

CITY OF BURLINGAME and TOWN OF HILLSBOROUGH



**EMERGENCY OPERATIONS PLAN
BASIC PLAN**

JUNE 2019



City of Burlingame

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PREFACE

The City of Burlingame (Burlingame) and Town of Hillsborough (Hillsborough) are continuously working to protect both jurisdictions from the range of natural and human-made hazards that threaten residents, visitors, businesses, and the environment. Responding to emergencies resulting from these hazards poses challenges that cannot be adequately addressed within the routine operations of government.

The Emergency Operations Plan (EOP) for Burlingame and Hillsborough outlines how these jurisdictions comply with and implement the requirements of the California Emergency Services Act, the U.S. Department of Homeland Security's (DHS) National Response Framework (NRF) and State of California Emergency Plan (SEP) to protect the lives, property and environment of the communities of Burlingame and Hillsborough. Burlingame and Hillsborough participate in a joint powers authority. The Central County Fire Department (CCFD), provides fire, emergency services and emergency management to each jurisdiction. These jurisdictions also share a Joint Emergency Operation Center which has been approved and recognized by the Governor's Office of Emergency Services (Cal OES).

This EOP has been developed to provide emergency response actions for an "all hazards" approach to emergencies and disasters within Burlingame and Hillsborough and surrounding communities. The EOP is a functions-based plan that outlines the tasks that support emergency response in the field and provides a framework for coordinating the response across city/town, county, state, and federal agencies.

This basic plan provides an overview of Burlingame and Hillsborough's approach to emergency operations; 18 Emergency Support Function annexes that describe critical operational functions typical to most emergency incidents, who is responsible for implementing these functions; and hazard-specific annexes that contain unique response details.

The EOP is intended to be an evolving, dynamic document. The policies and procedures outlined herein are a result of lessons learned at the local, state, and national levels. The ultimate goal is to protect the public, respond efficiently and effectively to significant emergency incidents and events that may threaten life, property, public safety, the economy, and the environment in Burlingame and Hillsborough.

This edition of the EOP builds upon the design and concepts of the previous EOP, which incorporated the concepts and processes of the National Incident Management System (NIMS), the Standardized Emergency Management System (SEMS), the National Response Framework (NRF), and the National Disaster Recovery Framework (NDRF).

The EOP includes: planning assumptions, policies, and concepts of operations that guide the responsibilities for mitigation, planning, preparedness, response and recovery for Burlingame and Hillsborough.

Supporting documents:

- Countywide Hazard Mitigation Plan (2016) - <http://planning.smcgov.org/local-hazard-mitigation-plan>
- San Mateo County EOP Communication Plan Annex (January 2018) [For official use only]

PROMULGATION

This Emergency Operations Plan is sanctioned under the authority of the Burlingame Municipal Code Chapter 3.36 Emergency Services and the Hillsborough Municipal Code Chapter 2.24 Emergency Organization and promulgated under the authority of the respective City Managers as Director of Emergency Services. State Authority is to be found, in part, in the California Emergency Services Act and various other codes and regulations. Federal Authority is found in The Robert T. Stafford Act, Homeland Security Presidential Directive 5 and 8. The system used nationally is National Incident Management System (NIMS).

This EOP is designed to comply with all applicable City of Burlingame, Town of Hillsborough, county, state, and federal regulations and provides the policies and procedures to be followed in response to human-caused and natural emergencies and disasters. This plan is approved by the Burlingame City Manager and the Town of Hillsborough City Manager and ratified by the respective city councils. Copies of the plan will be distributed to each jurisdiction, the Emergency Operations Center (EOC), EOC Section Coordinators, and Central County Fire Department.

City of Burlingame

Lisa K. Goldman, City Manager

Date

Town of Hillsborough

Ann E. Ritzma, City Manager

Date

APPROVAL AND DISTRIBUTION

This EOP supersedes the previous National Incident Management System (NIMS)/Standardized Emergency Management System (SEMS) plan promulgated by the City of Burlingame (Burlingame) and Town of Hillsborough (Hillsborough). It provides a framework for the departments and agencies of Burlingame and Hillsborough to plan and perform their respective Emergency Support Functions (ESFs) during an emergency or disaster. This EOP recognizes the need for ongoing emergency operations planning by all departments and agencies within Burlingame and Hillsborough.

In accordance with Homeland Security Presidential Directive (HSPD)-5 Management of Domestic Incidents, all departments, agencies, and organizations with responsibilities delineated in this EOP will use NIMS. The California Emergency Services Act (ESA) requires the use of SEMS. This system unifies all elements of California's emergency management community into a single integrated system and standardizes key elements. Both SEMS and NIMS allow for efficient coordination between local, state, and federal organizations.

As part of SEMS and NIMS, the Incident Command System (ICS) will enable effective and efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating with a common organizational structure. All on-scene incident management will be conducted using ICS.

In accordance with the SEMS, all local governments must use SEMS in order to participate in disaster response. The Preparedness and Prevention Division of the Central County Fire Department (CCFD) will remain compliant by using SEMS as an organizational framework that incorporates ICS, multi-agency or interagency coordination, the state's master mutual aid agreement and mutual aid program, and the Operational Area concept. By using SEMS, CCFD ensures that all response agencies are functioning in an integrated fashion across jurisdictions at multiple levels of government.

This EOP complies with existing federal, state, and local statutes. It has been approved by Burlingame and Hillsborough City Managers and the City Councils and will be revised and updated as required. All recipients are requested to advise the Community Risk and Resiliency Specialist in the Central County Fire Department of any changes that might improve or increase the usefulness of this EOP.

DOCUMENT MANAGEMENT

The Central County Fire Department (CCFD) Preparedness and Prevention Division is responsible for the review, revision, management and distribution of the EOP.

The EOP is subject to periodic formal approval by the respective City Councils, whereas the Emergency Support Functions (ESFs) and incident-specific Annexes are revised as needed and are not subject to formal review and City Councils approval. The ESF Annexes are considered an extension of the EOP.

The EOP Basic Plan will be reviewed on a biennial basis by CCFD Preparedness and Prevention Division. The EOP may be modified at any time as a result of a post-incident or post-exercise evaluation, or changes in responsibilities, laws or regulations.

ESFs and incident-specific Annexes will be reviewed biennially or as conditions, responsibilities, guidelines and the like warrant or require. Additional annexes may be added following review by CCFD Preparedness and Prevention Division.

BURLINGAME/HILLSBOROUGH EMERGENCY OPERATIONS PLAN

CITY OF BURLIGAME ACCEPTED BY:

Donna Colson, Mayor

Date

Emily Beach, Vice-Mayor

Date

Lisa K. Golman, City Manager

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Kathleen A. Kane, City Attorney

Date

Meaghan Hassel-Shearer, City Clerk

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Mike Mateucci, Chief of Police

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Syed Murtuza, Director Public Works

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Carol Augustine, Finance Director

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BURLINGAME/HILLSBOROUGH EMERGENCY OPERATIONS PLAN

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Sonya Morrison, Human Resources Director

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BURLINGAME/HILLSBOROUGH EMERGENCY OPERATIONS PLAN

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Christopher Diaz, City Attorney

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Miyuki Yokoyama, City Clerk

Date

Doug Davis, Chief of Police

Date

BURLINGAME/HILLSBOROUGH EMERGENCY OPERATIONS PLAN

TOWN OF HILLSBOROUGH ACCEPTED BY:

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Jan Cooke, Finance Director

Date

Kristin Armbruster, Human Resources Manager

Date

Elizabeth Cullinan, Director of Building & Planning

Date

RECORD OF CHANGES

The Burlingame/Hillsborough Emergency Operation Plan (EOP) will be strengthened and enhanced over time as it is activated for actual emergency incidents or tested during exercise and training activities. In concert with the plan maintenance section and planning efforts with surrounding jurisdictions, the City of Burlingame, Town of Hillsborough and Central County Fire Department will review this EOP as necessary or following an incident. Revisions to this EOP will be implemented as needed as the result of post review recommendations or a post incident corrective action plan.

Each revision to this plan will be numbered and documented. As new versions are created, they will be distributed to participants and will supersede all previous versions. The table below will be used to record revisions made to the EOP after the final draft is published.

Record of Changes

Change Number	Date of Change	Summary and Section Changed	Recorded By

RECORD OF DISTRIBUTION

Record of Distribution				
Name/Group	Agency/Department	Title of Recipient	Number and Type (Electronic or Hard Copy)	Date of Receipt

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EXECUTIVE SUMMARY

Overview of Plan Purpose and Structure

The City of Burlingame and Town of Hillsborough EOP provides for the effective mobilization of all jurisdictional resources to meet any condition constituting a local emergency, state of emergency, or state of war emergency. It provides for the organization, powers and duties, services, and staff of each jurisdiction's emergency organization and describes how both jurisdictions will prepare for, prevent, respond to, recover from and mitigate the effects of all types of hazards and threats.

In accordance with the California Emergency Services Act (ESA) and Comprehensive Preparedness Guide 101 Version 2: Developing and Maintaining Emergency Operations Plans, the Burlingame and Hillsborough EOP describes methods for carrying out emergency operations, how resources are mobilized, provisions to support emergency management programs/projects, the process for obtaining and rendering mutual aid, and how the public will be informed.

The concepts presented in this EOP are fully compliant with California's Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the Incident Command System (ICS). The concepts presented in this EOP support operational area plans, regional plans, the State of California Emergency Plan, and the National Response Framework. The Burlingame and Hillsborough EOP is a management document intended to be read and understood by City officials, departments and agencies prior to an emergency.

There are several supporting documents to the Burlingame and Hillsborough EOP:

- **Basic Plan:** This part of the EOP describes fundamental systems, strategies, policies, assumptions, responsibilities, and operational priorities that both jurisdictions will follow to guide and support emergency management efforts.
- **Appendixes** - Appendixes to the EOP include the EOC checklists, EOC Communications Directory, OES Resource Manual and Hazard Identification and Risk Assessment (HIRA). Appendixes provide the detailed instructions that an organization or an individual need to fulfill responsibilities and perform tasks assigned in the EOC. They may be appended to the end of the basic plan or referenced as deemed appropriate.
- **Emergency Support Functions (ESFs):** Functional annexes are plans organized around the performance of a broad task. Each annex focuses on one of the critical Emergency Support Functions that the jurisdictions will perform in response to an emergency. The functional annexes were developed separately from the basic plan. Functional annexes are discipline-specific emergency goals, objectives, capabilities, and responsibilities. ESFs include references to both jurisdictional departments plans and procedures and external cross sector supporting agencies.
- **Hazard Specific Incident Annexes:** There are several supporting incident annexes that highlight unique planning assumptions, policies, procedures, and emergency preparedness, response, and recovery actions specific to a particular hazard or threat. These include but are not limited to earthquake, severe weather, wildland fire, tsunami, terrorism, energy disruption, plane crash and civil unrest.

Purpose and Scope

The EOP establishes the framework for the effective and comprehensive integration and coordination of the emergency response and initial recovery actions of all levels of government, volunteer organizations, and the private sector within the City of Burlingame and Town of Hillsborough.

The purpose of this EOP is as follows:

- Assign responsibilities to organizations and individuals for carrying out specific actions that exceed routine responsibility at projected times and places during an emergency.
- Establish lines of authority and organizational relationships and show how all actions will be coordinated in accordance with the City of Burlingame and Town of Hillsborough's Emergency Ordinances, SEMS, and NIMS.
- Outline critical support services and provide a management structure for coordinating and deploying essential resources.
- Describe the hazards and threats that may affect the City of Burlingame and Town of Hillsborough.
- Describe authorities, policies, and procedures that govern the City of Burlingame and Town of Hillsborough, its employees, and its residents during a disaster.

This EOP applies to all City of Burlingame and Town of Hillsborough's agencies and departments and is intended to be used for all applicable hazards.

Hazards and Vulnerabilities

Preventing damage and losses from disaster includes those efforts known as mitigation activities. Mitigation efforts occur both before and following disastrous events. Post-disaster mitigation is part of the recovery process. Preventing, eliminating, or reducing the impact of hazards that exist within Burlingame and Hillsborough and that are a threat to life, property and the environment are part of the mitigation efforts.

The Countywide Local Hazard Mitigation Plan (2016) includes Annexes for Burlingame and Hillsborough which identify mitigation action items. These documents identify which department is responsible as the lead managing these actions. The Mitigation Plan is reviewed annually and updated every five years.

A number of mitigation activities may include the implementation, augmentation or promotion of the following:

- Local ordinances and statutes (zoning ordinance, building codes, ordinances and enforcement)
- San Mateo County Hazard Mitigation Plan (2016)
- State of California Emergency Plan
- State of California Catastrophic Earthquake Plan
- Disaster, earthquake or flood insurance
- Public information, Mass Notification Alert and Warning Guidelines and SMCAAlert (*San Mateo County Emergency Notification System*)
- Risk mapping
- Seismic Strengthening or Retrofitting Structural measures
- Monitoring and inspection
- Land use planning
- General Plan
- Public Outreach, Education and Community Relations

Concept of Operations

The City of Burlingame and the Town of Hillsborough and the State of California respond to emergencies and disasters using SEMS, NIMS, and ICS. These management systems have been established to provide a standardized and effective response to multiagency and multijurisdictional emergencies in California. By standardizing key elements of the emergency management system, NIMS and SEMS facilitate the flow of information within and between levels of the system and facilitate coordination among all responding agencies.

NIMS, SEMS, and ICS consist of several levels which are activated, as necessary, starting with the field response level and then graduating as more resources or assistance are necessary to support the local government level, the Operational Area level,¹ the regional level, and finally to the state level. This “bottom up” system supports the responsibility of local government to protect their citizens while permitting “top down” sharing of resources, alerts, warnings, and intelligence. **Figure ES-1** shows the relationship between SEMS levels in an organizational structure.

