



EMERGENCY OPERATIONS PLAN

Basic Plan

CITY OF PALOS VERDES ESTATES

EMERGENCY PLANNING CONSULTANTS | July 16, 2019



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PROMULGATION

The City of Palos Verdes Estates has updated its Emergency Operations Plan (EOP) to ensure the most effective and economical allocation of resources for the maximum benefit and protection of life, property, and the environment during an emergency. This plan supersedes the Standardized Emergency Management System (SEMS) Emergency Procedures Plan adopted in 2005 along with any other previous plans promulgated for this purpose.

The objective of the EOP is to coordinate all the facilities and personnel of the City into an efficient organization capable of responding to any emergency. As such, this plan provides a framework for the City of Palos Verdes Estates to use in performing emergency functions before, during, and after an emergency event, natural disaster or technological incident—regardless of cause, size or complexity. While no plan can prevent death and destruction, good plans carried out by knowledgeable and well-trained personnel will minimize losses. Therefore, this plan describes the emergency organization, assigns tasks, and specifies policies, procedures, and the coordination of planning efforts of staff utilizing the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). In accordance with SEMS and NIMS, this EOP is an extension of the State of California Emergency Plan and the Los Angeles County Operational Area Emergency Response Plan. It has been reviewed by staff, will be tested through training and exercise, and revised as necessary. As per Municipal Code Title II, Chapter 2.28, **Emergency Services** (e.g. Emergency Services Ordinance), last updated in 2019, the City's Disaster Council is responsible for the development of the Emergency Operations Plan (EOP). The Disaster Council membership includes the Mayor, Director of Emergency Services (City Manager), Mayor Pro Tempore, and Emergency Services Chiefs as identified in the current EOP (EOC Section Chiefs).

This plan is intended to be in accordance with all existing Federal, State and local statutes. All Federal, State, and local laws supersede the policies and procedures listed in this plan. All recipients are requested to advise the City of Palos Verdes Estates regarding recommendations for improvement.

The City's EOP supports the overall mission of the City. As such, the City Council endorses and gives its full support to this plan and urges all officials, employees, and residents, individually and collectively, to support the total emergency preparedness and response efforts of the City of Palos Verdes Estates.

This document is hereby approved and promulgated as the City of Palos Verdes Estates Emergency Operations Plan.

RESOLUTION

RESOLUTION R19-27

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALOS VERDES ESTATES, CALIFORNIA ADOPTING AN AMENDED EMERGENCY OPERATIONS PLAN.

WHEREAS, California Government Code §8610 requires the City to develop an Emergency Response Plan for meeting all conditions constituting a local emergency or state of emergency;

WHEREAS, Chapter 2.28 of the Palos Verdes Estates Municipal Code requires that the Emergency Response Plan be submitted to the City Council for adoption;

WHEREAS, the City of Palos Verdes Estates adopted its Emergency Operations Plan in 2005, which provides for the organization of emergency services and coordination of emergency functions within the City and with other public agencies, private organizations, and businesses;

WHEREAS, the City of Palos Verdes Estates Emergency Operations Plan is an extension of the Los Angeles County Operational Area Emergency Operations Plan and the State of California Emergency Plan. It will be reviewed, exercised periodically, and revised as necessary to meet changing conditions.

WHEREAS, the City has amended its Emergency Operations Plan consistent with the City of Palos Verdes Estates Municipal Code and current standards in emergency management to outline the necessary roles and responsibilities to be discharged by City staff and volunteers in the event a disaster strikes the City

THE CITY COUNCIL OF THE CITY OF PALOS VERDES ESTATES, CALIFORNIA, DOES HEREBY FIND, ORDER AND RESOLVE AS FOLLOWS

SECTION 1. The City Council hereby adopts the Amended Emergency Operations Plan, attached hereto as Exhibit “A,” which is incorporated by this reference.

SECTION 2. The Director of Emergency Services is authorized to make necessary administrative and operational changes to the EOP so long as those changes are in keeping with the intent of the EOP as approved.

SECTION 3. The Director of Emergency Services or his duly appointed representative is authorized and required to perform all duties required to carry out the EOP.

SECTION 4. That the City Clerk shall certify to the adoption of this Resolution and forward one copy of such Plan and Resolution to all parties named in the Plan.

SECTION 5. This Resolution will become effective immediately upon adoption and will remain effective unless repealed or superseded.

PASSED, APPROVED AND ADOPTED this 10th day of September, 2019.

Kenneth J Kao, Mayor

ATTEST:

City Clerk

APPROVED AS TO FORM:

Christi Hogin, City Attorney

APPROVAL AND IMPLEMENTATION

The City of Palos Verdes Estates has a commitment to the safety of its citizens. Their safety and security depend upon the continuation of public services before, during, and after an emergency/disaster.

The City of Palos Verdes Estates is mandated by federal, state, and local laws to ensure that mitigation efforts are enhanced, preparedness is encouraged, responsiveness is assured, and recovery is achieved efficiently and effectively, before, during, and after natural disasters, technological incidents, and human-caused events which may occur within the City or have an impact on the City.

One of the primary responsibilities of the City's Disaster Council is to develop an Emergency Operations Plan, update the plan and maintain a record of changes. This plan seeks to address, to the extent possible, emergency response functions of City departments, supporting agencies, public officials, and other public and private organizations during emergencies/disasters.

Based on the Federal Emergency Management Agency's (FEMA) Comprehensive Preparedness Guide 101 Version 2.0, this plan was developed with the cooperation of all City departments, and agencies including the County of Los Angeles Office of Emergency Management, Area G Disaster Management Area Coordinator (DMAC), and Fire Department. Many such external organizations play a pivotal and functional role in responding to a major emergency or disaster.

The EOP consists of this Basic Plan, as well as separately maintained procedural Annexes and Supporting Documents. The Basic Plan includes:

- The purpose and scope of the plan;
- A description of the City's hazards, or the situation overview, and planning assumptions;
- The general Concept of Operation for emergency activities within the City, to include a description of the City's emergency management organization, assigned roles and responsibilities and continuity of government principles;
- The coordination mechanism, or direction and control mechanisms, utilized in the emergency management process;
- Information collection, analysis and dissemination methods;
- Communications methods;
- Administration, finance, and logistics;
- Plan maintenance procedures; and
- Authorities and references.

The EOP – Basic Plan is supported with the following Attachments:

- Acronyms and Glossary of Terms
- Continuity of Government
- Mutual Aid

The EOP Basic Plan is supported by Annexes that are considered operational documents and therefore maintained separately. The Annexes contain information about the emergency functions of the responsible departments, agencies and organizations. There are five (5) Annexes, one for each of the functional areas within the City's Emergency Management Organization: Management, Operations, Planning and Intelligence, Logistics, and Finance and Administration. The Supporting Documents include legal and other guidance materials used during a response to a major emergency or disaster.

RECORD OF CHANGES

DATE OF REVISION	REVISION DESCRIPTION	SECTION/COMPONENT	REVISION COMPLETED BY
2005	Prepared SEMS Emergency Procedures Plan		Emergency Services Coordinator
2019	Prepare Emergency Operations Plan	Basic Plan, Annexes, Supporting Documents	Emergency Services Coordinator and Emergency Planning Consultants

RECORD OF DISTRIBUTION

Agency/ Jurisdiction	Title or Department	Date of Delivery	Number of Copies Delivered
City of Palos Verdes Estates	City Council Members		5
	City Manager		1
	City Clerk		1
	Human Resources		1
	Community Relations		1
	Police		1
	Planning & Building		1
	Public Works		1
	Finance		1
County of Los Angeles	Fire		1
	Disaster Management Area G Coordinator		1
Contracted Providers	City Attorney		1

The EOP and its annexes are also available electronically to City of Palos Verdes Estates employees on the City's network drive. Printed copies are maintained in the primary and back-up EOC locations. It's important to note that printed copies are of particular importance in the event of power loss or other emergencies where the network drive is not accessible.

INTRODUCTION

Saving lives and the protection of life, environment, and property are the primary goals of governmental public safety agencies. Emergency plans provide the basis for response and recovery operations. The success of these plans depends largely, in part, on the collaboration of the agencies and jurisdictions responsible for the development and maintenance of these plans. The formation of an emergency organization, policies, and roles and responsibilities are essential aspects of all effective emergency plans.

Utilizing the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), successful emergency planning utilizes a comprehensive approach to prepare and plan for all-hazards, disasters and emergencies. Much like other cities in the United States, the City of Palos Verdes Estates faces challenges unlike any that have been seen before. The City of Palos Verdes Estates is vulnerable to a host of natural hazards including earthquakes, urban flooding, drought, windstorms and tsunamis; technological hazards including hazardous materials spills, major transportation accidents, and utility emergencies; and human-caused events including civil unrest, terrorism, and disease pandemics.

Per Municipal Code Title II, Chapter 2.28, **Emergency Services**, the City's Disaster Council is charged with ensuring the City is prepared for all hazards and emergencies. Accordingly, the Disaster Council is responsible for review, development and recommendation for adoption by the City Council of the City's Emergency Operations Plan (EOP). Specific tasks are assigned in the Ordinance to the Director of Emergency Services.

The update to the EOP was developed utilizing the guidance provided in FEMA's Comprehensive Preparedness Guide 101.v.2, and best practices from jurisdictions within California. In accordance with SEMS and NIMS, the City of Palos Verdes Estates has reviewed the 2012 Los Angeles County Operational Area (OA) Emergency Response Plan to ensure that the City's EOP is consistent.

EOP PURPOSE

The Emergency Operations Plan describes a comprehensive emergency management system which provides for a planned response to disaster situations associated with natural disasters, technological incidents, and human-caused events. It delineates operational concepts relating to various emergency situations, identifies components of the Emergency Management Organization (reports to the City's Emergency Operations Center), and describes the overall responsibilities for protecting life and property and assuring the overall well-being of the population.

The Plan also details the coordination of response services and support within the City and the City's relationships, obligations and dependencies with other response organizations and governmental entities, to include mutual aid and specific statutory authorities, as well as state and federal agencies and the private sector. It provides detail regarding reporting requirements, as well as an overview of the City's concept of operation for all hazards disaster management and coordination. ***This plan is designed to be flexible enough so that the City's capabilities can adapt to a changing response environment and to the needs of supporting organizations.***

The Plan is supported by function-specific Annexes which describe roles and responsibilities of internal and supporting departments with duties in the City's Emergency Operations Center (EOC). The Annexes are considered operational documents and therefore maintained separately.

There are five (5) Annexes, one for each of the functional areas within the City's Emergency Management Organization - Management, Operations, Planning & Intelligence, Logistics, and Finance & Administration.

In addition, there are stand-alone emergency plans and assessments that exist that serve to support the City's Emergency Management Program. These plans are, by reference, a part of this plan. Brief descriptions of each plan are included below:

1. **City of Palos Verdes Estates Hazard Mitigation Plan.** The Mitigation Plan documents all of the ongoing and future actions that contribute to minimizing or eliminating threats associated with natural hazards. The Plan is federally mandated and ensures the City's eligibility for public assistance funds following a major regional disaster. An important component in the Mitigation Plan is a thorough analysis of the natural hazards and their impacts on City-owned facilities and the City at large. The City's Mitigation Plan was most recently approved by FEMA on March 2, 2018.
2. **City of Palos Verdes Estates General Plan Safety Element.** The General Plan Safety Element is intended to reduce the potential risk of death, injuries, property damage, and economic and social dislocation resulting from fires, floods, earthquakes, landslides, and other hazards. Other locally relevant safety issues, such as emergency response, hazardous materials spills, and crime reduction, are also included. The City's General Plan Safety Element was adopted by City Council in 1975.

