time-sheets and travel expense claims promptly.
- ❒ Ensure that the Finance/Administration Section provides administrative support to other EOC Sections as required.
- ❒ Ensure that Accounts Payable tracks travel claims.

Demobilization Phase:

- ❒ Follow generic Demobilization Phase Checklist.

Purchasing Branch Coordinator

Responsibilities:

1. Coordinate vendor contracts not previously addressed by existing approved vendor lists.

2. Coordinate with the Supplies Branch on all matters involving the need to exceed established purchase order limits.

3. Supervise the Purchasing Branch.

Activation Phase:

- ❒ Follow the generic Activation Phase Checklist.

Operational Phase:

- ❒ Establish and maintain position logs and other necessary files.
- ❒ Review the Town's emergency purchasing procedures.
- ❒ Prepare and sign contracts as needed; obtain concurrence from the Finance Section Chief.
- ❒ Ensure that all contracts identify the scope of work and specific site locations.
- ❒ Negotiate rental rates not already established, or purchase price with vendors as required.
- ❒ Monitor vendors as necessary, regarding unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during disasters. Admonish as needed.
- ❒ Finalize all agreements and contracts, as required.
- ❒ Complete final processing and send documents to Budget and Payroll for payment.
- ❒ Verify costs data in the pre-established vendor contracts and/or agreements.
- ❒ In coordination with the Logistics Section, ensure that the Purchasing Branch processes purchase orders and develops contracts in a timely manner.

- ☐ Keep the Finance Section Chief informed of all significant issues involving the Purchasing Branch.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist.

Time Keeping Branch Coordinator

Responsibilities:

1. Track, record, and report all on-duty time for personnel working during the event or disaster.

2. Ensure that personnel time records, travel expense claims and other related forms are prepared and submitted to the Town budget and payroll office.

3. Supervise the Time Keeping Branch.

Activation Phase:

- ☐ Follow the generic Activation Phase Checklist.

Operational Phase:

- ☐ Establish and maintain position logs and other necessary files.

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

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

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

- ☐ Establish a file for each employee within the first operational period; to maintain a fiscal record for as long as the employee is assigned to the response. Ensure Volunteer Branch Coordinator is keeping records on volunteers.

- ☐ Keep the Finance/Administration Section Chief informed of significant issues affecting the Time-Keeping Branch.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist.

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