Multi-Agency Coordination System (MACS)

MACS are part of ICS and provide the basic architecture for facilitating the allocation of resources, incident prioritization, coordination and integration of multiple agencies for large-scale incidents and emergencies. A MAC group is made up of administrators or designees authorized to represent or commit agency resources and funds. MAC groups do not have direct involvement in the incident(s) and may function virtually. The principle functions and responsibilities associated with MACS include:

- Situation awareness / assessment
- Incident priority determination
- Critical resource acquisition and allocation
- Anticipating / identifying future resource requirements
- Coordinating policy issues
- Providing strategic coordination
- Joint Information Systems

EOC Organizational Structure

The City of Burlingame and Town of Hillsborough EOC follows SEMS, NIMS, and ICS when activating its EOC. There are five sections within the City of Burlingame and Town of Hillsborough EOC: Management, Operations, Planning and Intelligence, Logistics, and Finance and Administration. **Table ES-2** describes the responsibilities of each section both in the field and in the EOC. **Figure ES-1** shows the organizational structure that both jurisdictions will follow to manage and coordinate information and resources for emergencies.

¹ The Operational Area is managed by San Mateo County.

Table ES-1: SEMS Organizational Levels



Table ES-2: Field and EOC SEMS ICS Functions

SEMS/ICS Section	Field Response Level	EOC
Command/Management	Field commanders are responsible for directing, ordering and controlling resources, assets, and personnel.	<p>In the EOC, the Policy Group provides guidance and advice to EOC management and EOC sections. The Policy Group addresses policy issues associated with the incident (for example, establishing a curfew) as well as prepares and executes mayoral directives, orders, resolutions, and/or ordinances as necessary.</p> <p>EOC management is responsible for facilitation and execution of overall policy, coordination and directing support to first responders in the field.</p>
Operations	Implement tactical field operations as specified by the Incident Action Plan in a coordinated manner.	Coordinate and/or support all emergency response operations in accordance with the EOC Action Plan.
Planning and Intelligence	Collect, evaluate, and document intelligence and situational understanding of the emergency.	Collect, evaluate, and disseminate information and maintain documentation related to the jurisdiction's emergency response activities.
Logistics	Provide facilities, services, personnel, equipment, and materials to support the emergency.	Provide facilities, services, personnel, equipment, and materials to support the emergency.
Finance and Administration	Provide financial and cost analysis and administrative support not handled by the other sections.	Coordinate and support administrative and fiscal responsibilities for the overall emergency.

EOP and EOC Activation

The philosophy of City of Burlingame and the Town of Hillsborough is that the EOP is always activated to reflect a constant state of readiness. The response and recovery portions of this plan will be implemented when an incident or event is considered imminent or probable and the implementation of this plan and the activation of the City of Burlingame and the Town of Hillsborough EOC is considered a prudent, proactive measure. The EOP will be implemented at the appropriate response levels during the following conditions:

- An incident occurs or is imminent
- As directed by either City Manager or their authorized designee
- A Local Emergency is proclaimed
- A Local Public Health Emergency is proclaimed

The EOC will be activated and staffed at a level to meet emergency response needs

- **Level Three — Decentralized Coordination and Direction (Standby, Monitoring, and Alert):** Minor to moderate emergency where local resources are adequate and available. A local emergency may or may not be declared. The City of Burlingame and the Town of Hillsborough Joint EOC may or may not be activated. Off-duty personnel may be recalled.
- **Level Two — Centralized Coordination and Decentralized Direction (Partial or Full Activation):** Moderate to severe emergency where local resources are not adequate and mutual aid or operational area resource coordination may be required on a regional or even statewide basis. Management-level personnel from agencies involved should co-locate in a central location to provide jurisdictional or multijurisdictional coordination. Activation of the Joint EOC will be necessary when anticipating operational area activation or resource coordination. Off-duty personnel may be recalled. A local emergency will likely be proclaimed, and a state of emergency may be proclaimed.
- **Level One — Centralized Coordination and Direction (Full Activation):** Major local or regional disaster where resources in or near the affected area are overwhelmed and extensive state and/or federal resources are required. A local emergency will be proclaimed and a state of emergency proclamation and a presidential declaration of an emergency or major disaster will be requested. All response and early recovery activities will be conducted from the Joint EOC. All key off-duty personnel will be recalled.

Operational Priorities

The City of Burlingame and the Town of Hillsborough have established the following general priorities for establishing response goals, prioritizing actions, and developing operational strategies.

- **Saving Lives:** The preservation of life is the top priority for the City of Burlingame and the Town of Hillsborough and takes precedence over all other considerations.
- **Addressing Human Needs:** Beyond the simple preservation of human life, all possible efforts should be made to provide for basic human needs, including food, water, shelter, and security.

- **Caring for People with Disabilities and Others with Access or Functional Needs²:** People with disabilities and others with access and functional needs may require assistance to provide for time-sensitive needs or support services to maintain health and safety and maximize independence. The needs of this population should be considered and addressed as a high priority.
- **Protecting Property:** All feasible efforts must be made to protect public and private property and resources (including critical infrastructure) from damage during and after an emergency.
- **Protect the Environment:** All possible efforts must be made to preserve the City of Burlingame and the Town of Hillsborough's environment and protect it from damage during and after an emergency.
- **Restore Basic Services:** Power, water, sanitation, transportation, and other essential services must be restored as rapidly as possible to enable residents and businesses to resume their normal activities.
- **Continuity of Government:** To ensure continuity of government and continuity of operations, the City of Burlingame and Town of Hillsborough must plan for the preservation, maintenance, or reconstitution of government.
- **Support Community and Economic Recovery:** City of Burlingame and the Town of Hillsborough representatives must work with the community to ensure that recovery operations are conducted efficiently, effectively, and equitably, promoting expeditious recovery of the affected areas.

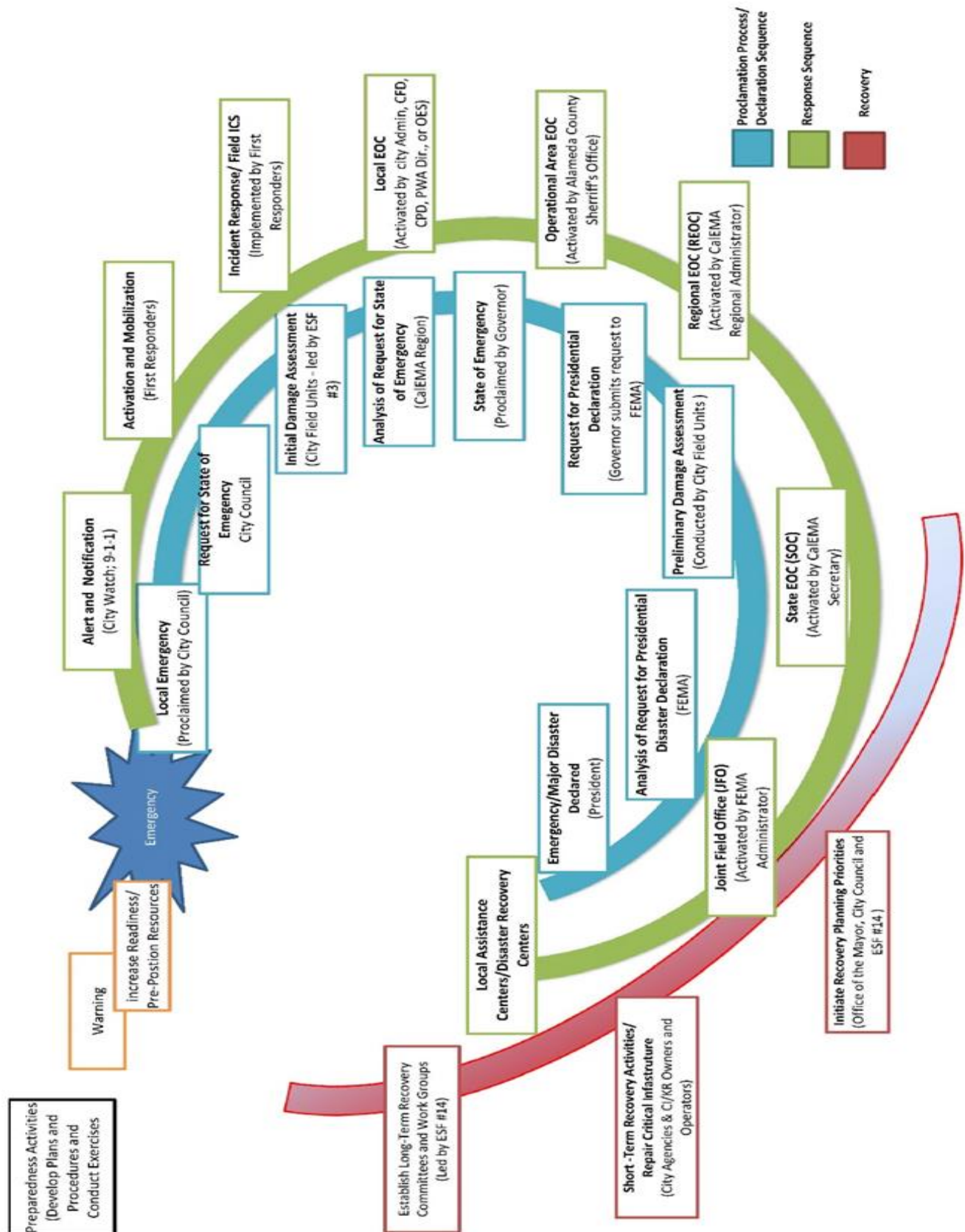
Sequence of Events

Figure ES-3 shows the general sequence of events prior to and following an emergency, including the emergency proclamation process.³

² The Americans with Disabilities Act (ADA) defines persons with functional needs as persons who have: (1) a physical or mental impairment that substantially limits one or more of the major life activities of such individual; (2) a record of such an impairment; or (3) being regarded as having such impairment; inclusive of individuals with temporary and permanent limitations and those who may function independently without the presence of an emergency but who may need assistance during an incident. The City of Oakland uses this Definition.

³ The following exhibit is adapted from the California State Emergency Plan, July 2009.

Figure ES-3: Emergency Proclamation Process and Response Phase Sequence



Emergency Support Function Annexes

This EOP organizes various departments and agencies into 18 Emergency Support Functions (ESFs) to facilitate planning and coordination prior to an incident and to achieve an effective emergency response and recovery. Details of each ESF will be included in ESF Annexes to this plan which will be published separately. Each ESF has an assigned ESF Coordinating Agency, Primary Agencies and Supporting Agencies. The ESF Coordinator is designated because they either have statutory responsibility or the prerequisite expertise and resources due to their programmatic or regulatory responsibilities. The ESF Coordinator is responsible for all pre-incident planning and coordination to ensure that all ESF agencies are prepared to provide resources and perform operational roles. ESFs will be activated as needed to support actual or anticipated requirements and will provide representatives to the Operational Area or City EOC as needed upon activation. **Table ES-4** provides an overview of each ESF and the primary agencies/departments responsible for coordinating and executing the ESF.

Table ES-4: Description of ESF Responsibilities and Primary Agency or Department

ESF	Primary Agencies/ Departments	Description
ESF #1: Transportation	Burlingame/Hillsborough Public Works Department	Traffic restrictions Civilian transportation support Transportation safety Coordination with the transportation industry (federal, state, and local, including private and public)
ESF #2: Communications	Burlingame/Hillsborough Information Technology Department	Restoration/repair of telecommunications infrastructure Coordination with the communications industry (federal, state, and local, including private and public)
ESF #3: Public Works and Engineering	Burlingame/Hillsborough Public Works Department	Infrastructure protection and emergency repair Infrastructure restoration Engineering services, construction management, and damage assessment Coordination with the public works and engineering industry (federal, state, and local, including private and public)
ESF #4: Firefighting	Central County Fire Department	Firefighting activities Coordination with the firefighting industry (federal, state, and local, including private and public)

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ESF #5: Management	Central County Fire Department Emergency Management Division Burlingame/Hillsborough City Manager's Office	Coordination of event management activities Coordination with the emergency management industry (federal, state, and local, including private and public)
ESF #6: Mass Care and Shelter	Burlingame Parks and Recreation Department	Mass care Disaster sheltering and housing
ESF #7: Resources	Burlingame/Hillsborough City Manager's Office	General resource support (facility space, office equipment and supplies, contracting, and services)
ESF #8: Public Health and Medical	Central County Fire Department San Mateo County Human Services Agency San Mateo County Public Health	Public health Medical services Mental health Food safety and security
ESF #9: Search and Rescue	Central County Fire Department	Urban search and rescue activities, including but not limited to heavy rescue, collapsed structure rescue, confined space rescue, and high- and low-angle rescue
ESF #10: Hazardous Materials	Central County Fire Department	Oil and hazardous materials (chemical, biological, radiological, etc.) response
ESF #11: Food, Animals and Agriculture	San Mateo County Human Services Agency Peninsula Humane Society Animal Services	Food assistance Coordination with the agriculture industry Domestic animal services

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ESF #12: Utilities	Burlingame/Hillsborough Public Works Department	Infrastructure assessment, repair, and restoration Coordination with the energy industry (federal, state, and local, including private and public) Tagging/approval of electrical and gas industry connection
ESF #13: Law Enforcement	Burlingame/Hillsborough Police Department	Public safety/security support for access, traffic control, and crowd control issues Coordination with the law enforcement industry (federal, state, and local, including private and public)
ESF #14: Recovery	Burlingame/Hillsborough City Manager's Office Central County Fire Department Emergency Management Division	Information coordination and collection in support of the local emergency proclamation process and requests for assistance Coordination and management of initial recovery Efforts to ensure recovery needs are identified and addressed for survivors, businesses, nongovernmental agencies, and City departments within the City of Burlingame and Town of Hillsborough Support the transition to a Long Term Recovery Organization, if needed, to lead the City's long term recovery Efforts, as provided for in the City's Disaster Recovery Framework and Recovery Support Functions
ESF #15: Public Information	Burlingame City Manager's Office City Clerk Hillsborough Police Department PIO Central County Fire Department Emergency Preparedness and Prevention Division	Conduct media relations Gather and disseminate public information Work with the Joint Information Center
ESF #16: Evacuation	Burlingame/ Hillsborough Police Department Central County Fire Department	Authorization, direction, routing, and relocation of people from their homes, schools, and places of business

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ESF #17: Volunteer and Donations Management	<p>Burlingame/ Hillsborough Human Resources Management Department</p> <p>Central County Fire Department Emergency Management Division</p> <p>Burlingame/ Hillsborough Finance Department</p>	<p>Coordinating processes used to ensure the most efficient and effective utilization of unaffiliated volunteers and unsolicited donated goods during disasters</p> <p>Receiving, accounting and distributing donations</p> <p>Register, train, assign and track volunteers</p>
ESF #18: Cyber Security	<p>Burlingame/Hillsborough Information Technology Department</p>	<p>Restoration/repair of telecommunications infrastructure</p> <p>Coordination with the communications industry (federal, state, and local, including private and public)</p>

Coordination, Communication and Resource Flow

Figure ES-4 shows the coordination, communication, and resource flow of information and resources between all levels of government.