SCOPE

The City of Palos Verdes Estate's EOP applies to any extraordinary emergency associated with any hazard – natural, technological or human-caused - which may affect the City and result in a planned, coordinated response by multiple departments and/or supporting agencies. The EOP establishes an emergency organization and defines responsibilities for all departments and individuals (public and private) having roles in emergency preparedness, response, recovery and/or mitigation in the City. The EOP is designed to be compliant with SEMS and NIMS. The "City" consists of the City's geographic boundaries, to include all citizens, governmental entities and departments, businesses and non-profit organizations within the bounds of the City, and/or those individuals and entities operating or transiting the City.

The City outsourced key services that have a direct bearing on the City's emergency response organization; specifically, fire prevention, fire suppression, paramedic, and hazardous materials response and compliance (Los Angeles County Fire Department), building permits and inspection (contractor HR Green), trash collection and recycling (Athens Services), and animal control services (County of Los Angeles Department of Animal Care and Control). As such, close planning and coordination with these agencies and organizations is essential to the preparedness and response capabilities of the City.

Also, the Palos Verdes Homes Association operates separate and apart from the organizational structure of the City of Palos Verdes Estates. They enforce the deed restrictions established in the early planning and development of the city. These restrictions determine the building setbacks within each lot as well as the type of architecture allowed.

During emergencies, the City Manager leads the City's response as the Director of Emergency Services. The City of Palos Verdes Estates is a part of the Los Angeles County Operational Area (OA), which includes the County and its political subdivisions (e.g. cities and special districts). In

accordance with SEMS, the City of Palos Verdes Estates sends requests for additional support through the OA and its designated emergency management organization, which is under the Los Angeles County's Office of Emergency Management. In the event the OA cannot meet the needs of the City, requests are then sent to the Region, State and Federal levels in accordance with SEMS/NIMS.

This EOP has been developed to provide guidance for the City of Palos Verdes Estates based on the following objectives:

- Establish the City's policy and procedures for response to emergencies.
- Describe the City's Emergency Management Organization and establish an integrated system for the effective management of emergencies.
- Describe how people (unaccompanied minors, individuals with disabilities, others with access and functional needs, individuals with limited English speaking proficiency, and service animals and household pets) and property are protected and addressed.
- Describe the City's dependencies and relationships with outside agencies and jurisdictions, as it relates to emergency response activities in the City.
- Identify lines of authority and relationships.
- Assign tasks and responsibilities.
- Describe the resources available and means to acquire additional resources to support emergency response activities in the City.
- Provide a framework to allow for the smooth transition from the response phase to the recovery phase.
- Describe the functionality of the City's EOC.

SITUATION AND PLANNING ASSUMPTIONS

Situation

The City of Palos Verdes Estates has an area of 4.77 square miles and is located in the South-Western portion of Los Angeles County.

The City is located 28 miles south of downtown Los Angeles and is bounded by the City of Torrance on the north; the Pacific Ocean on the west; the City of Rolling Hills Estates on the east, and the City of Rancho Palos Verdes on the south.

The City is almost completely developed, and the remaining vacant land is limited to scattered parcels. Existing development in the City is characterized by single-family residential neighborhoods, with commercial uses concentrated at Lunada Bay and Malaga Cove.

Aviation activity over or near the Peninsula typically divides into 2 categories: General Aviation Aircraft and Scheduled Air Transport.

General Aviation refers to all flights other than military and scheduled airline and cargo flights. General aviation aircraft flying over or near the Palos Verdes Peninsula often depart and land at Torrance Airport and are typically small fixed-wing aircraft or helicopters. Scheduled Air Transport includes a wide range of jet and turbo-prop aircraft operating on regularly scheduled routes. Scheduled aircraft flying over or near the Palos Verdes Peninsula are typically leaving or departing from LAX.

Planning Assumptions

1. The City of Palos Verdes Estates is responsible for emergency response operations and will commit all available resources to save lives, minimize injury to persons, protect the environment, and minimize damage to property.
2. The City will use SEMS and NIMS principles in its emergency management activities.
3. The Director of Emergency Services (City Manager) serves as the EOC Director during times of activation, coordinating the City's disaster response in conformance with Municipal Code Title II, Chapter 2.28 **Emergency Services**.
4. The City is a member of, and will participate, in the Los Angeles County Operational Area.
5. City resources will be made available to local agencies and citizens to cope with disasters affecting this area.
6. Mitigation activities conducted prior to the occurrence of a disaster result in a potential reduction in loss of life, injuries, and damage.
7. Mutual aid assistance will be requested when emergency requirements exceed the City's ability to meet them; and will be provided as available.
8. The City is dependent upon external and/or contracted services for some of its primary emergency response-related activities. Service agreements will be kept up to date to ensure continuance of such services during and following a major emergency or disaster.
9. Supporting plans and procedures are updated and maintained by responsible parties.

HAZARD ANALYSIS

The City is exposed to a number of hazards, all of which have the potential for disrupting the community, causing damage, and creating casualties. The **Hazard Mitigation Plan** identified earthquakes, land movement, flooding, windstorm, wildfire, climate change, drought, terrorism, hazardous materials incidents, and air accidents pose the greatest threat. Additionally, technological hazards including hazardous materials releases, major transportation accidents, and utility emergencies were identified along with human-caused hazards including terrorism. See the **Hazard Mitigation Plan** for a complete hazard identification, vulnerability assessment, and discussion of impacts.

HAZARD MITIGATION

As mentioned above, the City maintains a **Hazard Mitigation Plan** in compliance with the federal Disaster Mitigation Act of 2000 (DMA 2000). The Plan is updated every five years and contains a thorough analysis of hazards and a summary of mitigation actions ongoing and planned for Palos Verdes Estates. Hazard mitigation is defined as actions taken to minimize or eliminate threats associated with hazards. The Plan is written to address pre-disaster opportunities for mitigation. Post-disaster activities are regulated through federal regulations discussed below.

This section of the EOP establishes actions, policies and procedures for implementing Section 409 (Minimum Standards for Public and Private Structures) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93 288, as amended), following a Presidential Declaration of Emergency or Major Disaster. It also assigns hazard mitigation responsibilities to various elements of federal, state, and local governments in California.

Hazard mitigation is defined as any action taken to reduce or eliminate the long-term risk to human life and property from natural hazards. Section 409 of Public Law 93 288 requires, as a condition to receiving federal disaster aid that repairs and reconstruction be done in accordance with applicable codes, specifications, and standards. It also requires that the state or local government

recipients of federal aid evaluate the natural hazards of the area in which the aid is to be used, and take action to mitigate them, including safe land use and construction practices.

To be effective, hazard mitigation actions must be taken in advance of a disaster. Nevertheless, the immediate post-disaster period does present opportunities for mitigation. Section 409 deals with the opportunities presented in a current disaster to mitigate potential hardship and loss resulting from future disasters. Thus, hazard mitigation is a continuing year-round effort and activity in which all local communities and state agencies are encouraged to prepare hazard mitigation plans that identify ways to reduce damage caused by disasters. Hazard mitigation includes such activities as:

- Improving structures and facilities at risk.
- Identifying hazard prone areas and developing standards for prohibited or restricted use.
- Recovery and relief from loss, including insurance.
- Providing hazard warning and protecting the population.

Following a presidential disaster declaration, the Hazard Mitigation Grant Program (HMGP) is activated. The HMGP is authorized by Section 404. The program's purpose is to fund projects which are cost-effective, and which substantially reduce the risk of future damage, hardship, loss or suffering resulting from a major natural disaster. Grants are available to eligible applicants in the declared areas only.

The HMGP fund is based upon a 15 percent share of the Federal Emergency Management Agency (FEMA) estimate of all Damage Survey Reports (DSRs) for public assistance work performed, and Individual Assistance costs. The federal contribution can be up to 75 percent of the cost of the hazard mitigation project approved for funding, with applicants providing match funding through a combination of either state, local or private sources. HMGP funds cannot be used as the sole match for other federally funded programs.

Section 404 funding may not be used to fund any mitigation project that might be eligible under Public Assistance or other federal programs, although it might be used to complement or enhance mitigation funded under Individual or Public Assistance. By regulation Section 404 funding is the funding of last resort.

Following each Presidential declaration of Emergency or Major Disaster, the Region IX Director of the Federal Emergency Management Agency (FEMA) and the Governor execute a document called the Federal/State Agreement. This agreement includes appropriate provisions for hazard mitigation. Under the "typical paragraph" set out to serve this purpose, the State agrees to:

- Evaluate or have the applicant evaluate specific natural hazards in the disaster area, and make appropriate recommendations to mitigate them.
- Follow up with applicants to ensure that the appropriate hazard mitigation actions are taken.
- Follow up with applicants to ensure that the appropriate hazard mitigation plan or plans are developed and submitted to the FEMA Regional Director for concurrence.
- Review and update as necessary disaster mitigation portions of emergency plans.

A Hazard Mitigation Officer is appointed for the state and local applicant. These individuals will constitute the hazard mitigation survey team that will:

- Identify significant hazards in the affected areas, giving priority to disaster related hazards.
- Evaluate impacts of these hazards and recommend mitigation measures.

The hazard mitigation survey team uses information from Damage Survey Reports and visits selected sites where significant damage has occurred. The state and local representatives on the hazard mitigation survey team are responsible for ensuring that there is adequate consultation among interested federal, state, and local parties.

The hazard mitigation survey team also prepares a hazard mitigation plan which is submitted to the FEMA Regional Director through the Governor's authorized representative within 180 days after a Presidential declaration. The objectives of the plan are to:

- Recommend hazard mitigation measures for local, state, and federal agencies.
- Establish short and long-term planning frameworks for implementation of hazard mitigation efforts.

Each applicant is expected to use its resources and capabilities as necessary to perform emergency work, such as debris removal or emergency measures to save lives, or to protect public health and safety, or to protect property, before requesting assistance from state or federal government. Local, state, and federal preliminary damage assessments are used to identify major hazards and opportunities for hazard mitigation activities prior to a declaration of Major Disaster or Emergency. Damage survey reports shall include identification of hazards and shall recommend mitigation measures to be incorporated into the repair work.

The federal/state hazard mitigation survey team shall review applicable land use regulations, construction standards, and other appropriate hazard mitigation measures. Utilizing information from preliminary damage assessments, Damage Survey Reports, and all other pertinent information, the team shall visit the sites of significant damage and shall evaluate all hazards at those sites. For each identified significant hazard, the team shall include appropriate hazard mitigation recommendations.

In cases where no plans for hazard mitigation exist or are inadequate, the team shall report its findings and make recommendations to develop, improve or maintain hazard mitigation plans. Existing local and state hazard mitigation plans shall be updated, and new ones developed as deemed necessary. Technical advice and assistance will be sought from federal, state and local agencies in developing new plans or updating existing plans to mitigate hazards identified.

The hazard mitigation survey team shall make recommendations on any needs for new mapping or re-mapping of high hazard areas. A set procedure has been established for hazard mitigation following a disaster, to avoid similar disasters in the future. Hazard mitigation measures include avoidance, reduction and land use regulations.