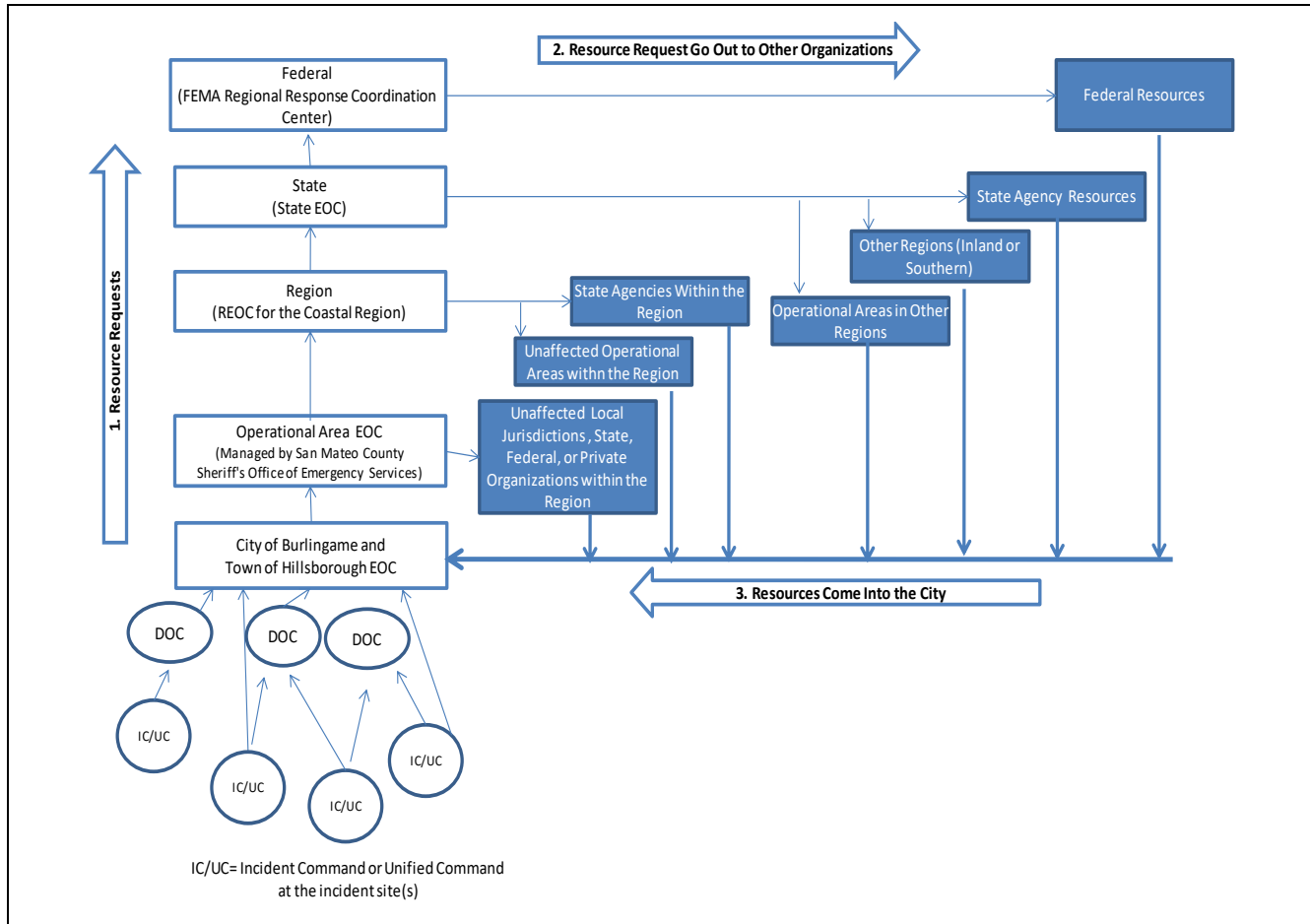


Figure ES-4: Coordination, Communication, and Resource Flow

Plan Review and Maintenance

The Central County Fire Department Preparedness and Prevention Division will revise and update the Burlingame/Hillsborough EOP on a regular basis or following an emergency or exercise. The EOP will be updated based on deficiencies identified in simulated or actual use or due to organizational or technological changes.

SECTION 1 INTRODUCTION

1.1 Introduction

The Emergency Operations Plan (EOP) for the City of Burlingame and Town of Hillsborough outlines authorities, organizational structures, and procedures used to coordinate activities related to local and area disasters.

1.2 Purpose

The purpose of the EOP is to:

1. Identify roles and responsibilities for various departments as they pertain to preparedness, response, recovery, and mitigation activities
2. Serve as a foundational document for additional plans, as well as a reference document for other government and non-government organizations and other entities
3. Comply with state and federal laws and regulations

1.3 Scope

The EOP serves as a significant document for Burlingame and Hillsborough's emergency management activities. While resources may be called upon as needed, responsibilities are outlined in the EOP Basic Plan and associated annexes. To ensure adequate preparedness, city departments should actively participate in preparedness and planning activities including the development of departmental plans, policies and procedures as necessary to fulfill assigned roles and obligations.

The EOP embraces the Federal Emergency Management Agency's (FEMA) "whole community" approach to emergency management and, in addition to Burlingame and Hillsborough's resources, recognizes the role of non-governmental organizations (NGOs), community-based organizations, faith-based organizations, private-sector businesses, educational institutions, and other stakeholders. Additionally, the EOP is intended to reflect the wide variety of support that may be required by residents, visitors, and businesses, including people with disabilities and others with access or functional needs. Consideration for people with disabilities, access or functional needs will be given in emergency planning.

Certain groups and organizations will need to interface with the City's Emergency Operations Center (EOC) and among each other, including in circumstances where normal telecommunications may be impaired. By understanding the elements of this plan, the City and such organizations can facilitate that process.

Members of the community should be aware of the potential risks and hazards we face and the responsibility to prepare personally, at a family level, and in one's organization.

1.3.1 Emergency Support Function Annexes (ESFs)

A listing and description of the ESF Annexes can be found in **Section 4.1**.

1.3.2 Incident Annexes

The following Incident Annexes address preparedness, response, and recovery concepts for incident-specific conditions:

Earthquake

Wildland Fire

Severe Weather (*Extreme Heat/Cold, Flooding, High Winds*)

Energy Disruption

Hazardous Materials Emergency

Tsunami

Terrorism

Plane Crash

Civil Unrest

1.4 Jurisdictions and Assumptions

1.4.1 Jurisdictions

CITY OF BURLINGAME

The following is a summary of key information about the jurisdiction and its history:

- Date of Incorporation – June 6, 1908
- Current Population – 30, 294 (CA Department of Finance 2018 estimate)
- Population Growth— Based on the data tracked by the state DOF, Burlingame has experienced a relatively flat rate of growth. The overall population has increased only 0.6% since 2014 and experienced a 2.3% growth rate from 2000-2010. The current projections anticipate that the City will reach a population of 36,600 by 2040.
- Location and Description— The City of Burlingame is on the San Francisco Peninsula, located 16 miles south of San Francisco. The City covers approximately 5.8 square miles. Three-quarters of the land is developable, and the remaining area consists of the San Francisco Bay and the Mills Canyon Preserve. The City is mature and a largely built-out community with well-established residential neighborhoods. The City borders the City of Millbrae to the north, the Town of Hillsborough to the west, the City of San Mateo to the south, and San Francisco Bay to the east.
- Brief History— Burlingame is on the Mexican land grant Rancho San Mateo. The City was named after Anson Burlingame, a US Minister to China that was a friend of William C. Ralston, the owner of the land. After the 1906 San Francisco Earthquake, many people looking to escape the hardships of a city in ruins flocked south. Hundreds of lots in Burlingame were sold in 1906 and 1907. The town of Burlingame was incorporated June 6, 1908. Burlingame is known as the “City of Trees” due to the 18,000 public trees that were planted throughout the city. Historic buildings include the Burlingame Avenue Train Station and Kohl Mansion.
- Climate— The City of Burlingame is sheltered by hills from strong winds and heavy fog. The city temperatures range from a low of 54 degrees to a high of 82 degrees in July and a low of 39 degrees and a high of 57 degrees in January. The average annual precipitation is 20 inches.
- Governing Body Format— The City of Burlingame is governed by a five-member city council. The City consists of nine departments: Administration, City Clerk, City Council, Community Development, Finance/Utility Billing, Human Resources, Library, Parks and Recreation, Police, and Public Works. The City has five committees and commissions, which report to the City Council.
- Development Trends— The City of Burlingame has experienced a strong regional economy, with a tight housing market, and limited available development sites. Demand for housing has generated greater interest in multi-family and office spaces near transit-oriented areas.

TOWN OF HILLSBOROUGH

The following is a summary of key information about the jurisdiction and its history:

- Date of Incorporation – May 5, 1910
- Current Population – 11,543 (CA DOF Department of Finance 2018 estimate)
- Population Growth— Since the 1980 census (10,451) there has been minimal growth in population. 2010 census list the population at 10,825 (US census)
- Location and Description— The Town of Hillsborough is a residential community located in San Mateo County, California. It is west of U.S. Highway 101 and El Camino Real and east of Interstate 280. The Town is bordered on the north and east by the City of Burlingame, to the east and south by the City of San Mateo, and to the west by the San Francisco Peninsula watershed. The Town maintains about 250 acres of open space.
- Brief History— William Davis Merry Howard, son of a wealthy Hillsboro, New Hampshire shipping magnate, sailed on one of his father's ships from Boston around Cape Horn to the West Coast. Upon returning home, he convinced his father of the fortunes to be made in the West and returned to California some 15 years later. In 1846, he purchased "Rancho San Mateo" from the Mexican governor, Pio Pico. The Rancho was a tract of land that became the city of San Mateo. Here his family built a fine home which they called "El Cerrito" and made San Mateo a successful working ranch. Hillsborough became incorporated in 1910. Historic structures include The Carolands, Hofmann, Arthur & Mona House, and the Newhall Estate. The Police Station has ties to early railroad days.
- Climate— Hillsborough has a Mediterranean climate with the vast majority of the precipitation from the months of November to April. On average, Hillsborough receives 17 inches of rain. With coastal mountains to the west of Hillsborough, it is blocked in the winter from much of the rainfall and in the summer, it is blocked from virtually all the fog of the coast. Hillsborough receives an average of 307 days of sunshine annually, with 52 days of recordable precipitation per year.
- Governing Body Format— The Town is a general law city operating with a Council / Manager form of government. Policy-making and legislative authority are vested in and governed by a five-member city council. The City Manager is responsible for carrying out the policies and ordinances of the City Council.
- Development Trends -- There are no plans for development since the Town has no commercial zoning and no businesses within the town limits. The only non-residential properties are area schools, town and county government facilities, a golf course, a country club, and a small park. With the Town having only non-business structures, any future development would be the renovations to existing structures.

1.4.2 Assumptions

Emergency management coordination for the Central County Fire Department, City of Burlingame and Town of Hillsborough is based on a bottom-up approach to response and recovery resource allocation. Local response efforts precede county response efforts, then state response efforts, and finally federal government assistance with each level exhausting its own resources prior to elevation to the next level of government.

Homeland security statutes or regulations may govern certain response activities that fall under federal jurisdiction. The recovery of losses or reimbursements of costs from federal resources will require preparation and compliance with certain processes in accordance with the Stafford Act and California Disaster Assistance Act. The following assumptions were considered during the development of this plan:

- The City of Burlingame and The Town of Hillsborough are primarily responsible for emergency action within their respective municipality and will commit all available resources to save lives, minimize injuries to persons, and minimize damage to property and the environment.
- Burlingame and Hillsborough are susceptible to a number of hazards and risks that may result in critical incidents which may include natural, technological, or human caused.
- City and Town departments will participate; however, personnel may be unavailable or unable to report to work.
- CCFD provides fire, rescue, and emergency services to the Cities of Burlingame and Millbrae and Town of Hillsborough; CCFD provides emergency preparedness services to Burlingame and Hillsborough.
- Burlingame and Hillsborough are primarily responsible for emergency actions and will commit all available resources to save lives, minimize injury to persons, and minimize damage to property and the environment.
- Burlingame and Hillsborough operate a joint EOC which is staffed by members from both Burlingame and Hillsborough.
- Burlingame and Hillsborough will utilize SEMS, ICS, and NIMS in emergency response and management of operations.
- Burlingame and Hillsborough will commit their resources to a reasonable degree before requesting mutual aid assistance.
- Mutual aid assistance will be requested when resource requirements exceed Burlingame & Hillsborough's ability to meet them.
- Non-essential City operations may be reduced or cancelled in order to prioritize resources.
- Burlingame and Hillsborough are signatories to and participants in the San Mateo County Operational Area Emergency Services Organization Authority (OES JPA).
- Following a major disaster or catastrophic incident, Burlingame and Hillsborough may have to rely on their own resources to be self-sustaining until mutual aid is available.
- San Mateo County is responsible for management and delivery of emergency medical services (EMS).
- All San Mateo County fire agencies and EMS are dispatched from a centralized Public Safety Communications (PSC) Center.
- Effective preparedness requires ongoing public awareness and education programs so that citizens will be prepared, when possible, and understand their own responsibilities should a major disaster or emergency event occur.
- Residents living within the City of Burlingame and Town of Hillsborough boundaries are encouraged to develop a family disaster plan and maintain the essential supplies to be self-sufficient for a minimum of 72 hours and up to 2 weeks.
- Disaster relief from agencies outside the City of Burlingame and Town of Hillsborough may take 72 hours or more to arrive.
- Time of occurrence, severity of impact, weather conditions, population density, building construction, and secondary events such as fires, explosions, structural collapse, contamination issues, loss of critical infrastructure, and floods are a few of the significant factors that will affect casualties and damage.

- Damages to infrastructure will likely be manifested in direct physical and economic damages to facilities and systems, will diminish emergency response abilities due to inaccessible locales, will cause inconvenience or overwhelming distress due to temporary or protracted service interruptions, and will result in long-term economic losses due to the economic and physical limitations of recovery operations.
- During an emergency, the City of Burlingame and Town of Hillsborough may be required to coordinate operations and resources that meet the following criteria:
 - Span the spectrum of emergency management, including mitigation, preparedness, response, and recovery
 - Address incidents that result in numerous casualties, fatalities, displaced people, property loss, disruption of normal life-support systems and critical infrastructure, essential public services or basic infrastructure, and significant damage to the environment
 - Require prolonged, sustained emergency management operations and support activities

The top priorities for emergency management are as follows:

1. Saving lives and protecting the health and safety of City of Burlingame and Town of Hillsborough residents, visitors, first responders, and employees
2. Addressing human needs
3. Caring for People with Disabilities and others with Access and Functional Needs (AFN)
4. Protecting property
5. Protecting the environment
6. Restoring basic services
7. Encouraging timely and Effective community and economic recovery

Resource management (including mission assignment, coordination of mutual aid via the Operational Area, deployment, and demobilization) is coordinated from the City of Burlingame and Town of Hillsborough EOC during emergencies or disasters.

Emergencies or disasters that affect the City of Burlingame and Town of Hillsborough may affect the surrounding jurisdictions; therefore, it may be necessary for the City of Burlingame and Town of Hillsborough to prepare for and carry out emergency or disaster response and short-term recovery operations in coordination with other regional entities.

SECTION 2 HAZARD ANALYSIS

2.1 Methods Used to Develop Hazard Analysis

The 2016 – 2021 LHMP was adopted on June 7, 2016. Refer to the 2016 – 2021 LHMP for further information on hazards, risk assessment, and mitigation strategies.

San Mateo County and 28 local government planning partners from within the San Mateo County Operational area collaborated on the development of a multijurisdictional hazard mitigation plan pursuant to the Disaster Mitigation Act of 2000 (Public Law 106-390) from November of 2015 to September of 2016. The plan was approved by FEMA Region IX for compliance with Section 201.6, Chapter 44 of the Code of Federal Regulations on September 14, 2016. This plan details the planning partnership's vision for reducing risk from all hazards, identifying resources, information, and strategies for risk reduction. By completing this process, all planning partners to this plan complied with the Disaster Mitigation Act and maintained eligibility for hazard mitigation grant funding opportunities afforded under the Robert T. Stafford Act. The plan is available to the public through the San Mateo County Hazard Mitigation Plan website at:

2.2 San Mateo County Local Hazard Mitigation Plan (LHMP) <http://planning.smcgov.org/local-hazard-mitigation-plan>

The City of Burlingame and the Town of Hillsborough participate in the preparation of the Local Hazard Mitigation Plan (LHMP), which is intended to assess the risks to residents and assets within the City. The LHMP identifies and analyzes hazards applicable to the City of Burlingame and the Town of Hillsborough, provides a risk and vulnerability assessment, and provides mitigation strategies and actions toward risk reduction. The LHMP functions as an appendix to the Safety Element of the City of Burlingame and the Town of Hillsborough's General Plans.

Benefits of Mitigation Planning

Maintenance of this plan enables the San Mateo County planning partnership to pursue hazard mitigation grant funding administered by FEMA under the Robert T Stafford Act. A FEMA-approved Hazard Mitigation Plan is a principal prerequisite for this funding. Many of the planning partners to this plan have leveraged funding from this program in the past to significantly reduce the planning area's risk associated with natural hazards.

SECTION 3 CONCEPT OF OPERATIONS

The concept of operations (CONOPS) of the City of Burlingame and the Town of Hillsborough Emergency Operations Plan (EOP) addresses how the City of Burlingame and the Town of Hillsborough will work together with nongovernmental and private entities to promptly and effectively respond to any emergency. This section details how the jurisdiction's departments and agencies accomplish a mission or set of objectives to reach a desired end-state. It offers clear methodology to realize the goals and objectives to execute the plan.

The concept of operations defines the organization of the response, the roles and responsibilities of the responding departments, the outline for operations, and the manner in which Burlingame and Hillsborough will integrate out-of-jurisdiction resources. This section also describes how Burlingame and Hillsborough integrates the National Incident Management System (NIMS) and California Standardized Emergency Management System (SEMS).

3.1 National Incident Management System and Standardized Emergency Management System

The City of Burlingame, the Town of Hillsborough and the State of California respond to emergencies and disasters using NIMS and SEMS. NIMS and SEMS provide a standardized and Effective response to multi-agency and multi-jurisdiction emergencies. By standardizing key elements of the emergency management system, NIMS and SEMS facilitate the flow of information within and between levels of the system and facilitate coordination among all responding agencies.

NIMS and SEMS consist of several levels which are activated, as necessary, starting with the lowest response level (field) and graduating as resources or assistance are necessary to the local government (city, county, or special district) level, the Operational Area level, the regional level, and finally to the state level. This "bottom up" system supports the responsibility of local government to protect their citizens while permitting "top down" sharing of resources, alerts, warnings, and intelligence.

One of the most important best practices incorporated into NIMS is the Incident Command System (ICS), a standard, on-scene, all-hazards incident management system already in use by firefighters, hazardous materials teams, rescuers, and emergency medical teams.

ICS has been established by NIMS as the standardized incident organizational structure for the management of all incidents.

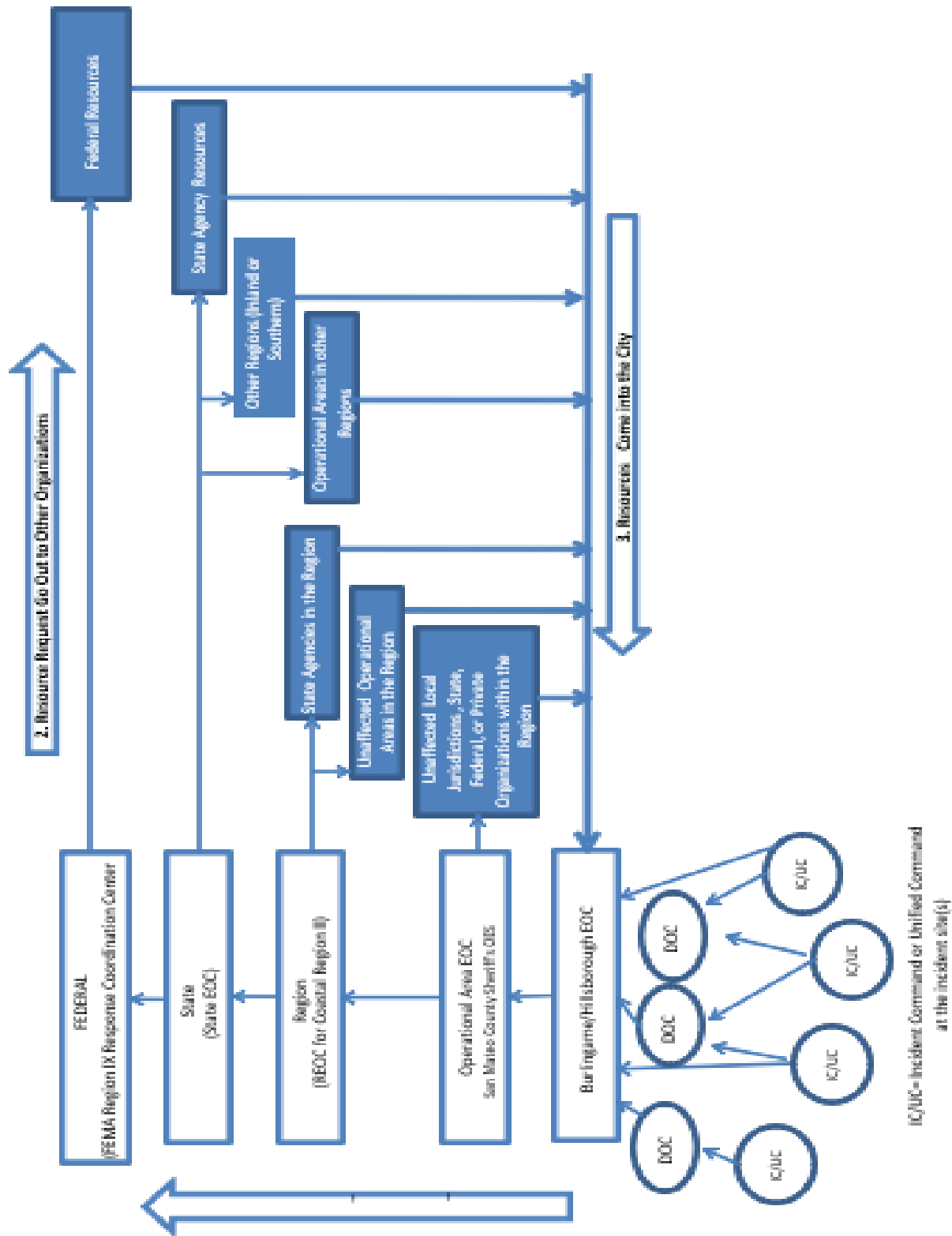
ICS is based on proven management tools that contribute to the strength and efficiency of the overall system. The following ICS management characteristics are taught by the Department of Homeland Security (DHS) in its ICS training programs:

Table 3-1 provides a description and key activities of SEMS organizational levels and **Figure 3-1** diagrams the coordination and flow of resource requests and resources that occurs in accordance with SEMS.

Table 3-1: SEMS Organizational Levels

Level	Description	Key Activities
Field	The field level is where emergency response personnel and resources, under the command of responsible officials, carry out tactical decisions and activities in direct response to an incident.	<ul style="list-style-type: none"> • First responders arrive at incident and assess the situation • Set up incident command
Local	The local level includes cities, counties, and special districts (for example, City of Burlingame/Town of Hillsborough, Utility Districts). Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. Local governments are required to use SEMS when their Emergency Operations Center (EOC) is activated or a local emergency is proclaimed in order to be eligible for state reimbursement of response-related costs.	<ul style="list-style-type: none"> • Activate the EOC • Receive information from first responders • Determine resource needs • Coordinate with the San Mateo County Operational Area for resources • Coordinate and communicate with field resources
Operational Area	An Operational Area is the intermediate level of the emergency management organization which encompasses a county's boundaries and all political subdivisions located within those boundaries, including special districts. The Operational Area facilitates and/or coordinates information, resources, and decisions regarding priorities among local governments within the Operational Area. The Operational Area serves as the coordination and communication link between the local level and regional level. State, federal, and tribal jurisdictions in the Operational Area may have statutory authorities for response similar to that at the local level. For the City of Burlingame and the Town of Hillsborough, San Mateo County serves as the Operational Area.	<ul style="list-style-type: none"> • Activate Operational Area EOC • Receive request from Burlingame/Hillsborough EOC • Activate memoranda of understanding (MOU)/memoranda of agreement (MOAs) • Determine resource gaps • Initiate requests for assistance to the region • Continue coordination with Burlingame/Hillsborough and the region

Level	Description	Key Activities
Region	The regional level manages and coordinates information and resources among Operational Areas within the mutual aid region and between the Operational Area and the state level. The regional level also coordinates overall state agency support for emergency response activities within the region. California is divided into three Administrative Regions – Coastal, Inland, and Southern – which are further divided into six mutual aid regions. The regional level operates out of the Regional Emergency Operations Center (REOC). The City of Burlingame and the Town of Hillsborough are part of Mutual Aid Region II and the California Governor’s Office of Emergency Services (Cal OES) Coastal Region.	<ul style="list-style-type: none"> • Activate the REOC • Activate regional MOU/MOAs • Initiate requests for assistance to the state • Continue coordination with the Operational Area and the state level
State	Cal OES prioritizes tasks and coordinates state resources in response to the requests from the regional level and coordinates mutual aid among the mutual aid regions and between the regional level and state level. The state level also serves as the coordination and communication link between the state and the federal emergency response system. The state level requests assistance from other state governments through the Emergency Management Assistance Compact (EMAC) and similar interstate compacts/agreements and coordinates with the Federal Emergency Management Agency (FEMA) when federal assistance is requested. The state level operates out of the state operations center (SOC).	<ul style="list-style-type: none"> • Activate the SOC • Receive request from the Operational Area or regional level • Prioritize resources and activate MOU/MOAs with other states • Identify gaps and communicate to FEMA • Continue coordination with county, region, other states and FEMA
Federal	FEMA coordinates the federal response to a disaster that has occurred in the United States and that overwhelms the resources of local and state authorities. Unless the disaster occurs on federal property, the Governor must declare a State of Emergency and formally request from the President that FEMA and the federal government respond to the disaster. FEMA provides specialized expertise, equipment, and funding for disaster response and recovery efforts as requested through the state.	<ul style="list-style-type: none"> • Implement the National Response Framework (NRF) • Implement the National Disaster Recovery Framework (NDRF) • Organize the federal response • Coordinate with all federal and state partners



3.2 Normal Operations

Normal operations for the City of Burlingame and the Town of Hillsborough reflect a constant state of readiness. The three levels of readiness conditions that apply to City of Burlingame and the Town of Hillsborough's emergency operations prior to activation are preparedness, increased readiness, and alert. Although these levels are described progressively, conditions may require escalating and de-escalating, or skipping from one level directly to another without passing through each level. Commencement of each level will be made by the EOC Director (City Manager) or EOC Manager (Emergency Manager). The decision is frequently based on a recommendation from either Burlingame or Hillsborough Police Department, Central County Fire Department (CCFD), or either Burlingame or Hillsborough Department of Public Works.

In the absence of a declared disaster or State of Emergency, the Preparedness and Prevention Division of the Central County Fire Department and first responders (emergency medical services [EMS], fire, law enforcement, and public works) will respond to emergencies within the respective jurisdictions with the authorities vested in them by law and local policy. Mutual aid and shared response jurisdictions are addressed through local agreements and do not require a Local Emergency proclamation or a declaration of a State of Emergency to enable them.