The FEMA Region IX Director is responsible for hazard mitigation actions under the terms of the Federal/State Agreement. The Region IX Director shall provide overall leadership with respect to the general administration of Section 409 to ensure that the ultimate benefits to be gained through

effective hazard mitigation programs are not diminished. The Region IX Director also provides technical advice and assistance.

State and local governments will be encouraged to adopt safe land use practices and construction standards. A representative of the Cal OES will be appointed by the Governor and will be responsible for state performance of hazard mitigation activities under the Federal/State Agreement.

The applicant's authorized representative, appointed locally, is responsible for local performance of hazard mitigation measures under the terms of the Federal/State Agreement. The applicant's authorized representative shall, to the extent of legal authority, implement and enforce land use regulations and safe construction practices which are agreed upon as conditions for FEMA grants or loans. Each city and county is charged with implementing and enforcing its own hazard mitigation measures.

Local Government Responsibilities

The key responsibilities of local governments are to:

- Participate in the process of evaluating hazards and adoption of appropriate hazard mitigation measures, including land use and construction standards.
- Appoint a Local Hazard Mitigation Officer, if appropriate.
- Participate on Hazard Mitigation Survey Teams and Interagency Hazard Mitigation Teams, as appropriate.
- Participate in the development and implementation of Section 409 plans or plan updates, as appropriate.
- Coordinate and monitor the implementation of local hazard mitigation measures.

WHOLE COMMUNITY STRATEGY AND INCLUSION

The whole community concept is a process by which residents, emergency management representatives, organizational and community leaders, and government officials can understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their resources, capacities, and interests. Engaging in whole community emergency management planning builds a more effective path to societal security and resilience.

This plan supports the following whole community principles:

- Understand and meet the needs of the entire community, including people with disabilities and those with other access and functional needs.
- Engage and empower all parts of the community to assist in all phases of the disaster cycle.
- Strengthen what works well in communities on a daily basis.



A Whole Community Approach to
Emergency Management: Principles,
Themes, and Pathways for Action

FDOC 104-008-1 / December 2011



In 2011 FEMA published ***A Whole Community Approach to Emergency Management: Principles, Themes, and Pathways for Action***. The ***Whole Community*** document recognizes that effects of natural and manmade disasters have become more frequent, far-reaching, and widespread. Also, that the Nation's traditional approach to managing the risks associated with disasters relies too heavily on the government.

In keeping with the whole community approach, the City's EOP was developed with the guidance of representatives from City departments, County departments/agencies, law enforcement, fire services, emergency management, the access and functional needs communities, business and industry, and various other stakeholders. The effectiveness of the emergency response is largely predicated on the preparedness and resiliency of the collective community.

Community resiliency consists of three key factors:

- 1) The ability of first response agencies (e.g. fire, law, emergency medical, public works) to divert from their day-to-day operations to the emergency effectively and efficiently.
- 2) The strength and inclusivity of the emergency management system and organizations within the City, to include the Emergency Operations Center (EOC), and emergency public information systems and tools (e.g., mass notification and communication systems, etc.).
- 3) The preparedness of the City's citizens, businesses and community organizations.

During the course of this plan's development, a "Whole Community Workshop" was conducted to specifically solicit information and input for the Emergency Operations Plan. Invitees included members of the City's Disaster District Program, Neighborhood Watch, City Commissioners, and residents. The meeting was well attended, and several ideas were shared between members of the public and the City's Emergency Services Coordinator.

The purpose of the City's Risk Committee is to serve as an advisory group in matters relating to employee safety and emergency management including plans, training, and exercises.

The Committee meets annually and as otherwise needed with a total of six members selected by the City Manager. These meetings are a good opportunity for presenting and discussing community matters pertaining to emergency management. Input from these meetings are documented, and where appropriate, incorporated into emergency policies and planning documents, inclusive of the EOP Basic Plan, Annexes, and Supporting Documents.

The City of Palos Verdes Estates recognizes and understands that the community of "Palos Verdes Estates" is only as strong as its most vulnerable members and seeks to ensure that all persons regardless of socioeconomic status, physical or cognitive ability, language, age, race, ethnicity, sexual orientation, gender, or residence have equal access to emergency systems and resources in the event of a disaster.

Given, however, the diverse needs of the City it is also understood that “government” alone cannot accomplish this. Therefore, the City calls upon all its members (citizens and businesses/organizations) to engage, participate, and take ownership of the collective preparedness and resiliency effort in and for the City.



Whether an individual, family, neighborhood, community, business, government, place of worship, or other gathering of people, there is a common need to prepare for disaster. The National Preparedness System outlines an organized process for everyone in the whole community to move forward with their preparedness activities and achieve the National Preparedness Goal.


PUBLIC AWARENESS AND EDUCATION

In light of the City's susceptibility and vulnerability to hazards, continuing emphasis must be placed on emergency planning, training of full-, part-time and reserve personnel, public awareness and education, and assuring the adequacy and availability of sufficient resources to cope with the

range of emergencies. The City is engaged in ongoing public education programs, including programs administered under the Los Angeles County Office of Emergency Management Disaster Management Area Coordinator (DMAC), of which the City is a member of “Area G”. The programs focus on the need of individuals to be knowledgeable about the nature of disasters and proper responses to those disasters. They also encourage citizens to make the necessary preparations for disasters and emergencies.

**City of Palos Verdes Estates
Police Department**

Disaster District Program

Are You Prepared?  We Can Help...

Visit us at www.pvestates.org

Disaster District Program

The City of Palos Verdes Estates has developed a comprehensive community-based disaster preparedness and response program known as the Palos Verdes Estates Disaster District Program (DDP). With a select group of volunteers, the program is designed to increase disaster readiness and survivability at the neighborhood level during a disaster.

The program divides the City into 6 Disaster Districts, each equipped with a cache of equipment and supplies to support community responders as directed by the City. Managed by sworn Disaster Service Worker Volunteers under the City's Disaster Services Coordinator, the program integrates the resources of disaster services including area CERT members, Neighborhood Amateur Radio Team (NART), Disaster Service Workers (DSW) and the Palos Verdes Estates Police Department's Reserve Corps.

Neighborhood Amateur Radio Team



If a severe emergency should hit our city, the ability to communicate with all departmental entities by the emergency operations center at city hall is vital. Officials might also have to contact other south bay cities for mutual aid. Finally, there is a need for the various city and county agencies to communicate with one another. The systems that are in place to accomplish all these needs will quickly become overwhelmed when a large-scale emergency hits. Fortunately, the city has a group of amateur radio operators (hams) who have been trained to help solve these problems. The group is called the Palos Verdes Estates Neighborhood Amateur Radio Team (PVE/NART). The City and

Neighborhood Watch Group have provided funding for the complete VHF/UHF HAM stations in City Hall and PVE Police Department Mobile Command Unit that can act as a backup Emergency Operations Center if the primary EOC at City Hall becomes unavailable.

The public's response to any emergency is based on an understanding of the nature of the emergency, the potential hazards, the likely response of emergency services and knowledge of what individuals and groups should do to increase their chances of survival and recovery. Pre-disaster awareness and education programs must be viewed as equal in importance to all other preparation for emergencies and receive an adequate level of planning.

The City of Palos Verdes Estates places a high priority on public disaster education. The City's Risk Committee is an advocate for involving staff and residents in programs and training such as Community Emergency Response Team (CERT), cardiopulmonary resuscitation (CPR), automatic external defibrillator (AED), and first aid. Following is a description of additional opportunities afforded to staff and residents relating to disaster response and recovery:

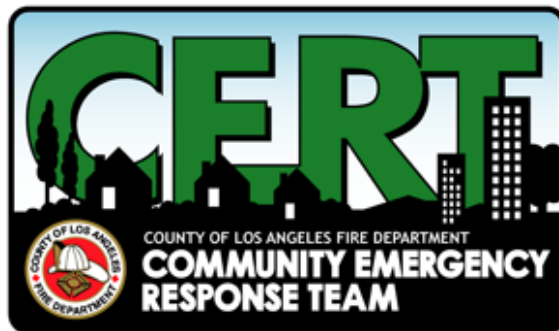
- ✓ The City supports amateur radio (ham) operators in the community. Ham radio is a popular hobby and service that brings people, electronics and communication together. People use ham radio to talk across town, around the world, or even into space, all without the Internet or

cell phones. It's fun, social, educational, and serves as a critical lifeline during times of need. A base station is maintained in the Emergency Operations Center.

- ✓ The City continues to dedicate a prominent and easily-referenced section of the City's website to the provision of emergency management-related information to the public. Posted information includes this EOP, City-specific hazard and threat information, and links to tools and resources to support individual and collective readiness and resilience.



- ✓ The State of California made a special effort to provide citizens with access to the hazards that could impact where people live, work, and play. State of California's "MyHazards" website (<http://myhazards.caloes.ca.gov>), GIS-based online software that provides site-specific hazard information including proximity to earthquake faults, floodplains, and dam inundation areas.



- ✓ The City continues to endorse and support the Peninsula's Los Angeles County Fire Department CERT (Community Emergency Response Team) program. CERT volunteers must attend the 21-hour course to participate on CERT. Graduates are trained to help themselves, their families and their neighborhoods during a disaster and are also trained to work effectively with emergency responders. Citizens interested in participating in CERT are directed to the City's Emergency Services Coordinator who maintains a roster of CERT participants within the City of Palos Verdes Estates.

CONCEPT OF OPERATIONS

It is the responsibility of government to undertake an ongoing comprehensive approach to emergency management in order to mitigate the effects of hazardous events. The ultimate goals of emergency management (inclusive of prevention, mitigation, preparedness, response and recovery) are to:

- Provide effective life safety measures, reduce property loss, and protect the environment.
- Provide for the rapid resumption of impacted businesses and community services.
- Provide accurate documentation and records required for cost recovery efforts.

Local government has the primary responsibility for emergency management activities within its jurisdiction. When an emergency exceeds the local government's capability to respond, assistance is requested from other local jurisdictions, and State and Federal governments. In any case, incident command and response operations remain with the local jurisdiction.

All jurisdictions within California operate under the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). ***In the State of California, the use of SEMS is mandatory to be eligible for reimbursement of response-related personnel costs.*** The basic frameworks for SEMS and NIMS incorporate the use of the Incident Command System (ICS) and the Multi-Agency Coordination System (MACS). This EOP is based on SEMS and NIMS. It is understood that in an emergency scenario, the day-to-day activities, which do not contribute directly to the emergency operation, may need to be suspended for the duration of the emergency.

OPERATING UNDER SEMS/NIMS: WHAT IT MEANS FOR PALOS VERDES ESTATES

Fully activated, SEMS consists of the emergency management systems of all local jurisdictions (including special districts), Operational Areas (county-wide), California Mutual Aid Regions (two or more counties) and State Government. ***Exhibit 1: SEMS Organizational Levels*** identifies the five organizational SEMS levels, which are activated as necessary: field response, local government, operational area, region, and State.

As a local jurisdiction, the City of Palos Verdes Estates is responsible for directing and/or coordinating emergency operations within the City, with the other levels being responsible for coordinating with, and/or providing support to the City, and other local jurisdictions.