3.3 Proclaiming a Local Emergency

California Government Code 8630(a), which is part of the California Emergency Services Act (ESA), and City of Burlingame Municipal Code Chapter 3.36 Emergency Services (Ord. 930) and Town of Hillsborough Municipal Code Chapter 2.24 Emergency Organization (Ord. 586), authorizes a local government body to proclaim a state of local emergency and to authorize interim succession and emergency powers be established in the City of Burlingame and Town of Hillsborough as a disaster(s) occurs. The purpose of the ordinance is to enable the City of Burlingame and Town of Hillsborough to respond quickly and Effectively to emergencies threatening lives, property, public health, welfare, and/or safety within the City of Burlingame and Town of Hillsborough's jurisdiction. This ordinance establishes the process of proclaiming a local emergency and the responsibilities that lay therein for the City of Burlingame and Town of Hillsborough.

3.3.1 Emergency Proclamation Process

Emergency proclamations expand the emergency powers and authorities of the City of Burlingame and Town of Hillsborough to facilitate the process for flow of resources and obtaining support from unaffected jurisdictions, the county, the state, and the federal government.

If the incident exceeds the state's capabilities, the Governor may request assistance from the federal government through a presidential declaration.

Appendix A of this EOP provides a sample Proclamation of Local Emergency and a City Council resolution ratifying the proclamation.

Appendix B provides a reference guide for the emergency proclamation process developed by Cal OES for local governments.

The following describes the emergency proclamation process from the local level to federal level. **Figure 3-2** shows the proclamation process and the response phase sequence.

Local Emergency Proclamation

The City of Burlingame and Town of Hillsborough City Councils may proclaim a Local Emergency if there is extreme peril to the safety of persons and property within the territorial limits of the affected jurisdiction when it is overwhelmed and unable to abate an existing or potential emergency and requires resources from other

unaffected political subdivisions and jurisdictions. In situations where the Local Emergency Proclamation is made by the City Manager, as designated by the Municipal Code, the local emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the governing body. The governing body shall review the need for continuing the local emergency at least once every 60 days until the governing body terminates the local emergency. The governing body shall proclaim the termination of the local emergency at the earliest possible date that conditions warrant. *(Amended by Stats. 2018, Ch. 395, Sec. 1. (AB 2898) Effective January 1, 2019.)*

A Local Emergency provides the City of Burlingame and Town of Hillsborough with expanded emergency police powers and authorities, which include:

- Authorization to promulgate and suspend local orders and regulations necessary to provide for the protection of life and property

- Authority to acquire or commandeer supplies and equipment for public use

- Power to conduct and perform emergency response activities under emergency conditions with broadened immunities from legal liability for performance or failure of performance

Operational Area Notification: When conditions and time allow, the Council or authorized official drafts and signs a Local Emergency Proclamation. The Burlingame/Hillsborough EOC advises the Operational Area EOC, if activated, or San Mateo County Office of Emergency Services (OES) of the proclamation and, in turn, the Operational Area EOC advises the Cal OES Regional Administrator.

Request for Cal OES Director's Concurrence: Local governments can request cost reimbursement from the state for costs related to the permanent repair, restoration, or replacement of City owned or operated facilities under the California Disaster Assistance Act (CDAA)⁴ following the proclamation of a Local Emergency. To qualify for CDAA assistance, the local proclamation must be made within 10 days of incident occurrence, and an application for assistance must be submitted within 60 days of the date of the local emergency proclamation.

Request for the Governor to Proclaim a State of Emergency: When emergency conditions exceed, or have the potential to exceed, local resources and capabilities, local government may request state assistance under the California ESA. The formal request may be included in the original emergency proclamation, or as a separate resolution. As with the Cal OES Director's Concurrence for CDAA assistance, the local emergency proclamation must be made within 10 days of incident occurrence to qualify for CDAA assistance and an application for CDAA assistance must be filed within 60 days of date of the emergency proclamation. CDAA assistance may be used to fund debris removal, emergency protective measures, and permanent work to repair, restore, and replace jurisdiction's facilities.

Initial Damage Estimate: The request should include a copy of the proclamation document and an Initial Damage Estimate (IDE) that estimates the severity and extent of the damage caused by the emergency. An IDE may not be required for sudden emergencies with widespread impacts, emergencies of significant magnitude, or during fast moving emergencies where immediate response assistance is necessary.

Analysis of Request: The Cal OES Region reviews the request and the IDE and makes recommendations to the Governor through the Director of Cal OES.

Proclamation of a State of Emergency: The Governor proclaims a State of Emergency based on conditions of extreme peril, when requested to do so by a local governing body, or if a local authority is unable to cope with the effects of an emergency. The proclamation will be in writing and signed by the Governor and will

⁴ More information on CDAA, including a comparison chart of CDAA and federal assistance programs, can be found at: <http://www.caloes.ca.gov/cal-oes-divisions/recovery/public-assistance/california-disaster-assistance-act>

take effect immediately upon issuance. Under a proclamation of a State of Emergency, the Governor assumes expanded powers. The Governor:

- Has the right to exercise police power, as deemed necessary, vested in the State Constitution and the laws of California within the designated area.
- Is vested with the power to use and commandeer public and private property and personnel, to ensure all resources within California are available and dedicated to the emergency when requested.
- Can direct all state agencies to utilize and employ personnel, equipment, and facilities for the performance of any activities designed to prevent or alleviate actual and threatened damage due to the emergency and can direct state agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the residents of the affected area.
- May make, amend, or rescind orders and regulations during an emergency and temporarily suspend any non-safety-related statutes, ordinances, regulations, or rules that impose restrictions on the emergency response activities.

Governor's Proclamation without a Local Request: A request from the local governing body is not always necessary for the Governor to proclaim a State of Emergency. The Governor can proclaim a State of Emergency if the safety of persons and property in California are threatened by conditions of extreme peril or if the emergency conditions are beyond the emergency response capacity and capabilities of the local authorities.

Proclamation of a State of War Emergency: In addition to a State of Emergency, the Governor can proclaim a State of War Emergency whenever California or the nation is attacked by an enemy of the United States, or upon receipt by California of a warning from the federal government indicating that such an enemy attack is probable or imminent. The powers of the Governor granted under a State of War Emergency are commensurate with those granted under a State of Emergency.

State Request for a Presidential Declaration: When it is clear that state capabilities will be exceeded, the Governor can request federal assistance, including assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act), as amended. The Stafford Act authorizes the President to provide financial and other assistance to state and local governments, certain private nonprofit organizations, and individuals to support response, recovery, and mitigation efforts following presidential emergency or major disaster declarations.

Small Business Administration (SBA) Disaster Declaration: Because the State does not provide for individual assistance, aside from the State Supplemental Grant Program that provides assistance in conjunction with FEMA's Individual and Households Program, a declaration from SBA may be sought to provide relief to homeowners, renters, and businesses. There are two potential types of SBA declarations:

- **Physical Disaster Declaration:** Applicable when there are at least 25 homes and/or businesses or other eligible institutions, each sustaining uninsured losses of at least 40 percent or more of the estimated fair replacement value or pre-disaster fair market value of the damaged property. Local jurisdictions have 30 days to submit the appropriate damage assessment information and forms to the state to apply for this type of assistance. The damage assessment must be confirmed through an Individual Assistance Preliminary Damage Assessment (PDA) prior to a request moving forward. If warranted, a request for an SBA disaster declaration will be submitted by the Cal OES Director. *Note: homes and businesses can include renters and home-based businesses; a rental property can be counted as a business and as a renter; when assessing apartments, each unit with at least 40 percent of uninsured personal property losses will be counted as one.*
- **Economic Injury Disaster Declaration:** Applicable when at least five small businesses in a disaster area have suffered substantial economic injury as a result of the disaster. Cal OES Individual

Assistance will work with the local government to survey businesses in the affected area for economic losses by completing an Economic Injury Disaster Loan (EIDL) worksheet. A local jurisdiction has 60 days to request this type of assistance.

Preliminary Damage Assessment: Upon submission of the request, FEMA coordinates with the state to conduct a PDA and determine if the incident is of sufficient severity to require federal assistance under the Stafford Act. This process could take a few days to a week depending on the magnitude of the incident. FEMA uses the results of the PDA to determine if the situation is beyond the combined capabilities of the state and local resources and to verify the need for supplemental federal assistance. The PDA also identifies any unmet needs that may require immediate attention. Similar to the IDE, the PDA may not be required if immediate response assistance is necessary.

Federal Analysis of the State's Request: The FEMA Administrator assesses the situation and the request and makes a recommendation to the President through the Federal Department of Homeland Security. The decision to approve the request is based on such factors as the amount and type of damage, the potential needs of the affected jurisdiction and the state, availability of state and local government resources, the extent and type of insurance in effect, recent disaster history, and the state's hazard mitigation history.

Figure 3-2 shows the proclamation process and the response phase sequence of events.

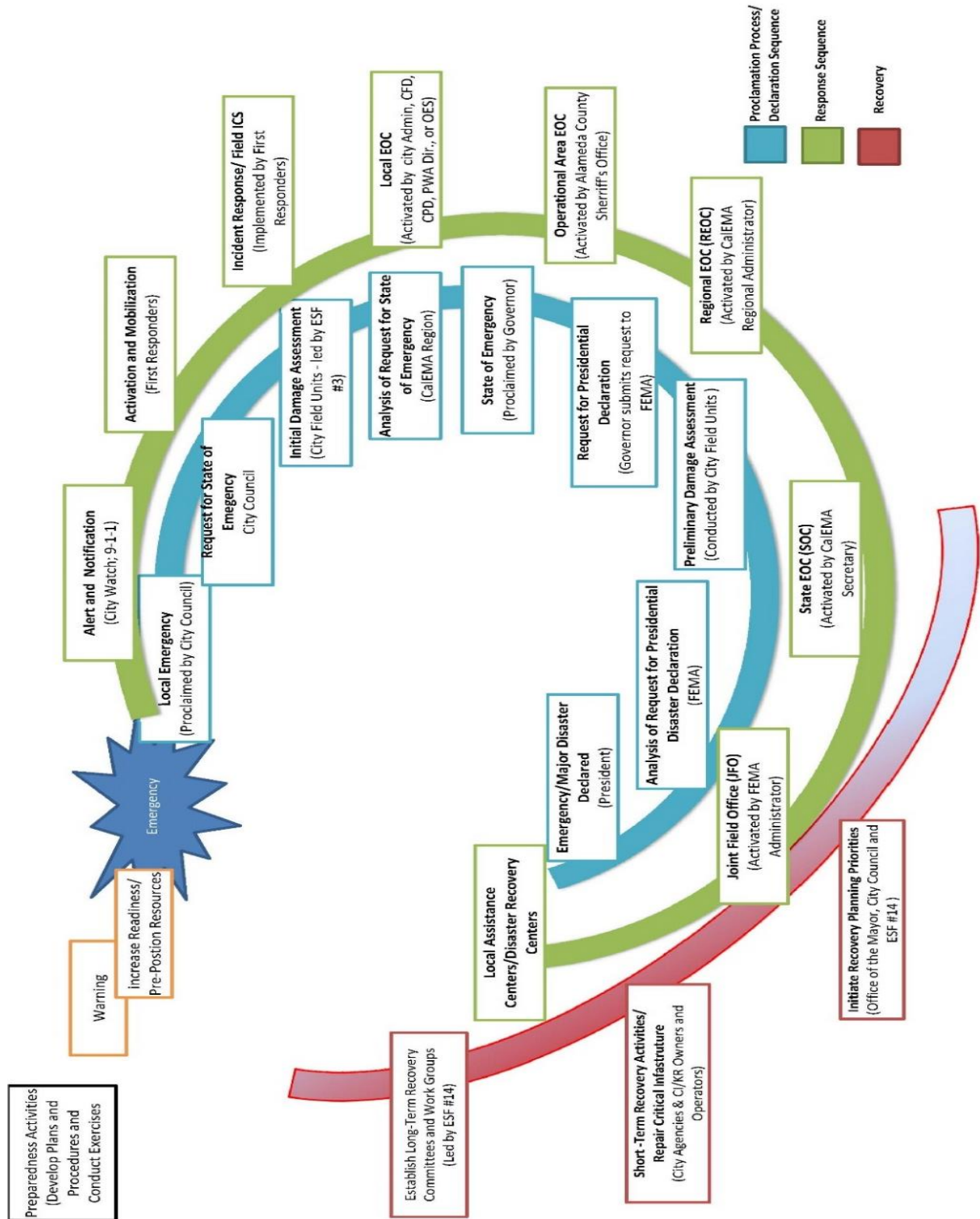


Figure 3.2 Emergency Proclamation Process and Response Phase Sequence of Event

3.4 Emergency Operations Center Activation

An incident may start out small and escalate quickly or a major incident may occur at any time. In the event of any significant incident police, fire or public works incident commander will make recommendations if EOC activation is needed. City Managers or their alternates will be contacted and recommendation for EOC activation will be based upon the severity of the incident and the resource needs of the affected jurisdiction/s. Escalating or intensifying incidents may warrant partial or full EOC activation.

The EOC will operate under the following policies during an emergency or disaster:

- NIMS/SEMS/ICS will be established and/or maintained throughout the duration of the event.
- All existing City of Burlingame and Town of Hillsborough and departmental operating procedures will be adhered to unless modified by a local proclamation of a local emergency.
- All on-duty personnel are expected to remain on duty until officially relieved of duty. Off-duty personnel will be expected to return to work in accordance with departmental policies.
- During the disaster response, operational periods (shifts) will be determined by the incident commander and/or EOC Management. Personnel should anticipate initial operational periods lasting 12 hours, for example, from 8:00 a.m. to 8:00 p.m. and 8:00 p.m. to 8:00 a.m., or as required by the situation.
- City of Burlingame and Town of Hillsborough emergency response and recovery operations will be managed at one of three levels, based on the magnitude of the emergency.

Level Three — Decentralized Coordination and Direction (Standby, Monitoring, and Alert)

Minor to moderate emergency or incident where local resources are adequate and available. A Local Emergency may or may not be proclaimed. The Burlingame/Hillsborough Joint EOC may or may not be activated. Off-duty personnel may be recalled.

Level Two — Centralized Coordination and Decentralized Direction (Partial or Full Activation)

Moderate to severe emergency incident where local resources are not adequate and mutual aid or Operational Area resource coordination may be required on a regional or even statewide basis. Management-level personnel from agencies involved should co-locate in a central location to provide jurisdictional or multi-jurisdictional coordination. Activation of the Joint EOC will be necessary when anticipating Operational Area activation or resource coordination. Off-duty personnel may be recalled. A local emergency will likely be proclaimed, and a state of emergency may be proclaimed.

Level One — Centralized Coordination and Direction (Full Activation)

Major local or regional disaster where resources in or near the impacted area are overwhelmed and extensive state and/or federal resources are required. A local emergency will be proclaimed, a state of emergency proclamation and a presidential declaration of an emergency or major disaster will be requested. All response and early recovery activities will be conducted from the Joint EOC. All key off-duty personnel will be recalled.

The EOC will be activated with the positions and staffing to reflect the level of the city response required, as described in **Table 3-2**.

Table 3-2: EOC Minimum Staffing Guide

Activation Level	Event/Situation	Minimum Staffing
III	<ul style="list-style-type: none"> Unusual occurrences with potential to adversely impact the City Impacts on the health and safety of the public and/or environment Severe weather issuances from the National Weather Service Significant incidents involving two or more agencies or departments Earthquake Advisory/Prediction Level One 	<p>EOC Director Other designees</p> <p>Note: May be limited to Department Operations Center (DOC) activation.</p>
II	<ul style="list-style-type: none"> Earthquake with damage reported Earthquake Advisory/Prediction Level Two or Three Major wind or rainstorm Two or more large incidents involving two or more agencies/departments Wildfire affecting developed area Major scheduled event Severe hazardous materials incident involving large-scale or possible large-scale evacuations Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment 	<p>EOC Director</p> <p>Section Chiefs, Branch Directors, Unit Leaders, and/or other staff as appropriate</p> <p>Liaison Officer/Agency Representatives as appropriate</p>
I	<ul style="list-style-type: none"> Major jurisdiction or regional emergency Multiple agencies/departments with heavy resource involvement Earthquake (with damage) Unusual occurrences with severe potential impacts of the health and safety of the public and/or environment 	All EOC positions

3.4.1 Emergency Operations Center Locations

The City of Burlingame and Town of Hillsborough have a primary and an alternate EOC.

The primary EOC location for the City of Burlingame and Town of Hillsborough is Burlingame's Public Works Corporation Yard, 1361 N Carolan Ave., Burlingame.

Use of alternate locations would be when use of the primary EOC would be or potentially be unsafe or unusable.

Primary EOC	<p>Burlingame Public Works Corporation Yard 1361 N Carolan Ave Burlingame, CA 94010</p> <p>The primary EOC location for the City of Burlingame and Town of Hillsborough is Burlingame's Public Works Corporation Yard. This facility includes an operations area, radio room, kitchen, conference rooms, bathrooms with shower facilities, and office areas. Emergency power is provided by a diesel generator.</p> <p>The emergency fuel reserve is 750 gallons which is sufficient for 1-2 days. Resupply of emergency fuel will be obtained through the Logistics Section. Power will provide for lighting panels, selected wall circuits, telephones, and radios. The EOC has on-site services that include kitchen, bathrooms, food supply, and sleeping cots for 10 persons.</p> <p>Refer to EOC Annex for a diagram of the EOC.</p>
Alternate EOC	<p>Burlingame Police Department 1111 Trousdale Dr Burlingame, CA 94010</p> <p>The alternate EOC is activated if the primary EOC is inoperable or needs to close (due to damage or inaccessibility) and/or if the evacuation of EOC staff becomes necessary. Alternate EOCs may activate simultaneously if needed during a catastrophic incident. The City of Burlingame and Town of Hillsborough may divide the response to separate sections, for instance in case of a significant earthquake that may leave sections of the City of Burlingame or Town of Hillsborough isolated.</p>
Alternate EOC	<p>Hillsborough Town Hall Council Chambers 1600 Floribunda Ave Hillsborough, CA 94010</p> <p>This alternate EOC may be activated if the primary and secondary alternate EOCs are inoperable or need to close (due to damage or inaccessibility) and/or if the evacuation of EOC staff becomes necessary. Alternate EOCs may activate simultaneously if needed during a catastrophic incident. The City of Burlingame and Town of Hillsborough may divide the response to separate sections, for instance in case of a significant earthquake that may leave sections of the City of Burlingame or Town of Hillsborough isolated</p>

Burlingame/Hillsborough's EOCs provide a central location for emergency management coordination among City of Burlingame and Town of Hillsborough, nongovernmental, and private sector entities engaged in responding to an emergency. The following functions are performed in the EOC:

- Manage and coordinate emergency operations
- Receive and disseminate warning information

- Develop emergency policies and procedures
- Collect intelligence from and disseminate information to the various EOC representatives, and, as appropriate, to county and state agencies, military, and federal agencies
- Prepare intelligence/information summaries, situation reports, operational reports, and other reports as required
- Maintain general and specific maps, information display boards, and other data pertaining to emergency operations
- Continue analysis and evaluation of all data pertaining to emergency operations
- Control and coordinate, within established policy, the operational and logistical support of departmental resources committed to the emergency
- Maintain contact and coordination with support DOCs, other local government EOCs, and the San Mateo County Operational Area
- Provide emergency information and instructions to the public, making official releases to the news media, and scheduling press conferences as necessary

3.4.2 Individuals Authorized to Activate the EOC

The following individuals, either acting as the EOC Director or on behalf of the EOC Director or their appointed representatives (per continuity of government lines of succession), are authorized to activate the EOC:

- City Manager
- Fire Chief
- Chief of Police
- Director of Public Works
- Emergency Manager

3.4.3 How to Activate and Deactivate the EOC

The following is the process for activating the EOC:

1. Contact the Central County Fire Department Emergency Manager. (*Refer to EOC Activation Procedures Annex*).
2. Identify yourself and provide a callback confirmation phone number if requested.
3. Indicate your authority to activate the EOC.
4. Designate or request designation of appropriate personnel to set up the EOC.
5. Briefly describe the disaster or emergency situation causing this request.
6. Request EOC Level I, II, or III activation.
7. If not the Emergency Manager, request notification of the Emergency Manager and other appropriate personnel, including EOC Level I, II, or III staff as required for activation.

For further details, refer to the EOC Manual. CCFD maintains and updates the EOC Manual. Hard copies can be found in the EOC Management supplies room. Requests for copies will be considered by submitting a written request on department or agency letterhead to the Emergency Manager for approval to release. CCFD requires

a current (within 1 year) nondisclosure form to be on file prior to release of any For Official Use Only (FOUO) document.

Deactivation generally occurs when coordination and monitoring of response activities are no longer necessary.

The following steps outline the process for deactivating the EOC:

The EOC Director should develop and submit a written memo to the Incident Commander and the Policy Group recommending deactivation of the EOC.

The EOC may be deactivated when authorized by the Incident Commander in concert with the Policy Group.

Phone messages and SMCAAlert internal notifications used for the response should be changed and sent to reflect that the EOC has been deactivated and how the caller can reach key emergency management personnel for further assistance or information utilizing SMCAAlert.

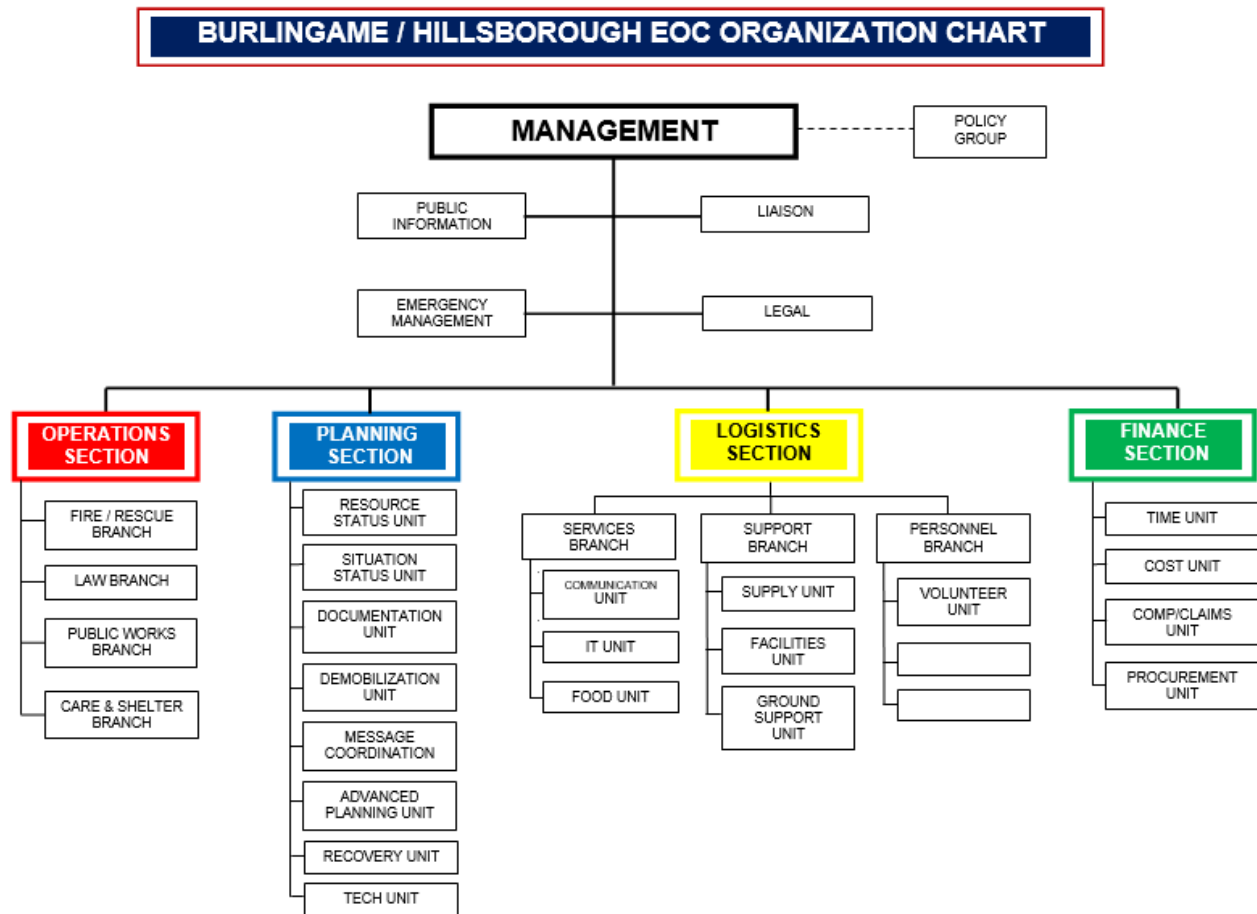
3.5 Emergency Operations Plan Implementation/Activation

The philosophy of City of Burlingame, Town of Hillsborough and Central County Fire Department is that the EOP is always activated to reflect a constant state of readiness. The response and recovery portions of this plan will be implemented when an incident or event is considered imminent or probable and the implementation of this plan and the activation of the Burlingame/Hillsborough EOC is considered a prudent, proactive measure. The EOP will be implemented at the appropriate response level when the City Manager or the City Councils have proclaimed a local emergency, or at the discretion of the City Manager as the Director of Emergency Services or his or her designee.

3.6 Emergency Operations Center Structure

The EOC is organized following NIMS, SEMS, and ICS principles and structure, using the Emergency Support Function (ESF) concept. ESFs are assigned to the five EOC sections, as appropriate: Management, Operations, Planning and Intelligence, Logistics, and Finance and Administration. **Figure 3-3** shows the City of Burlingame, Town of Hillsborough's EOC structure.

Figure 3-3: Burlingame/Hillsborough EOC Organization Chart



3.6.1 Emergency Operations Center Coordination

The primary purpose of activating the EOC is to develop and maintain emergency situational awareness, to provide timely and verified emergency public information, and to coordinate resources/logistical support for emergency responders. Maintaining situational awareness and developing a common operational picture is critical for Effective coordination of field resources, good decision-making, and timely and accurate release of information to the public. This section describes the process by which the EOC will coordinate with other entities.

Table 3-3 demonstrates the coordination between all levels of government and the flow of resource requests and resources and provides a comparison to the coordination that occurs in the field. **Sections 3.6.2 – 3.6.5** further explain the nature of this coordination.

Table 3-3: Comparison of Field and EOC SEMS ICS Functions

SEMS/ICS Section	Field Response Level	EOC
Command/Management	Field commanders are responsible for directing, ordering, and controlling resources, assets, and personnel.	<p>In the EOC, the Policy Group provides guidance and advice to EOC Management and EOC sections. The Policy Group addresses policy issues associated with the incident (for example, establishing a curfew) and prepares and executes mayoral directives, orders, resolutions, and/or ordinances, as necessary.</p> <p>EOC Management is responsible for the facilitation and execution of overall emergency policy, coordination through the joint efforts of government agencies and private organization and directing support to first responders in the field.</p>
Operations	Implement tactical field operations as specified by the Incident Action Plan (IAP) in a coordinated manner.	Coordinate and/or support all jurisdictional emergency response operations through the implementation of the EOC Action Plan.
Planning and Intelligence	Collect, evaluate, and document intelligence and situational understanding of the emergency.	Collect, evaluate, and disseminate information and maintain documentation related to the City of Burlingame and/ or the Town of Hillsborough's emergency response activities. Develop the EOC Action Plan and After-Action Report in coordination with other functions.
Logistics	Provide facilities, services, personnel, equipment, and materials to support the emergency response and recovery efforts.	Provide facilities, services, personnel, equipment, and materials to support the emergency response and recovery efforts.
Finance and Administration	Provide financial and cost analysis and administrative support not handled by the other sections, including documentation support for reimbursement efforts.	Coordinate and support fiscal and administrative responsibilities for the overall emergency and coordinate disaster assistance as appropriate, including documentation support for reimbursement efforts.

3.7 Operational Priorities

The City of Burlingame and Town of Hillsborough have established the following general priorities for establishing response goals, prioritizing actions, and developing operational strategies.

Save Lives: The preservation of life is the top priority for the City of Burlingame and Town of Hillsborough and takes precedence over all other considerations.