- **What “Field” and “Local” mean to Palos Verdes Estates:** Under SEMS/NIMS, the City is responsible for two (2) of the five (5) levels—namely, the “field response” and “local government”. At the field response level, all department and agencies will use the Incident Command System (ICS) to standardize the emergency response and report emergency related information to the emergency management organization in the City’s Emergency Operations Center (EOC). The EOC manages the overall city response to major disasters and coordinates inter-departmental activity, implements city policy, determines the mission and priorities, and provides direction and the authority to act. EOC personnel engage in long range planning and coordination with outside agencies. The EOC also is the source of information coordination for dissemination to the public, and provides support for cost recovery efforts for the city, by tracking and reporting the personnel, supplies and equipment used by the city departments. The City of Palos Verdes Estates Emergency Management Organization is described in more detail in the ***Organization and Assignment of Responsibilities*** section below.

- What the “Operational Area” means to the City of Palos Verdes Estates:** The City’s EOC reports to the Los Angeles County Operational Area EOC, which is managed by the Los Angeles County Office of Emergency Management. In the event the need for resources exceeds the capabilities of the City EOC, requests will be sent to the OA EOC. Area G Disaster Management Area Coordinator works directly with the cities in the South Bay to assist with requests for services from the Operational Area.
- What “Region” means to the City of Palos Verdes Estates:** The OA EOC reports to the Southern Regional Emergency Operations Center (REOC), which has additional resources in the event that OA EOC resources are exceeded. The OA (and by extension, the City of Palos Verdes Estates) is in Region I, which includes Los Angeles, Orange, Ventura, Santa Barbara, and San Luis Obispo Counties. Region VI is also a part of the Southern Region and includes Riverside, Imperial and San Diego counties.
- What “State” and “Federal” mean to the City of Palos Verdes Estates:** From the REOC, additional assistance can be requested from the State, who can then request Federal assistance if necessary.

EXHIBIT 1: SEMS ORGANIZATIONAL LEVELS

FIELD RESPONSE	Commands on-scene information, resources, and priorities
LOCAL	Manages and/or coordinates information, resources, and priorities within its jurisdiction
OPERATIONAL AREA	Manages and/or coordinates information, resources, and priorities among all local governments within the boundary of a county
REGION	Manages and coordinates information and resources among operational areas
STATE	Statewide resource coordination integrated with Federal agencies

EMERGENCY RESPONSE LEVELS

The Federal, State, and Los Angeles County Operational Area identify three levels of emergencies used to categorize the response to an emergency. This categorization is also utilized by the City of Palos Verdes Estates. These levels are common to all annexes in this plan. These levels are shown below in ***Exhibit 2: Emergency Response Levels***.

EXHIBIT 2: EMERGENCY RESPONSE LEVELS

PALOS VERDES ESTATES LOS ANGELES COUNTY OPERATIONAL AREA STATE FEDERAL	
LEVEL 1	A major disaster wherein resources in or near the impacted area are overwhelmed and extensive state and/or federal resources are required. A LOCAL EMERGENCY and a STATE OF EMERGENCY will be proclaimed and a PRESIDENTIAL DECLARATION OF EMERGENCY or MAJOR DISASTER may be requested.
LEVEL 2	A moderate to severe emergency wherein local resources are not adequate and mutual aid may be required on a regional or even statewide basis. A LOCAL EMERGENCY may or may not be proclaimed and a STATE OF EMERGENCY might be proclaimed.
LEVEL 3	A minor to moderate incident wherein local resources are adequate and available. A LOCAL EMERGENCY may or may not be proclaimed.

Details regarding the City of Palos Verdes Estate's proclamation process are located separately in the ***Management Annex***.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The City of Palos Verdes Estates has the overall responsibility to provide an effective emergency response in the City. The City uses SEMS and NIMS for incident management. These emergency management systems provide not only for the on-scene management of an incident, but also for the coordination of response activities between the City and other jurisdictions (such as neighboring cities, the OA EOC, supporting agencies, etc.).

The City of Palos Verdes Estate's emergency management structure and organization cover all emergency management phases, specifically – mitigation, preparedness, response and recovery.

All references within this section are as defined, and/or derived from the description and authority in Municipal Code Title II, Chapter 2.28, **Emergency Services**.

GENERAL

The structure of the Emergency Management Organization is based on the following principles:

- Compatibility with the structure of governmental and private organizations
- Use of SEMS/NIMS
- All-hazards approach
- Clear lines of authority and channels of communication
- Simplified functional structure
- Incorporation into the emergency organization of all available personnel resources having disaster capabilities
- Formation of special purpose units to perform those activities particular to major emergencies
- Inclusive of mitigation, preparedness, response and recovery
- Outsourced services provided by Los Angeles County Fire Department will be coordinated in the field at the Incident Command Post with messaging and updates communicated to the City's EOC

A major emergency can change the working relationships between government and industry and among government agencies. For example:

- Consolidation of several departments under a single chief, even though such departments normally work independently.
- Formation of special purpose units (situation intelligence, emergency information, management to perform functions not normally required). Personnel assigned to such units may be detached from their regular employment when the units are activated.
- Formation of multiple agencies or multiple jurisdiction commands to facilitate the response to an emergency.

Changes in the emergency organization as designed may be required for an effective response to specific incidents. Specific operational concepts, including the emergency response actions of City departments and supporting agencies, are reflected in the annexes and supplemental guides to this plan.

DISASTER COUNCIL

The City of Palos Verdes Estates Disaster Council consists of the following entities:

- Mayor - Chair
- Director of Emergency Services (City Manager) – Vice Chair

- Mayor Pro Tempore
- Emergency Services Chiefs (EOC Section Chiefs)

ASSIGNMENT OF RESPONSIBILITIES

Disaster Council

It shall be the duty of the Disaster Council:

- To develop and recommend for adoption by the City Council, emergency and mutual aid plans and agreements, and such ordinances, resolutions, and rules and regulations as are necessary to implement such plans and agreements
- The Disaster Council meets upon call of the Chair (or designee)

The Disaster Council is also empowered to register, maintain registration, and direct the activities of disaster service workers in the City.

Director of Emergency Services

The City Manager is designated as the Director of Emergency Services. The City Manager will control and direct the efforts of the City's Emergency Management Organization in order to carry out the duties identified in Municipal Code Title II, Chapter 2.28, **Emergency Services**.

LINES OF SUCCESSION – DIRECTOR OF EMERGENCY SERVICES AND DEPARTMENTAL

Director of Emergency Services

The Director of Emergency Services is authorized to establish an order of succession to the office of the Director of Emergency Services should the Director not be available to serve. The Emergency Operations Plan identifies the intentions of the Director of Emergency Services regarding the order of succession.

The successor, as approved by the City Council, shall act as the Director of Emergency Services, with all the same powers and authorities. Only these alternates will be empowered to exercise the powers and authorities of the Director of Emergency Services.

ORDER OF SUCCESSION	DAY TO DAY JOB TITLE	DEPARTMENT
Director of Emergency Services	City Manager	City Manager's
First Alternate	Chief of Police	Police
Second Alternate	Public Works Director	Public Works

Notification of any successor changes shall be made through the established chain of command.

EMERGENCY OPERATIONS PLAN - *Basic Plan*

Departmental

All levels of government are required to provide for the continuity of government in the event that current officials are unable to carry out their responsibilities. (SEMS, NIMS)

DEPARTMENT	TITLE
City Manager's Office	1. City Manager 2. Chief of Police
Police Department	1. Chief of Police 2. Police Captain
City Clerk's Office	1. City Clerk 2. Executive Assistant to Chief of Police / Custodian of Records
Finance Department	1. Finance Director 2. Senior Accountant
Public Works Department	1. City Engineer 2. Street Maintenance Foreman
Planning and Building Department	1. Planning Manager 2. Code Enforcement Officer
Human Resources	1. Assistant to the City Manager 2. City Manager

TEMPORARY CITY SEAT

Section 23600 of the California Government Code provides among other things:

- The City Council shall designate alternative city seats that may be located outside city boundaries.
- Real property cannot be purchased for this purpose.
- A resolution designating the alternate city seats must be filed with the Secretary of State.
- Additional sites may be designated subsequent to the original site designations if circumstances warrant.

In the event the primary location is not usable because of emergency conditions, the temporary seat of city government will be as follows. It is incumbent upon all levels of government to designate temporary seats of government in the event the normal location is not available. For example, the normal seat of government for the City is located at City Hall, 340 Palos Verdes Drive West, Palos Verdes Estates, CA 90274. In the event this location is not available, additional sites have been identified, in priority order, as the temporary seat of government. These sites shall have the capacity and capability to conduct operations, inclusive of the necessary equipment, communications, planning and response tools necessary to function as the seat of government.

- First Alternate: Golf Club
- Second Alternate: Tennis Club

EMERGENCY MANAGEMENT ORGANIZATIONAL STRUCTURE

In this plan, emergency operations are divided into five emergency functions: Management, Operations, Planning & Intelligence, Logistics, and Finance & Administration. Within those functional areas are positions assigned to City departments and outside organizations. The **EOC Staffing Assignments** chart below identifies the distribution of assignments between departments and outside organizations.

EMERGENCY OPERATIONS PLAN - *Basic Plan*

EOC Staffing Assignments

Functions/Positions	City Attorney	City Manager	City Clerk	Finance	Human Resources	NART	Outsourced – Los Angeles County Fire	Planning and Building	Police	Public Works	Volunteers
MANAGEMENT SECTION											
EOC Director (Management Section Chief)		X									
EOC Coordinator									X		
EOC Safety Officer									X		
EOC Security Officer									X		
Public Information Officer		X									
Legal Advisor	X										
Liaison Officer			X								
OPERATIONS SECTION											
Operations Section Chief (based on hazard event)									X	X	
Construction and Engineering Branch										X	
Damage & Safety Assessment Unit								X			
Fire & Rescue Unit							X				
Law Enforcement Unit									X		
Health & Welfare Unit									X		
PLANNING & INTELLIGENCE SECTION											
Planning & Intelligence Section Chief								X			
Situation Analysis Unit								X			
Documentation Unit										X	
Advance Planning Unit										X	
Long-Term Recovery Planning Unit								X			
Demobilization Unit											X
HAM Radio Operator						X					
Technical Specialist (external subject matter expert)											
LOGISTICS SECTION											
Logistics Section Chief					X						
Information Systems Unit							X				
Communications Unit									X		

EMERGENCY OPERATIONS PLAN - *Basic Plan*

Functions/Positions	City Attorney	City Manager	City Clerk	Finance	Human Resources	NART	Outsourced – Los Angeles County Fire	Planning and Building	Police	Public Works	Volunteers
Transportation Unit								X			
Personnel Unit					X						
Facilities Unit											X
Resource Tracking Unit									X		
FINANCE & ADMINISTRATION SECTION											
Finance & Administration Section Chief				X							
Time Keeping Unit				X							
Supply & Procurement Unit				X							
Cost Analysis Unit				X							
Cost Recovery Documentation Unit				X							
Compensation & Claims Unit				X							
Purchasing Unit				X							

DIRECTION, CONTROL, AND COORDINATION

The Disaster Council and the City's EOP provide the structures, based upon SEMS and NIMS, for implementing city-level policy and operational coordination for domestic incident response. It can be partially or fully implemented in response to a potential/actual threat, in anticipation of a significant event, or in response to an incident. Selective implementation allows for a scaled response, delivery of the exact resources needed, and a level of coordination appropriate to each incident.

LOCAL RESPONSE STRUCTURE

All incidents will be managed at the lowest possible level. Responders will use ICS to manage response operations. In accordance with SEMS/NIMS, the City will exhaust its resources, enact established mutual aid agreements, and then seek support from the Los Angeles County Operational Area (OA). In the event the needs of the City exceed that of the OA, the OA will then request regional, and if needed State support.