Address Human Needs: Beyond the simple preservation of human life, all possible efforts should be made to provide for basic human needs, including food, water, shelter and security.

Care for People with Disabilities and others with Access or Functional Needs:⁵ People with disabilities and others with access and functional needs may require assistance in providing time-sensitive needs or support services to maintain health and safety and maximize independence. The needs of this population should be considered and addressed as a high priority.

Protect Property: All feasible efforts must be made to protect public and private property and resources (including critical infrastructure) from damage during and after an emergency.

Protect the Environment: All possible efforts must be made to preserve the City of Burlingame and Town of Hillsborough's environment and protect it from damage during and after an emergency.

Restore Basic Services: Power, water, sanitation, transportation and other essential services must be restored as rapidly as possible to enable residents and businesses to resume their normal activities.

Support Community and Economic Recovery: City of Burlingame and Town of Hillsborough representatives must work with the community to ensure that recovery operations are conducted efficiently, effectively, and equitably, promoting expeditious recovery of the affected areas.

3.8 Sequence of Events

The following is a general sequence of events prior to and following an emergency incident.

3.8.1 Prior to Incident

1. **Routine Monitoring for Alerts, Watches, and Warnings:** The City of Burlingame and Town of Hillsborough constantly monitor events and the environment to identify specific threats that may affect their jurisdiction and increase the awareness level of emergency personnel and the community when a threat is approaching or imminent. In addition to Fire and Police Dispatch, both jurisdictions also receive alerts from the National Weather Service (NWS) and the California State Warning Center (CSWC) on various hazards and threats, including earthquakes, tsunamis, severe weather, energy power grid, hazardous materials, and oil spills.
2. **Increased Readiness:** Sufficient warning provides the opportunity for response agencies to increase readiness, which are actions designed to increase an agency's ability to effectively respond once the emergency occurs. This includes but is not limited to the following:
 - ✓ Briefing government officials
 - ✓ Reviewing plans and procedures

⁵ The Americans with Disabilities Act (AD) defines persons with functional needs as persons who have: (1) a physical or mental impairment that substantially limits one or more of the major life activities of such individual; (2) a record of such an impairment; or (3) being regarded as having such impairment; inclusive of individuals with temporary and permanent limitations and those who may function independently without the presence of an emergency but who may need assistance during an incident. Burlingame and Hillsborough both use this definition.

- ✓ Preparing and disseminating information to the community
- ✓ Updating resource lists
- ✓ Testing systems such as warning and communications systems
- ✓ Precautionary activation of EOC/DOCs

3. **Pre-Impact:** When a disaster is foreseen as highly likely, action is taken to save lives and protect property. During this phase, warning systems are activated, evacuation begins, and resources are mobilized. During this phase, emphasis is placed on control of the situation, saving lives, and minimizing the effects of the disaster.

3.8.2 Immediately Following or During the Incident

Immediately after a disaster has occurred and during the initial response, emphasis is placed on saving lives, controlling the situation, and minimizing the impact of the disaster. The following actions will take place:

1. **Alert and Notification:** Response agencies are alerted about an incident by the public through 9-1-1, CSWC, another response agency, or other method. City of Burlingame and Town of Hillsborough employees are then notified of the incident using the SMC Alert internal communications system.
2. **Resource Mobilization:** The City of Burlingame and Town of Hillsborough activate personnel and mobilize response assets to support the incident response. As the event escalates and expands, additional resources are activated and mobilized to support the response. Activation and mobilization continue for the duration of the emergency as additional resources are needed to support the response. This includes resources from within the affected jurisdiction, or, when resources are exhausted, from unaffected jurisdictions.
3. **Incident Response:** First responders arrive on-scene and function within their established field level plans and procedures. The responding agencies will manage all incidents in accordance with ICS organizational structures, doctrine, and procedures.
4. **Establishing Field Level Incident Command:** Incident Command is established to direct, order, or control resources by virtue of some explicit legal, agency, or delegated authority. Initial actions are coordinated through the on-scene Incident Commander (IC). The IC develops an initial IAP, which sets priorities for the incident, assigns resources, and includes a common communications plan. If multiple jurisdictions or agencies are involved, the first responders will establish a Unified Command (UC) to facilitate multi-jurisdictional and multi-agency strategies and tactical decisions. The IC may implement an Area Command to oversee multiple incidents that are handled by separate ICS organizations or to oversee the management of a very large or evolving incident that has multiple incident management teams engaged.
5. **Activation of the Multi-Agency Coordination System:** Responding agencies will coordinate and support emergency management and incident response objectives through the development and use of integrated Multi-Agency Coordination Systems (MACS) and MAC Groups. MAC groups and MACS facilitate coordinated decision-making and resource allocation among cooperating agencies. Representatives of a MAC group establish priorities among incidents and harmonize policies and provide strategic direction to help support response activities.
6. **Department Operation Center (DOC) Activation:** Individual City of Burlingame and Town of Hillsborough departments may activate their DOCs to manage information and resources assigned to the incident. If a DOC is activated, communication between the City of Burlingame and Town of Hillsborough EOC and DOCs will occur through the use of liaisons or respective ESF representatives.
7. **EOC Activation:** The City of Burlingame and Town of Hillsborough will activate the EOC based on the magnitude or need for more coordinated management of the emergency. When activated, the Burlingame/Hillsborough EOC helps form a common operating picture of the incident by collecting, analyzing, and disseminating emergency information. When activated, the local EOC notifies the Operational

Area EOC, which is run by the San Mateo County Sheriff's Office OES, that the Burlingame/Hillsborough EOC has been activated.

8. **Communications between Field and the EOC:** When the Burlingame/Hillsborough EOC is activated, communications and coordination are established between incident command and DOCs to the EOC, or between incident command and the EOC, if a DOC has not been activated.
9. **Operational Area EOC Activation:** If one or more local EOCs are activated, or if the event requires resources outside the affected jurisdiction, the San Mateo County Operational Area EOC is activated. The Operational Area EOC may also be activated if either jurisdiction proclaims a Local Emergency. The Operational Area EOC will then coordinate resource requests from the affected jurisdiction to the unaffected jurisdiction, or if resources are not available within the Operational Area, forward the resource request to the REOC and mutual aid coordinators.
10. **Regional EOC Activation:** If the Operational Area EOC is activated, the Cal OES Regional Administrator will activate the REOC within the affected region and notify Cal OES Headquarters. The Coastal Region REOC will then coordinate resource requests with the San Mateo County Operational Area to unaffected Operational Areas within the affected region, or, if resources are not available within the affected region, resource requests are forwarded to the SOC for coordination.
11. **State Operations Center Activation:** The SOC is activated when the REOC activates in order to monitor the situation, process resource requests for state, EMAC, or federal assistance.
12. **FEMA Regional Response Coordination Center Activation:** The FEMA Regional Response Coordination Center (RRCC) may deploy a liaison or Incident Management Assistance Team (IMAT) to the SOC to monitor the situation and provide situational awareness to federal officials.

3.8.3 Sustained Operations

As the emergency continues, additional assistance is provided to survivors of the disaster and efforts are made to reduce the likelihood of additional damage. During this time, the Burlingame/Hillsborough EOC continues to:

1. **Gather Intelligence and Maintain Situational Awareness:** The Burlingame/Hillsborough EOC is responsible for gathering and disseminating timely and accurate information on the incident to create a common operational picture that can be used to develop and adjust operational goals and objectives and prioritize actions. The Planning and Intelligence Section of the EOC is responsible for collecting and disseminating information within the EOC.
2. **Develop and Implement Operational Goals and Objectives:** Burlingame/Hillsborough, in coordination with response teams, continues to provide emergency assistance to the public in accordance with established operational priorities. Responders try to reduce any additional secondary impacts.
3. **Engage in Resource Mission Tasking:** The Operations Section of the EOC will identify personnel, resources, and equipment needed to fulfill an operational objective. The Logistics Section will coordinate identification of, mobilization, tracking, and demobilization of the resources. Resource requests should first be filled using local resources. If local resources are not available (including local Burlingame/Hillsborough inventories or private vendors), then a resource request may be made to the Operational Area, who can either fill it, submit the request to the REOC, or attempt to fill it through mutual aid. Discipline-specific mutual aid (fire, law enforcement, and medical health) will be handled through the assigned departments/disciplines.
4. **Provide Emergency Public Information:** Burlingame/Hillsborough will establish an Emergency Public Information Team to provide immediate and critical emergency public information. The Public Information Officers (PIOs) designated by Burlingame and Hillsborough will serve as the lead Emergency PIOs (EPIOs).

Upon notification, the lead PIO will report to the EOC and receive a briefing. The primary location for the dissemination of information will be determined by the Emergency Public Information Team. The Emergency Public Information Team will provide news releases, coordinate media Briefings, and arrange tours of the incident sites. The lead EPIO will coordinate all information releases with EOC Management prior to dissemination. All Public Information will be approved by the EOC Director prior to release.

3.8.4 Transition to Recovery

As the initial and sustained response operational priorities are met, Burlingame/Hillsborough will engage in recovery activities which include short-term, intermediate, and long-term recovery activities as described below:

Short-term recovery refers to the early days and weeks after an incident. This phase of recovery addresses health and safety needs beyond rescue and includes assessing the scope of damage and community needs, the restoration of basic infrastructure, the activation of recovery organizations, and community engagement and mobilization of resources.

Intermediate recovery refers to the weeks and months after an incident. This phase involves returning individuals, families, critical infrastructure, and essential government or commercial services to a functional state. These actions bridge to future, permanent measures.

Long-term recovery refers to the months and years after an incident. This phase addresses the complete redevelopment and revitalization of impacted areas of Burlingame/Hillsborough and includes the rebuilding or relocation of damaged or destroyed social, economic, natural, and built resources toward restoring self-sufficiency, sustainability, and resilience.

Short-Term Recovery Phase

Short-term recovery activities will be coordinated in the Burlingame/Hillsborough EOC by a designated Recovery Coordinator, who will act as the lead for the Recovery Unit of the Planning and Intelligence Section, as indicated in the EOC organization chart in **Figure 3-3**. Recovery activities during EOC operations will be principally supported by ESF #14 – Recovery, which is led by the City Manager’s Office and CCFD Emergency Preparedness and Prevention Division, in close coordination Burlingame and/or Hillsborough City Councils.

Intermediate and Long-Term Recovery Phases

Early in the post-disaster period, the operations of the Burlingame/Hillsborough EOC and a Post-Disaster Recovery Structure, as described below, may run in parallel. Some short-term recovery operations will occur in the EOC as part of various ESFs, including ESF #14 – Recovery, while long-term recovery needs are assessed. The Recovery Coordinator will be responsible for making a recommendation to the EOC Director and the Emergency Manager if long-term recovery needs require activation of the Post-Disaster Recovery Structure, including appointment of a Local Disaster Recovery Manager (LDRM), activation of the appropriate Recovery Support Functions (RSFs), and formation of a Long-term Recovery Organization (LTRO). The Recovery Coordinator will then begin the transition to recovery operations led by the LDRM, if one is appointed, and will work with the EOC Director and the Emergency Manager to maintain synergy and a smooth coordination and transition of decision-making responsibilities and action planning between the EOC emergency response structure and the long-term recovery structure.

Post-Disaster Recovery Structure

Figure 3-4 shows the Post-Disaster Recovery Structure as described in the City of Burlingame’s and Town of Hillsborough’s Disaster Recovery Framework (DRF). The organization of the Post-Disaster Recovery Structure may vary depending on the size and type of disaster and resulting issues, and at the discretion of the LDRM, in consultation with the City Managers.

An LTRO will be established, as needed, after a disaster to lead recovery efforts. The scope and scale of the LTRO can vary significantly based on the incident and which RSFs are activated, with differing tasks and authorities depending on specific recovery needs. The LTRO may range from a small, coordination-focused committee overseeing execution of a few RSFs in a smaller disaster, to a more structured organization overseeing both planning and implementation of jurisdiction-led recovery activities, coordination with state and federal agencies involved in recovery, and active engagement and collaboration with Burlingame/Hillsborough residents and businesses, local agencies, nonprofits, and other stakeholders in recovery.

Recovery Support Functions

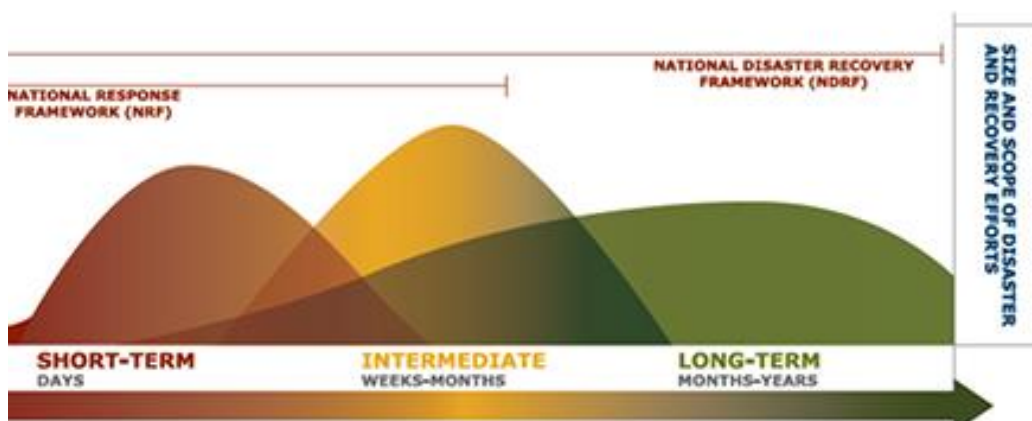
RSFs identify Coordinating Agencies, Primary Agencies, and Supporting Agencies with responsibilities for coordinating and executing recovery functions. The RSF structure coexists with and builds on the Burlingame/Hillsborough EOP and ESFs. RSFs differ from ESFs in that they have different recovery objectives, staff expertise, partnerships, approaches, time spans, and organization structure. Regardless, the RSFs do not replace ESF #14 – Recovery, but, rather, augment or continue the efforts undertaken during EOC operations into the LTRO. Specific information on the Burlingame/Hillsborough’s RSFs can be found in the RSF Annex to the Burlingame/Hillsborough DRF.