CITY OF PALOS VERDES ESTATES EMERGENCY OPERATIONS CENTER (EOC)

The decision to activate the EOC will be made by the Director of Emergency Services, when there is a significant incident in the City (e.g. a major incident resulting in discontinuation of City services and or the displacement of City residents or businesses for an extended time); there is an incident that has occurred or is likely to occur that will require a large commitment of resources by two or more city departments over an extended period of time; or where additional resource support and/or coordination of response assets is necessary.

The decision to activate the EOC may also come upon receiving a request from an Incident Commander (in charge of the field Incident Command Post) who determines that additional resources or capabilities are needed for incident response.

See above Lines of Succession for the individuals with authority to activate the EOC.

The EOC will help to form a common operating picture of the incident; assist on-scene command with external coordination and the securing of additional resources; and coordinate/liase with other jurisdictions and special districts, to include the County OA.

Core functions of the EOC include coordination, communications, resource allocation and tracking, and information collection, analysis, and dissemination. To accomplish this, the EOC will be activated and staffed to the appropriate level necessary for the response.

The EOC is organized into five (5) functional sections, each responsible for carrying out different aspects of the coordination and support provided to the field response incident commander(s): Management, Operations, Planning & Intelligence, Logistics, and Finance & Administration.

- **Management Section.** Responsible for overall emergency policy and coordination through joint efforts of governmental agencies and private organizations.
- **Operations Section.** Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the local government's action plan.

- **Planning & Intelligence Section.** Responsible for collecting, evaluating, and disseminating information; developing the local government's action plan in coordination with other functions; and maintaining documentation.
- **Logistics Section.** Responsible for providing facilities, services, personnel, equipment, and materials.
- **Finance & Administration Section.** Responsible for financial activities and other administrative aspects.

ON-SCENE COMMAND AND MANAGEMENT

At the scene of the actual emergency, an Incident Commander is responsible for command of all response activities, including the development of strategies and tactics and the ordering and release of resources. The Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site. When multiple command authorities are involved, the incident may be led by a Unified Command comprised of officials who have jurisdictional authority or functional responsibility for the incident under an appropriate law, ordinance, or agreement. The Unified Command provides direct, on-scene control of tactical operations. At the tactical level, on-scene incident command and management organization are located at an Incident Command Post, which is typically comprised of local and mutual aid responders.

INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

The EOC serves as the hub for information collection, analysis, and dissemination of information relating to the incident or event.

Establishing a common operating picture and maintaining situational awareness are essential to effective incident management. Information gathered by responders on scene, by communications centers and dispatch centers, the media, and the public in general will be analyzed by stakeholders, departments, agencies, and organizations and verified.

Information needing to be disseminated to responders will be disseminated via the on-scene incident command staff and information needing to be disseminated to the public will be disseminated via the EOC's Public Information Officer (PIO). The PIO will utilize available media outlets, to include social media, to get necessary information to the public as soon as possible.

Periodic EOC briefings will be held to update agencies, departments, organizations, and other entities of the current status of the incident, event, or disaster. Briefings should occur at least once per shift, with the understanding that the schedule may be, and will be, adjusted to suit the needs of the situation.

The Joint Information Center (JIC) plays a large role in the collection, analysis, and dissemination of information, and provides support to the City. See ***Management Annex - Emergency Public Information and Warning*** for additional information regarding the City's JIC/emergency public information system.

Information needing to be shared with other levels of government, other agencies and departments outside the city, and the private sector will be shared as necessary to ensure public safety, economic integrity, and effective resources for response and recovery.

COMMUNICATIONS

Communication inside the EOC should be a two-way flow (both top down, and bottom up) through the established ICS structure. All communications should use plain language and avoid acronyms or jargon.

The EOC serves as the hub of information for the incident, and will communicate necessary information and response actions to the field. Information will be communicated from the field to the EOC. The Management Section in the EOC will make priority decisions and provide guidance and direction to the EOC General Staff (Section Chiefs), who will coordinate the management of the incident per the direction of the Management Section, and in conjunction with City Council.

Communication will be coordinated between the City EOC and all responding departments and supporting agencies through various forms of communications devices, channels and methods. If the EOC is activated, all incident related information, updates, resource requests, etc. will be done in accordance with communications policies and procedures outlined in the **Management Annex**. Communications with the Los Angeles OA EOC include OARRS in addition to other methods chosen to communicate, and as requested by the OA EOC.

Currently, the City maintains alternate systems for emergency communications. The EOC is equipped with a variety of communications systems in addition to the public dial network (phone and Internet access). The systems, inclusive of amateur radio (e.g., “ham radio”), analog, VOIP, and cellular, provides alternate modes of communications to City departments and support agencies and to a broad range of OA, State and other agencies. In addition to radio- and cellular-based communications, staff has been issued Government Emergency Telecommunications Service (GETS) cards allowing for priority phone dialing.

Also, the City maintains an emergency call-back system (e.g. Everbridge) that is used to assign and recall City employees and volunteers in time of emergency.

The Police Department, Public Works Department, and contracted Los Angeles County Fire Department possess the greatest number and types of communication devices in the City inclusive of phones, cellular devices, computers, radios, etc.

ADMINISTRATION, FINANCE, AND LOGISTICS

ADMINISTRATION

All assets (human resources, facility, and equipment resources) of the City will become the purview of the EOC to direct in any way necessary to respond to an emergency.

Incident Command in the field will be instrumental in monitoring and documenting needs and requests to the EOC. Personnel in the EOC will handle and document available resources and requests, as well as keep disaster records in relation to damage, expenses, time, assistance and recovery. Accounting is necessary to keep records dealing with documentation, damages, and costs associated with the incident.

On a day-to-day basis, the following departments provide financial, accounting, procurement and human resource management services:

- Finance. The Finance Department is responsible for all cash management functions, accounting functions, and ensuring compliance with the annual adopted budget.
- Public Works. The Public Works Department frequently is involved in conducting bids for major capital projects and professional services. This is accomplished in strict compliance with Municipal Code Section 2.08.060. Depending on the nature of work being bid, and the estimated value of the resulting purchase or contract, the Public Works Department may directly seek informal bids in order to secure the product or service. Other products or services of a higher value may require joint participation with the Finance Department and ultimate approval of the City Manager or City Council.
- Administration. The Human Resources Division is responsible for personnel recruitment and selection activities, labor negotiations, job classification and compensation analysis, employee benefits administration, organizational development and training, Employee Assistance Program (EAP), discipline and grievance handling, and employee recognition.

In an incident, personnel from these departments will fulfill roles within the Finance and Administration and Logistics Sections of the EOC. The Finance Department will serve as the lead for the EOC Finance & Administration Section.

The Human Resources Division will serve as the lead for the EOC Logistics Section.

Pursuant to Section 2.08.060, in the event of an emergency, “the city manager may repair, prevent further damage to, or replace a public facility, take any directly related and immediate action required by that emergency, and procure the necessary equipment, services, and supplies for those purposes without compliance with any bidding procedure otherwise required by law; provided, that the total expenditures for such actions do not exceed one hundred thousand dollars for any one declared disaster or emergency. In addition, the city manager may authorize such an expenditure in excess of one hundred thousand dollars, but less than five hundred thousand dollars, if the city manager has first consulted with and received the concurrence of a member of the city council, in the following order of priority: the mayor, mayor pro tem, or one of the other city council members.

Public Contract Code (“PCC”) requires formal bidding for all public works projects. However, PCC § 20168 allows the City Council to adopt a resolution by four-fifths vote “declaring that the public interest and necessity demand the immediate expenditure of public money to safeguard life, health or property.” Pursuant to this section and PCC § 22050, the City Council may bypass bidding requirements ordinarily required under the PCC. An “emergency” is defined as “a sudden,

unexpected occurrence that poses a clear and imminent danger, requiring immediate action to prevent or mitigate the loss or impairment of life, health, property, or essential public services.”

FINANCE

State and local entities do not normally integrate emergency expenditures into their budgeting process. Nevertheless, events occur on a periodic basis requiring substantial and necessary unanticipated obligations and expenditures.

The EOC Finance & Administration Section will manage all financial, administrative and cost analysis aspects of an emergency. Initially, this work may be done in the EOC, but in later stages of the emergency this function may be accomplished at alternate locations and/or concurrently within the bounds of normal operating procedures.

Disaster-related expenditures and obligations of state agencies, local jurisdictions and organizations may be reimbursed under a number of federal programs. The federal government may authorize reimbursement of approved costs for work performed in the restoration of certain public facilities after a major disaster declaration by the President of the United States under the statutory authority of certain federal agencies.

The EOC Finance & Administration Section is responsible for the following functions and documentation:

- Expenditures
- Purchase authorizations
- Timekeeping records (Force Account Labor)
- Equipment use (Force Account Equipment)
- Vendor contracting
- Property damage
- Injury claims
- Cost accounting

The EOC Finance & Administration Section works closely with the EOC Logistics Section to ensure proper documentation of human, equipment, and other resources, as well as procurement processes.

Audits of state and local jurisdiction emergency expenditures will be conducted in the normal course of state and local government audits. Audits of projects approved for funding with federal disaster assistance funds are necessary to determine the eligibility of the costs claimed by the applicant. The City recognizes that proper documentation in accordance with established codes and regulations is essential for state and/or federal reimbursement.

In the City of Palos Verdes Estates, event documentation shall be captured and tracked by various methods which may include activating one or more “Emergency Activity Codes” and/or establishing a “Disaster Account” in the City’s financial accounting system based upon the size and complexity of the emergency response required. In the City’s financial accounting system, activities are used to track all of the expenses associated with a particular function.

Municipal Code Section 2.08.060 states that in emergency situations, the competitive bidding procedure does not have to be observed if requirements of Section 20168 and 22050 of the Public Contract Code are met. Consult the Purchasing Policy for additional information on this topic.

LOGISTICS

The EOC Logistics Section provides guidance for coordinating resources needed to support planned events, emergency response, and recovery operations. The Logistics Section primarily addresses protocols, processes, and systems for requesting, utilizing, tracking and reporting resources that are outside the standard practices of pre-existing discipline-specific mutual aid agreements (e.g., Fire and Law Enforcement).

For the purposes of this document, and its associated annexes, a “resource” is defined as “personnel, teams, equipment, facilities, and supplies needed to achieve an identified task.”

The EOC Logistics Section is responsible for the coordination and management of citywide resources during an event. Logistics main functions include, but are not limited to:

- Identification of Logistics / Resource Requirements
- Inventory of Resources
- Requesting Resources
- Ordering and Acquiring Resources
- Mobilizing Resources
- Resource Allocation and Prioritization
- Resource Tracking and Reporting
- Donations and Volunteer Management
- Certification and Credentialing
- Recovery and Demobilization
- Reimbursement

To ensure proper documentation and to maximize cost recovery, the EOC Logistics Section works closely with the EOC Finance & Administration Section.

Additional details regarding the EOC Logistics Section may be found in ***Logistics Annex***.

PLAN DEVELOPMENT AND MAINTENANCE

PLAN REVISION AND MAINTENANCE CYCLE

The objective of any Emergency Management Organization is efficient and timely response during emergencies. The City EOP is the first step toward that objective. The Disaster Council is responsible for making revisions to the plan that will enhance the conduct of response operations and will prepare, coordinate, publish and distribute any necessary changes to the plan to all entities as shown on the record of distribution list of this Plan. Basic Plan changes will be approved by the City of Palos Verdes Estates City Council. To ensure the EOP is a relevant, up-to-date tool, and in compliance with State-level regulations, the City of Palos Verdes Estates EOP will be reviewed and updated every three (3) years.

Changes to improve the plan will be incorporated into the plan based on deficiencies during drills, exercises or actual emergencies and/or best practices/lessons learned from jurisdictions outside the City. Significant changes at the local (City and/or County/OA), state and/or federal levels may precipitate an out of cycle emergency update and/or review.

Annexes to the Plan are designed to be able to readily adapt to changes in policy, doctrine, processes and to the specifics of various hazards, which can occur frequently. As such, they are not tied to the Basic Plan maintenance process or City Council approval. Therefore, the annexes will be updated on an ongoing basis, and at a minimum, in cycle with revisions to the Basic Plan every three years.

The EOP Basic Plan, and all Attachments, Appendices and Annexes incorporated into the Basic Plan:

1. Shall be kept as a “Master Copy” on paper and electronically on the City of Palos Verdes Estates network and on a memory stick in the EOC-in-a-Box.
2. Shall be distributed to all EOC staff with “primary responsibilities” in hard copy. A list of Plan holders will be maintained by the Emergency Services Coordinator.
3. Shall have at least five (5) hard and electronic memory stick copies of the Plan (one for the EOC Director and each Section Chief) kept in the EOC-in-a-Box in the EOC supply area at both the primary and alternate EOC sites.

TRAINING

Planning alone will not achieve preparedness or build and maintain resilience. Training and exercising are essential to make emergency operations personnel, and their support systems, operationally ready.

As a member of the Operational Area (OA), all agency and department staff who have designated roles in an emergency (e.g. field and EOC responders) in the OA EOC must receive appropriate SEMS, NIMS, and other specialized training as required by SEMS regulations, NIMS policy, or their job function, respectively. Individual departments should coordinate with the Emergency Services Coordinator to coordinate and execute training.

Training records will be maintained by the Chief of Police or his designee. When a new City employee is hired, it is up to the individual department to notify the employee of any required training, and to share training records with the Management Analyst. All outsourced/contracted Fire Department staff will maintain their training records with their respective departments.

EMERGENCY OPERATIONS PLAN - *Basic Plan*

Although some of the NIMS trainings below are available online through the FEMA's Emergency Management Institute Independent Study Program, live training deliveries provide a much richer environment for learning and sharing of important information. Following are the recommended trainings developed by Cal OES. ***The City of Palos Verdes Estates will use its discretion in adhering to the NIMS and SEMS training recommendations for those with designated emergency roles:***

NIMS/SEMS TRAINING COMPLIANCE STANDARDS <i>BASED ON SEMS TRAINING RECOMMENDATIONS 2019</i>	NIMS OVERVIEW FOR SENIOR OFFICIALS (G402)	NIMS AWARENESS (IS 700)	SEMS INTRODUCTION	ICS INTRODUCTION (ICS 100)	ICS BASIC (ICS 200)	ICS INTERMEDIATE (ICS 300)	ICS ADVANCED (ICS 400)	EOC MANAGEMENT & OPERATIONS (G775)	ICS EOC INTERFACE (G191)	NATIONAL RESPONSE PLAN (IS 800)	EOC SECTION/POSITION TRAINING (G611)
All City senior officials (elected and appointed) All Disaster Service Workers (e.g. all city employees) All City first responders All registered volunteers (e.g. DDP, CERT, etc.) All staff assigned to the Emergency Operations Center Any field responder who may serve as " Command Staff " (e.g., member of the Command Section) or " General Staff " (Section Chief) Any whose primary responsibility is emergency management (e.g., City's Emergency Services Coordinator)	•		•		•	•	•				•

EMERGENCY OPERATIONS PLAN - *Basic Plan*

- **Functional Exercises** simulate actual emergencies. They typically involve complete emergency management staffs and are designed not only to exercise procedures, but to also test the readiness of personnel, communications, and facilities.
- **Full-Scale Exercises** (also known as Field Exercise) involve the actual movement of people and equipment to respond to a simulated event in the field. EOCs are activated, as well as the field component to provide all players with as realistic an experience as possible. These exercises are the final step in the exercise progression and provide all players with valuable information. These “lessons” can then be applied to existing plans to improve response.

SEMS EXERCISE RECOMMENDATIONS	YEARLY	EVERY TWO YEARS	EVERY FOUR YEARS
EOC Tabletop Exercise	•		
EOC Functional Exercise		•	
EOC Full-Scale Exercise (with field response)			•
Field Response Department Tabletop Exercise	•		
Field Response Department Functional Exercise		•	
Field Response Department Full-Scale Exercise (with EOC)			•

AUTHORITIES AND REFERENCES

The following provides emergency authorities for conducting and/or supporting emergency operations:

City of Palos Verdes Estates

- Municipal Code Title II, Chapter 2.28, **Emergency Services** (updated 2019)
- City of Palos Verdes Estates Hazard Mitigation Plan (2018)
- City of Palos Verdes Estates Standardized Emergency Management System Emergency Procedures Manual (2005)

County of Los Angeles

- Los Angeles County Operational Area Emergency Response Plan (June 2012)
- County of Los Angeles Resolution, adopting the California Master Mutual Aid Agreement, adopted November 28, 1950
- Los Angeles County Operational Area Emergency Alert System Plan (1999)
- County of Los Angeles Hazardous Materials Area Plan (1992)
- Los Angeles County Law Enforcement Mutual Aid Compact
- Los Angeles County Fire Service Operational Area Mutual Aid Plan

State of California, Office of Emergency Services

- California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the State of California Government Code)
- California State Emergency Plan (October 2017) and sub-plans/Annexes
- Governor's Orders and Regulations for a War Emergency, 1971
- Article 9, Emergency Services, Section 8605 of the Government Code, Operational Areas
- Petris (SEMS) SB 1841 Chapter 1069 - Amendments to the Government Code, Article 7, California Emergency Services Act
- California Master Mutual Aid Agreement
- California Fire and Rescue Emergency Plan (December 2014)
- California Emergency Management Mutual Aid Plan (November 2012)
- California Law Enforcement Mutual Aid Plan (2014)
- California Fire and Rescue Operations Plan
- Standardized Emergency Management System Guidelines
- California Disaster Assistance Act (California Government Code, Title 2, Division 1, Chapter 7.5)
- Disaster Assistance Procedure Manual (State Office of Emergency Services)
- California Emergency Resources Management Plan
- Emergency Managers Mutual Aid Plan (dated November 1997)

Federal

- Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101 Version 2.0 (November 2010)
- Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelter, November 2010

- A Whole Community Approach to Emergency Management: Principles, Themes and Pathways for Action (December 2011)
- Disability, Access and Functional Needs Emergency Management Planning Guidance (June 2015)
- Americans with Disabilities Act (1990)
- ADA Amendments Act (2008), P.L. 110-325, and those associated with them
- Rehabilitation Act (1973), Sections 501, 503, 504 and 508
- Older Americans Act (1965), Title III
- Emergency Management Assistance Compact (EMAC) (1996)
- Executive Order 13407 - Public Alert and Warning System
- 1995 Presidential Memorandum “Emergency Alert System (EAS) Statement of Requirements”
- Civil Defense Act
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, 42 U.S.C. 5121, et seq., as amended
- Homeland Security Presidential Directive 5, Management of Domestic Incidents, February 28, 2003
- Homeland Security Presidential Directive 8, National Preparedness, December 17, 2003
- The Code of Federal Regulations, Title 44, Chapter 1, Federal Emergency Management Agency, October 1, 2007
- Post Katrina Emergency Management Reform Act of 2006
- National Response Framework (As revised)
- National Incident Management System (NIMS)
- Presidential Decision Directive (PDD) 39 (*U.S. Policy on Counterterrorism*) and 62 (*Combating Terrorism*): terrorism investigations delegated to U.S. Dept. of Justice/FBI
- Debris Removal Guidelines for State and Local Officials (FEMA DAP-15)
- A Guide to Federal Aid and Disasters (DAP-19)
- Digest of Federal Disaster Assistance (DAP-21)

ANNEXES

While the Basic Plan covers general emergency policy and doctrine, many functions require more specific guidance. Also, various types of emergencies need more detailed guidelines and discussions of policies. The City of Palos Verdes Estate's EOP Annexes fill these needs.

Nationwide, it is common to find three different types of annexes: functional, hazard-specific, and site-specific:

- **Functional Annexes** discuss certain functions or operations that cut across most or all emergencies, such as emergency management or public information.
- **Hazard-Specific Annexes** concern the peculiarities of certain types of emergencies, and how the general policies and doctrines in the Basic Plan may need to be modified in those circumstances, such as a catastrophic dam failure.
- **Site-Specific Annexes** provide emergency coordination details regarding specific properties within the bounds of the City that, if impacted, could have major ramifications for the City and where additional coordination with groups external to the City are required, such as a school or shopping center.

At present, there are five (5) functional Annexes including:

- Management Annex
- Operations Annex
- Planning and Intelligence Annex
- Logistics Annex
- Finance and Administration Annex

The City reserves the right to add additional Annexes in the future. ***Due to the sensitivity of the information contained in the Annexes, these are redacted from public view.***

ATTACHMENT 1: CONTINUITY OF GOVERNMENT

A major disaster or attack could result in great loss of life and property; including the death or injury of key government officials, the partial or complete destruction of established seats of government, and the destruction of public and private records essential to continued operations of government and industry.

In the aftermath of a disaster or attack, during the reconstruction period, law and order must be preserved and, as much as possible, government services must be maintained. It is essential that local government continues to function. Applicable portions of the California Government Code and the State Constitution (see below) provide authority for the continuity and preservation of State and local government.

RESPONSIBILITIES

Government at all levels is responsible for providing continuous, effective leadership and authority under all aspects of emergency services operations (prevention, preparedness, response, recovery, and mitigation). Under California's concept of mutual aid, local officials remain in control of their jurisdiction's emergency operations while additional resources may be provided by others upon request. A key aspect of this control is to be able to communicate official requests, situation reports, and emergency information throughout any disaster a community might face.

Preservation of Local Government

Article 15 of the California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code) provides the authority, as well as the procedures to be employed, to ensure continued functioning of political subdivisions within the State of California. Generally, Article 15 permits the appointment of up to three standby officers for each member of the governing body and up to three standby officers for the chief executive, if not a member of the governing body. Article 15 provides for the succession of officers who head departments responsible for maintaining law and order or in furnishing public services relating to health and safety. The article also outlines procedures to assure continued functioning of political subdivisions in the event the governing body, including standby officers, is unavailable to serve.

To this end, the City's Municipal Code provides instruction on how Continuity of Government shall be met. If only one City Council member is available, he/she may designate up to three standby officers for each absent City Council Member. The standby Council Members shall have the same authority and powers as the regular Council Members. Pursuant to Section 8641 of the Government Code, each standby Council Member shall take the oath of office required for the office of City Council Member. Persons appointed as standby Council Members shall serve in their posts at the pleasure of the City Council appointing them and may be removed and replaced at any time with or without cause. Standby Council Members serve only until the regular Council Member becomes available or until a new Council Member is either elected or appointed. In the event a standby office becomes vacant because of removal, death, resignation, or other cause, the City Council shall have the power to appoint another person to fill said office.

Should all Council Members (including all standbys) be unavailable, temporary officers shall be appointed as follows:

- By the chair of the board of the county in which the political subdivision is located, or
- By the chair of the board of any other county within 150 miles (nearest and most populated down to farthest and least populated), or

- By the mayor of any city within 150 miles (nearest and most populated down to farthest and least populated).

PRESERVATION OF VITAL RECORDS

In the City of Palos Verdes Estates, the City Clerk is responsible for the preservation of vital records.

Vital records are defined as those records that are essential to:

- Protect and preserve the rights and interests of individuals, governments, corporations and other entities. Examples include vital statistics, land and tax records, license registers, and articles of incorporation.
- Conduct emergency response and recovery operations. Records of this type include utility system maps, locations of emergency supplies and equipment, emergency operations plans, and procedures, personnel rosters, etc.
- Reestablish normal governmental functions and protect the rights and interests of government. Constitutions and charters, statutes and ordinances, court records, official proceedings and financial records would be included here.

Vital records of the City of Palos Verdes Estates are routinely stored in the City Hall level fire-safe room.

Record depositories should be located well away from potential danger zones and/or housed in facilities designed to withstand blast, fire, water, and other destructive forces. Such action will ensure that constitutions and charters, statutes and ordinances, court records, official proceedings, and financial records would be available following any disaster.

Each department within the city should identify, maintain and protect its own essential records.

REFERENCES

- Continuity of Government in California (Article IV, Section 21 of the State Constitution).
- Preservation of Local Government (Article 15 of the California Emergency Services Act).
- Temporary Seat of State Government (Section 450, Title 1, Division 3, Chapter 1 of the Government Code).
- Temporary County Seats (Section 23600, Title 3, Division 1, Chapter 4, Article 1 of the Government Code).
- Member of the Legislature (Section 9004, Title 2, Division 2, Part 1, Chapter 1.5, Article 1 of the Government Code).
- Legislative Session after War or Enemy-Caused Disaster (Sections 9035_9038, Title 2, Division 2, Part 1, Chapter 1.5, Article 2.5 of the Government Code).
- Succession to the Office of Governor (Article V, Section 10 of the State Constitution).
- Succession to the Office of Governor (Sections 12058_12063, Title 2, Division 3, Part 2, Chapter 1, Articles 5.5 and 6 of the Government Code).
- Succession to Constitutional Offices (Sections 12700_12704, Title 2, Division 3, Part 2, Chapter 7 of the Government Code).
- Preservation of State Records (Sections 14745_14750, Title 2, Division 3, Part 5.5, Chapter 5, Articles 2 and 3 of the Government Code).

ATTACHMENT 2: MUTUAL AID

The foundation of California's emergency planning and response is a statewide mutual aid system, designed to ensure that adequate resources, facilities, and other support services are provided to jurisdictions whenever their own resource capabilities are exceeded or overwhelmed during any incident.

The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement, as provided for in the California Emergency Services Act. The Civil Defense Master Mutual Aid Agreement was developed in 1950 and adopted by California's incorporated cities and by all 58 counties. It created a formal structure, in which each jurisdiction retains control of its own personnel and facilities, but can give and receive help whenever it is needed. State government, on the other hand, is obligated to provide available resources to assist local jurisdictions in emergencies. The Standardized Emergency Management System (SEMS) includes mutual aid as an essential element in responding to disasters and emergencies.

Through this system, each local jurisdiction relies first on its own resources, and then calls for assistance:

- City to city,
- City to county,
- County to county, and
- County to the regional office of the OES, which relays unmet requests to the State.

To facilitate the coordination and flow of mutual aid, the state has been divided into six (6) Cal OES Mutual Aid Regions. Through this mutual aid system, Cal OES can receive a constant flow of information from every geographic and organizational area of the state. This includes direct notification from a state agency or department or from a local government official that a disaster exists or is imminent. In some cases, it also includes information that makes it possible to anticipate an emergency and mitigate its effects by accelerated preparations, or perhaps prevent an incident from developing to disaster proportions.

To further facilitate the mutual aid process, particularly during day-to-day emergencies involving public safety agencies, Fire and Rescue, and Law Enforcement Coordinators have been selected and function at the Operational Area (countywide), Mutual Aid Region (two or more counties), and at the state level. It is expected that during a catastrophic event, such as an earthquake, Coordinators will be assigned at all levels for other essential services (e.g., Medical, Care and Shelter, Rescue).

The City of Palos Verdes Estates is located within OES Mutual Aid Region I, and the OES Southern Administrative Region. The Southern Administrative Region contains two of the six Mutual Aid Regions, which are managed through the Cal OES Southern Regional Operations Center (See **Figure: California Mutual Aid Regions**). The primary mission of Southern Region's emergency management organization is to support Operational Area response and recovery operations and to coordinate non-law and non-fire Mutual Aid Regional response and recovery operations through the Regional EOC. Requests for non-fire and police Mutual Aid would be processed through the Los Angeles County Disaster Management Area Coordinator (Area G).

Figure: California Mutual Aid Regions



The following Mutual Aid Region designations apply to Palos Verdes Estates:

- OES Mutual Aid Region I
- Law Enforcement Mutual Aid Region I, however, for Law Enforcement, Region I encompasses Orange and Los Angeles Counties. Region 1-A added Ventura, Santa Barbara and San Luis Obispo Counties.
- Fire and Rescue Division Mutual Aid Region I, which includes Orange, Los Angeles, Ventura, Santa Barbara, and San Luis Obispo Counties.

RESPONSIBILITIES

Local Jurisdictions

Local jurisdictions are responsible for:

- Developing and maintaining current emergency plans that are compatible with the California Master Mutual Aid Agreement and the plans of neighboring jurisdictions, and are designed to apply local resources to the emergency requirements of the immediate community or its neighbors.
- Maintaining liaison with the appropriate Cal OES Mutual Aid Region Office and neighboring jurisdictions.
- Identifying Multipurpose Staging Areas (MSA) to provide rally points for incoming mutual aid and/or a staging area for support and recovery activities.
- Responding to requests for mutual aid.
- Dispatching situation reports to the appropriate Operational Area Coordinator and/or Cal OES Mutual Aid Region as the emergency develops and as changes in the emergency dictate.
- Requesting assistance from neighboring jurisdictions, and/or the Operational Area, as necessary and feasible.
- Receiving and employing resources as may be provided by neighboring jurisdictions, state, federal, and private agencies.
- Carrying out emergency regulations issued by the Governor.

Operational Area

The Operational Area (OA) is responsible for:

- Coordinating intra-county mutual aid.
- Maintaining liaison with the appropriate Cal OES Mutual Aid Region Coordinator, the local jurisdictions within the county, and neighboring jurisdictions.
- Identifying Multi-Purpose Staging Areas (MSA) to provide rally points for incoming mutual aid and/or staging areas for support and recovery activities.
- Channeling local mutual aid requests which cannot be satisfied from within the county to the appropriate Cal OES Mutual Aid Region Coordinator.
- Dispatching reports to the appropriate OES Mutual Aid Region Coordinator as the emergency develops and as changes in the emergency dictate.
- Receiving and employing resources provided by other counties, state, federal, and private agencies.
- Carrying out emergency regulations issued by the Governor.

Cal OES Mutual Aid Region

Cal OES Mutual Aid Region is responsible for:

- Coordinating inter-county mutual aid.
- Maintaining liaison with appropriate state, federal, and local emergency response agencies located within the Region.
- Providing planning guidance and assistance to local jurisdictions.
- Responding to mutual aid requests submitted by jurisdictions and/or Operational Area Coordinators.
- Receiving, evaluating, and disseminating information on emergency operations.

- Providing the State Director, OES, with situation reports and, as appropriate, recommending courses of action.

California Governor's Office of Emergency Services

California Governor's Office of Emergency Services (Cal OES) is responsible for:

- Performs executive functions assigned by the Governor.
- Coordinates the extraordinary emergency activities of all state agencies.
- Receives, evaluates, and disseminates information on emergency operations.
- Prepares emergency proclamations and orders for the Governor and disseminates to all concerned.
- Receives, processes, evaluates, and acts on requests for mutual aid.
- Coordinates the application of state mutual aid resources and services.
- Receives, processes, and transmits requests for federal assistance.
- Directs the receipt, allocation, and integration of resources supplied by federal agencies and/or other states.
- Maintains liaison with appropriate state, federal, and private agencies.
- Coordinates emergency operations with bordering states.

Other State Agencies

Other State Agencies may provide mutual aid assistance to local jurisdictions based on capabilities and available resources.

Interstate

The Emergency Management Assistance Compact (EMAC) defines the interstate mutual aid system within the United States. EMAC is a congressionally ratified mutual aid compact that legally establishes a national system to facilitate resources across state lines during an emergency or disaster. In 1996, EMAC was ratified as Public Law 104-321, making EMAC the first national disaster compact to be ratified by Congress since the Civil Defense Act of 1950. Through EMAC (which is administered through the National Emergency Management Association), assistance can be offered during governor-declared states of emergency through a system that allows states to send personnel, equipment, services, and commodities to help disaster relief efforts in other states. EMAC covers all hazards and may also be used to support special events as long as they are governor-declared emergencies by the requesting State.

POLICIES AND PROCEDURES

Palos Verdes Estates-Specific Policies and Procedures

The City of Palos Verdes Estates contracts fire and paramedic services to Los Angeles County Fire Department. During local emergencies, mutual aid will be requested by the Incident Commander or their liaison. All other mutual aid requests are processed through the Los Angeles Operational Area EOC. The Operational Area then requests public works, emergency managers or other mutual aid through its regular channels.

- If mutual aid is not available due to a lack of communications, lack of an existing system or the City of Palos Verdes Estates has been so devastated that managers are not sure of what steps to take, a request for Operational Area support will be made to the Operational Area.

- The Operational Area will inform the requesting City of Palos Verdes Estates the status of the request and also provide updated information to the EOC in a periodic Situation Report.
- Existing mutual aid agreements and financial protocols will be followed.

General Mutual Aid System Policies and Procedures

- Mutual aid resources will be provided and utilized in accordance with the California Master Mutual Aid Agreement and supporting separate agreements.
- During a proclaimed emergency, inter-jurisdictional mutual aid will be coordinated at the appropriate Operational Area or Mutual Aid Regional level whenever the available resources are:
 - Subject to state or federal control
 - Subject to military control
 - Located outside the requesting jurisdiction
 - Allocated on a priority basis
- Due to the variety of radio communications systems, local agencies should coordinate, where possible, with incoming mutual aid forces to provide an interoperable communications plan.
- Requests for and coordination of mutual aid support will normally be accomplished through established channels (cities to Operational Areas, to Mutual Aid Regions, to State). Requests should include, as applicable:
 - Number of personnel needed
 - Type and amount of equipment
 - Reporting time and location
 - Authority to whom they are to report
 - Access routes
 - Estimated duration of operations

REFERENCES

Mutual aid assistance may be provided under one or more of the following authorities:

- State of California Fire and Rescue Emergency Plan
- State of California Law Enforcement Mutual Aid Plan
- Local Mutual Aid Agreement
- Federal Disaster Relief Act of 1974. (Public Law 93_288) (Provides federal support to state and local disaster activities.)
- State of California Emergency Management Mutual Aid Plan

ATTACHMENT 3: GLOSSARY OF TERMS

Glossary

Activation: (1) The notification and recall of jurisdiction staff to respond to an emergency. (2) Bringing a facility or resource into operation.

After-Action Report (AAR): A post-incident report covering response actions, application of SEMS, modifications to plans and procedures, training needs, and recovery activities. AARs are required under SEMS after any emergency which requires a declaration of an emergency. Reports are required within 90 days of the emergency's end.

Agency: An agency is a division of government with a specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation), or assisting and/or cooperating (providing resources and/or assistance). (See Assisting Agency, Cooperating Agency and Multi-agency.)

Agency Administrator or Executive: Chief Executive Officer (or designee) of the agency or jurisdiction that has responsibility for the incident.

Agency Representative: An individual assigned to an incident or to an EOC from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident or at the EOC. Agency Representatives report to the Liaison Officer at the incident, or to the Liaison Coordinator at SEMS EOC levels.

Area Command: An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

Branch: The organizational level at the SEMS Field Level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.). Branches are also used in the same sequence at the SEMS EOC Levels.

Branch Director: The ICS title for individuals responsible for supervision of a Branch at the Field Level. At SEMS EOC levels, the title Branch Coordinator is preferred.

Chain of Command: A series of management positions in order of authority

Command Post: (See Incident Command Post)

Command Staff: The Command Staff at the SEMS Field level consists of the Information Officer, Safety Officer, Legal Officer and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed. These functions may also be found at the

EOC levels in SEMS. At the EOC, they would report to the EOC Director but may be designated as Coordinators. At EOCs, the functions may also be established as Sections, or Branches to accommodate subsequent expansion.

Compacts: Formal working agreements among agencies to obtain mutual aid.

Continuity of Operations Planning: Helps ensure that the facility can sustain operations that are absolutely vital including administrative and business components immediately following a crisis or disaster situation.

Cooperating Agency: An agency supplying assistance other than direct tactical or support functions or resources to the incident control effort (e.g., American Red Cross, utilities, etc.).

Coordination: The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc. Multi-agency or Inter-agency coordination is found at all SEMS levels.

Cost-Sharing Agreements: Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost sharing agreements are normally written but may also be verbal between authorized agency or jurisdictional representatives at the incident.

Delegation of Authority: A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints and other considerations or guidelines as needed. Many agencies require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.

Department Operations Center (DOC): A facility used by a distinct discipline, such as flood operations, fire, medical, hazardous material, or a unit, such as Department of Public Works, or Department of Health. DOCs may be used at all SEMS levels above the field response level depending upon the needs of the emergency.

Deputy: A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies may also be found as necessary at all SEMS EOC levels.

Disaster Management Area Coordinators (DMAC): The Los Angeles County Operational Area includes the County of Los Angeles and all 88 cities within the county. The cities are divided into eight Disaster Management Areas that vary in size from one to 25 cities. Each area is served by a Disaster Management Area Coordinator.

Division: Divisions are used to divide an incident into geographical areas of operation. Divisions are identified by alphabetic characters for horizontal applications and, often, by numbers when used in buildings. Divisions are also used at SEMS EOC levels and are found organizationally between Branches and Units.

Division or Group Supervisor: The position title for individuals responsible for command of a Division or Group at an Incident. At the EOC level, the title is Division Coordinator.

Emergency: A condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy.

Emergency Services Director / Emergency Management Director: The individual within each political subdivision that has overall responsibility for jurisdiction emergency management. For cities and counties, this responsibility is commonly assigned by local ordinance.

Emergency Operations Center (EOC): A location from which centralized emergency management can be performed. EOC facilities are established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

Emergency Operations Plan (EOP): The plan that each jurisdiction has and maintains for responding to appropriate hazards.

EOC Action Plan: The plan developed at SEMS EOC levels which contains objectives, actions to be taken, assignments and supporting information for the next operational period.

Field Operations Guide (FOG): A pocket-size manual of instructions on the application of the Incident Command System.

Finance Section: One of the five primary functions found at all SEMS levels which is responsible for all costs and financial considerations. At the incident the Section can include the Time Unit, Procurement Unit, Compensation/Claims Unit and Cost Unit.

Function: In ICS, function refers to the five major activities in the ICS, i.e., Command, Operations, Planning, Logistics and Finance. The same five functions also are found at all SEMS EOC levels. At the EOC, the term Management replaces Command. The term function is also used when describing the activity involved, e.g., "the planning function."

General Staff: The group of management personnel reporting to the Incident Commander or to the EOC Director. They may each have a deputy, as needed. At the Field and EOC SEMS level, the General Staff consists of:

- Operations Section Chief
- Planning and Intelligence Section Chief
- Logistics Section Chief
- Finance and Administration Section Chief

Group: Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (See Division) Groups are located between Branches (when activated) and Resources in the Operations Section.

Incident: An occurrence or event, either human-caused or by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

Incident Action Plan (IAP): The plan developed at the field response level which contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The plan may be oral or written.

Incident Commander (IC): The individual responsible for the command of all functions at the field response level.

Incident Command Post (ICP): The location at which the primary command functions are executed. The ICP may be collocated with the incident base or other incident facilities.

Incident Command System (ICS): The nationally used standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident.

Incident Objectives: Statements of guidance and direction necessary for the selection of appropriate strategy(s), and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.

Joint Information System (JIS): Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander; advising the Incident Commander concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

Jurisdiction: The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., special district city, county, state or Federal boundary lines), or functional (e.g., police department, health department, etc.). (See Multi-jurisdiction)

Liaison Officer: A member of the Command Staff at the Field SEMS level responsible for coordinating with representatives from cooperating and assisting agencies. At SEMS EOC levels, the function may be done by a Coordinator and/or within a Section or Branch reporting directly to the EOC Director.

Local Government: Means local agencies per Article 3 of the SEMS regulations. The Government Code 8680.2 defines local agencies as any city, city and county, county, school district or special district.

Local Government Advisory Committee (LGAC): Committees established by the Director of OES to provide a forum for the exchange of information among the cities and counties of a Mutual Aid Region. The LGAC may develop a consensus of action and policy among local emergency managers on issues, policies, and programs of concern to local governments, and if necessary bring such concerns to the attention of OES Executive Management.

Logistics Section: One of the five primary functions found at all SEMS levels. The Section responsible for providing facilities, services and materials for the incident or at an EOC.

Master Mutual Aid Agreement: An agreement entered into by and between the State of California, its various departments and agencies, and the various political subdivision, municipal corporations, and other public agencies of the State of California to assist each other by providing resource during an emergency Mutual aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other to prevent and combat any type of disaster or emergency.

Mitigation: The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident. Mitigation measures are often formed by lessons learned from prior incidents. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard-related data to determine where it is safe to build or locate temporary facilities. Mitigation can include efforts to educate governments, businesses, and the public on measures they can take to reduce loss and injury.

Mobilization: The process and procedures used by all organizations Federal, state and local for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Multi-Agency or Inter-Agency Coordination: The participation of agencies and disciplines involved at any level of the SEMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

Multi-Agency Coordination System (MACS): The combination of personnel, facilities, equipment, procedures and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting agency resources and support in a multi-agency or multijurisdictional environment. A MAC Group functions within the MACS. MACS organizations are used within the California Fire Services.

Mutual Aid Agreement: Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

Mutual Aid Coordinator: An individual at local government, operational area, region or state level that is responsible to coordinate the process of requesting, obtaining, processing and using mutual aid resources. Mutual Aid Coordinator duties will vary depending upon the mutual aid system.

National Incident Management System (NIMS): A system mandated by HSPD-5 that provides a consistent nationwide approach for Federal, State, local, and tribal governments; the private sector; and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; multiagency coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

Office of Emergency Services (OES): The Governor's Office of Emergency Services.

Operational Area (OA): An intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county area.

Operational Period: The period of time scheduled for execution of a given set of operation actions as specified in the Incident Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.

Operations Section: One of the five primary functions found at all SEMS levels. The Section is responsible for all tactical operations at the incident, or for the coordination of operational activities at an EOC. The Operations Section at the SEMS Field Response Level can include Branches, Divisions and/or Groups, Task Forces, Teams, Single Resources and Staging Areas. At the EOC levels, the Operations Section would contain Branches or Divisions as necessary because of span of control considerations.

Planning Meeting: A meeting held as needed throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. On larger incidents, the planning meeting is a major element in the development of the Incident Action Plan. Planning meetings are also an essential activity at all SEMS EOC levels.

Planning and Intelligence Section: One of the five primary functions found at all SEMS levels. Responsible for the collection, evaluation, and dissemination of information related to the incident or an emergency, and for the preparation and documentation of Incident or EOC Action Plans. The section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident. At the SEMS Field Response level, the Section will include the Situation, Resource, Documentation, and Demobilization Units, as well as technical specialists. Other units may be added at the EOC level.

Prevention: Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

Public Information Officer (PIO): A member of the Command Staff responsible for interfacing with the public and media or with other agencies requiring information directly from the incident.

There is only one Public Information Officer per incident. The PIO may have assistants. This position is also referred to as Public Affairs or Information Officer in some disciplines. At SEMS EOC levels, the information function may be established as a Coordinator or as a section or branch reporting directly to the EOC Director.

Region Emergency Operations Center (REOC): Facilities found at State OES Administrative Regions. REOCs are used to coordinate information and resources among operational areas and between the operational areas and the state level. The Southern Region REOC is located at Joint Training Base Los Alamitos.

Resources: Personnel and equipment available, or potentially available, for assignment to incidents or to EOCs. Resources are described by kind and type, and may be used in tactical support or supervisory capacities at an incident or at EOCs.

Recovery: The development, coordination, and execution of service-and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, nongovernmental, and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.

Response: Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes.

Safety Officer: A member of the Command Staff at the incident or within an EOC responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have assistants.

Section: That organization level with responsibility for a major functional area of the incident or at an EOC, e.g., Operations, Planning, Logistics, Finance & Administration.

Section Chief: The ICS title for individuals responsible for command of functional sections: Operations, Planning/Intelligence, Logistics and Finance & Administration. At the EOC level, the position title will be Section Coordinator.

Service Branch: A Branch within the Logistics Section responsible for service activities at the incident. Includes the Communications, Medical and Food Units.

Special District: A unit of local government (other than a city, county, or city and county) with authority or responsibility to own, operate or maintain a project (as defined in California Code of Regulations 2900(s) for purposes of natural disaster assistance. This may include a joint-powers authority established under section 6500 et seq. of the Code.

Staging Area: Staging Areas are locations set up at an incident where resources can be placed while awaiting a tactical assignment. Staging Areas are managed by the Operations Section.

Standardized Emergency Management System (SEMS): A system required by

California Government Code for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS consists of five organizational levels which are activated as necessary: Field Response, Local Government, Operational Area, Region, State.

State Operations Center (SOC): An EOC facility operated by the Governor's Office of Emergency Services at the state level in SEMS.

Support Branch: A Branch within the Logistics Section responsible for providing personnel, equipment and supplies to support incident operations. Includes the Supply, Facilities and Ground Support Units.

Type: Refers to resource capability. A Type 1 resource provides a greater overall capability due to power, size, capacity, etc., than would be found in a Type 2 resource. Resource typing provides managers with additional information in selecting the best resource for the task.

Unified Area Command: A Unified Area Command is established when incidents under an Area Command are multi-jurisdictional. (See Area Command and Unified Command.)

Unified Command: In ICS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility or accountability.

Unit: An organizational element having functional responsibility. Units are commonly used in incident Planning, Logistics, or Finance sections and can be used in Operations for some applications. Units are also found in EOC organizations.

Unity of Command: The concept by which each person within an organization reports to one and only one designated person.