Deactivating the Post-Disaster Recovery Structure

The point at which recovery operations cease and normal local management processes resume never occurs at one distinct point in time. Recovery operations can take many years but, eventually, the recovery issues begin to look more like “business as usual”. Deactivation considerations should include whether the goals and benchmarks of the DRF, as well as the benchmarks and operations of the RSFs, have largely been achieved. Other considerations include whether the community has reached an acceptable level of normalcy, and whether temporary regulations and provisions related to recovery operations are still needed.

The LDRM will be responsible for making a deactivation recommendation to the City Manager. A formal dissolution of the LTRO may need to be made by the City Manager or City Council/s, depending on the formality of its organizational structure. The LDRM will ensure a smooth deactivation of the LTRO and transition of staff and operations back to other City/Town agencies and departments, as appropriate.

Figure 3-4: Post-Disaster Recovery Structure



3.9 Resource Management

The City of Burlingame and Town of Hillsborough shall use their own resources first in an emergency or disaster situation and may call for assistance from San Mateo County during incidents that overwhelm or threaten to overwhelm their own response and recovery resources.

County, state, and federal relief will likely only be provided when damage is widespread and severe. Therefore, the City of Burlingame and Town of Hillsborough will be developing a system for ordering, tracking, mobilizing, and demobilizing resources.

The City of Burlingame and Town of Hillsborough use standard ICS forms. When requesting resources, individuals should complete ICS 215 forms (see **Appendix D**). All resource requests must include the following:

- Describe the current situation clearly.
- Describe the requested resources.
- Specify the type or nature of the service the resource(s) will provide.
- Provide delivery location with a common map reference.
- Provide local contact at delivery location with primary and secondary means of contact.
- Provide the name of the requesting agency and/or Operational Area Coordinator contact.
- Indicate time frame needed and an estimate of duration.
- Resource requests involving personnel and/or equipment with operators will need to indicate if logistical support is required (that is, food, shelter, fuel, and reasonable maintenance).
- The Resource Management Unit of the Logistics Section is responsible for managing and tracking resource requests.

3.10 Resolution of Legal Questions/Issues

As required by SEMS, the City Attorney and staff will serve as the Legal Advisor and provide legal advice to the Mayor, City Councils, the City Manager, and/or the EOC Manager in all legal matters relative to the emergency, including resolution of legal questions and issues. The City Attorney and staff also assist in the proclamation and ratification of emergency and emergency continuances.

3.10.1 Legislative Liaison Role

In addition to the Legal Advisor, the City Attorney and staff also work with the Mayor and City Councils to adequately fill the Legislative Liaison position(s).

The Legislative Liaison ensures that a link has been established between the City of Burlingame and Town of Hillsborough and the legislative body to share information and requests and to lobby for the filling of requests when the established request channels are overloaded and not responsive. The Legislative Liaison should also communicate local needs to the community's legislative officers and establish a continued link between the jurisdiction and all other potential entities as needed and identify issues that should be forwarded to the proper political entities to ensure the best possible response to your community. The Mayor/Vice Mayor or designated City Council member may fill this position in accordance with the Office of the Mayor Continuity of Operations Plan (COOP). If the Mayor or City Council member is not available, other City elected officials may fill this position.

Although this is not a position described in ICS or SEMS, it is an EOC management level function that has demonstrated its necessity during past disasters. The Legislative Liaison is a part of the EOC management staff

and may be a singular person or a group who, as an incident dictates, establishes and maintains personal contact with the elected officials representing the impacted area at the county, state, and federal levels.

3.11 Compliance with Americans with Disabilities Act: Addressing the Needs of Individuals with Disabilities and Others with Access and Functional Needs

The City of Burlingame and Town of Hillsborough are committed to ensuring that considerations are made for those with disabilities or access and functional needs at every stage of the emergency management process.

The City of Burlingame and Town of Hillsborough are developing a Functional Needs Annex to ESF #6 – Mass Care and Shelter, an annex to this EOP, that is intended to serve the needs of Burlingame/Hillsborough residents during a small-scale, localized emergency or until ARC is able to take responsibility during more significant events. The City of Burlingame and Town of Hillsborough recognize that this section and all identified resources will not adequately serve the needs of the City of Burlingame and Town of Hillsborough during a large-scale incident. In the event of an incident that overwhelms local resources, mutual aid resources may be requested through the Operational Area possibly requiring the activation of regional, state, and federal emergency plans and resources.

Policies, practices, and procedures are currently being developed in the following areas:

Communication

Specific information during times of emergency, including locations of open shelters, will be accessible via voice telephone and Text Telephone (TTY) through the United Way of the Bay Area 2-1-1 program.

In addition to the audible warning system, the existing emergency notification system used by the City of Burlingame and Town of Hillsborough has the ability to interface with electronic mail, facsimile machines, text message service and short message service (SMS), text pager, landline, registered TTY, and cellular and wireless devices. This system automatically detects TTY machines and sends messages in the appropriate format. It further has the option for all recipients to repeat emergency messages.

Medical

Upon request, the City of Burlingame and Town of Hillsborough will work with identified vendors to bring backup power generators on-site to general shelters for individual use with life-saving medical equipment, such as ventilators, power wheelchairs, power scooters, etc. Receipt of backup power generators is not guaranteed.

Privacy areas shall be provided at general shelters upon request for individuals with functional needs who require a quiet or private area for completing activities of daily living.

Independence (Maintenance)

City of Burlingame and Town of Hillsborough shelter policies shall permit personal caregivers of persons with disabilities and others with access or functional needs to enter and exit the shelter site, regardless of whether they are a registered shelter resident, during extended hours. The City of Burlingame and Town of Hillsborough will not be responsible for providing or coordinating personal caregivers to shelter residents to complete activities of daily living.

The City of Burlingame and Town of Hillsborough shall work with all designated agencies to locate transitional and permanent housing for shelter residents following an emergency incident. Individuals with disabilities and others with access or functional needs shall be provided priority access to accessible and affordable housing.

Supervision

When the EOC is activated and City of Burlingame and Town of Hillsborough operated shelter locations are opened, a Functional Needs Coordinator (FNC) shall be designated in the EOC.

The FNC shall have in-depth knowledge of diverse functional needs populations, including people with vision and hearing loss, physical disabilities, mental health disabilities, developmental and other cognitive disabilities, substance abuse issues, and older adults. The FNC shall be responsible for coordinating requests and distribution of resources to all City of Burlingame and Town of Hillsborough operated shelter locations for persons with functional needs, coordinating transportation needs, and designating a Shelter Functional Needs Coordinator (S-FNC) at each shelter.

City of Burlingame and Town of Hillsborough shelter management shall permit entrance by government and community-based organizations assisting persons with disabilities during emergencies, including the State Functional Assessment Service Teams (FAST).

Transportation

The Burlingame Police Department Special Needs Registry is a tool that allows the police department to better serve our community members with special needs. The Special Needs Registry has been created to assist City of Burlingame first responders with identifying the location of persons with disabilities and others with access or functional needs who may require special assistance or potentially accessible transportation services during day to day emergencies. The Special Needs Registry has been populated with individuals who have voluntarily registered and residential care facilities for the elderly and nursing homes.

3.12 Addressing the Needs of Children

The Functional Needs Annex described above addresses the access and functional needs of children with disabilities. The RECP Mass Care and Sheltering Annex addresses the needs of unaccompanied minors.

According to 2015 Census data estimates, there are more than 160,000 children under the age of 18 residing in San Mateo County. There are approximately 1,172 state licensed childcare sites with 39,528 slots in 546 licensed centers and 6,663 slots in licensed family childcare homes, and additional 2000 children in some form of out of home placement or other protective care. There are 23 public school districts within the county serving 95,155 students. There are also over 20 private schools serving various ages. Children represent a significant portion of emergency room visits in San Mateo County. All children are vulnerable in disasters and their safety, medical, physical and psychological needs must be consciously addressed in disaster preparedness plans.

Children's services must be restored as quickly as possible following a disaster. The lack of safe quality childcare following a disaster may hamper economic recovery as parents and other caregivers are unable to return to work and therefore additional stress is placed on the safety net system to support families. If children's medical needs are not addressed, then families will be unable to return to work.

Prior to and during a disaster, the City of Burlingame and Town of Hillsborough will work with Public, Private and, charter schools, and recreational centers to address the needs of children in a disaster.

Various public and nonprofit organizations throughout the City of Burlingame, Town of Hillsborough and San Mateo County have a legally mandated responsibility to care for children, identify processes for family reunification, and describe protocols for public communications in an emergency. In addition to the responsibility for coordinating the provision of emergency childcare services within the community, San Mateo County has a statutory responsibility for the care of children in the foster care system and in juvenile justice institutional facilities.

San Mateo County has determined that children in disasters are a special needs population and addressing their needs requires extensive advance planning and coordination between governmental agencies, the community, and school districts. Ideally the needs of children will be addressed in an integrated manner in all plans.

FEMA has recognized the importance of providing for childcare services and adjusted the Public Assistance program requirements allowing reimbursement to state and local governments for the provision of emergency childcare services.

3.13 Addressing the Needs of Household Pets, Domestic Animals, Emotional Support Animals, and Therapy Animals

The City of Burlingame and Town of Hillsborough are developing an Animal Care Annex which identifies the Peninsula Humane Society (PHS) to serve as the lead liaison agency for the Animal Care and Shelter Group before, during and after an incident.

The goals of an Animal Care and Shelter Group are as follows:

- Assess and respond to the incident.
- Rescue animals.
- Establish temporary emergency shelters to care for and house animals during an incident.
- Reunite people with their pets during the recovery phase.
- Create public education campaigns before disasters.
- The Animal Care and Shelter Group shall collect information from all shelter sites and provide the data to the Planning and Intelligence Section of the EOC.
- The Animal Care and Shelter Group Manager/Supervisor is responsible for managing and coordinating all tactical support for sheltering, feeding, emergency supply distribution, and animal welfare inquiries as guided by the operational objectives, procedures, and policies established by the EOC. The Manager/Supervisor shall report to the Animal Care and Shelter Group Liaison at the EOC.
- The Animal Care and Shelter Group Manager/Supervisor will also be responsible for the following:
 - Coordinating all field services divisions responsible for law enforcement and public safety functions
 - Assessing the status of the animal shelters and establishing the locations for additional temporary shelters in conjunction with the Mass Care and Shelter operations and Red Cross evacuation centers
 - Managing coordination with EOC personnel
 - Determining the need for animal care and veterinary services

3.14 Other Response Plans and Guidelines

This EOP is supported by the City of Burlingame and the Town of Hillsborough's Continuity of Operations Plan (COOP), DRF and RSFs, and other individual City/Town agency/department emergency operations plans and procedures.

3.15 Lines of Succession: Officials Responsible for Emergency Response Coordination in the EOC

Article 15, Section 8637 of the ESA authorizes political subdivisions to provide for the succession of officers (department heads) who have duties related to law and order and/or health and safety. Article 15, Section 8644 of the ESA establishes a method for reconstituting the governing body. It stipulates that when all members, including standbys are unavailable, temporary officers shall be appointed as follows:

- By the Chairman of the Board of the county in which the political subdivision is located. If the chairman of the board is unavailable or unable to make the appointment, then:
- By the Chairman of the Board of any other county within 150 miles (from the nearest and most populated down to the farthest and least populated). If the Chairman of the Board is unavailable or unable to make the appointment, then:
- By the Mayor of any city within 150 miles (from the nearest and most populated down to the farthest and least populated).

Article 15, Section 8642 of the ESA authorizes local governing bodies to convene as soon as possible whenever a State of War Emergency, State of Emergency, or Local Emergency exists, and at a place not necessarily within the political subdivision.

Article 15, Section 8643 of the ESA describes the duties of a governing body during emergencies as follows:

- Assess the damage to the jurisdiction, its personnel, and property.
- Reconstitute itself and any subdivisions.
- Perform functions in preserving law and order and furnishing local services.

The line of succession established for the emergency services organization in the City of Burlingame and Town of Hillsborough is as follows;

Burlingame Municipal Code:

3.36.050 Director and assistant director of emergency services.

- (a) There is hereby created the office of director of emergency services. The city manager shall be the director of emergency services.
- (b) There is hereby created the office of assistant director of emergency services, who shall be appointed by the director.
- (c) In the event that the director or assistant director of emergency services is not available to perform the director's duties, the Police Chief or Director of Public Works, or the senior officer present from the fire, police, or public works department, shall assume the duties until relieved by an officer of higher precedence under the order of succession for director. (Ord. 930 § 1, (1971); Ord. 1507 § 2, (1994); Ord. 1637 § 28, (2000))

Hillsborough: Municipal Code:

2.24.030 - Director and assistant director of emergency services—Offices created.

- A. There is created the office of director of emergency services. The city manager shall be the director of emergency services.
- B. There is created the office of assistant director of emergency services, who shall be appointed by the director.
(Ord. 586 § 1 (part), 1999)

3.15.1 Line of Succession: Duration and Authority

In accordance with the City of Burlingame and Town of Hillsborough's COOP, departments and agencies have designated lines of succession to ensure continuity of operations in an emergency. The alternate shall only be empowered to exercise the powers and authorities of the position if the primary person serving in that position is absent or otherwise unable to serve.

The alternate shall have all of the authorities of the position unless otherwise designated by law or regulation.

The alternate will serve until the primary can resume his/her responsibilities or until the Mayor or City Council can appoint a person to serve in that position.

Table 3-4 provides a line of succession for key departments and agencies. Additional lines of succession for other City agencies and departments have been identified as part of the COOP and may be found in departmental annexes, if available.

Table 3-4: Line of Succession for Key Government Officials: BURLINGAME

Agency/Department	Title/Position
City Manager's Office	1. City Manager
	2. Public Works Director
	3. Parks and Recreation Director
Burlingame Police Department	1. Chief of Police
	2. Police Captain Designee
	3. Lieutenant Designee
Central County Fire Department	1. Fire Chief
	2. Deputy Fire Chief
	3. Fire Marshal
Burlingame Public Works Department	1. Director
	2. Assistant Director
	3. Deputy Director of Operations

Table 3-4: Line of Succession for Key Government Officials: HILLSBOROUGH

Agency/Department	Title/Position
City Manager's Office	1. City Manager
	2. Assistant City Manager
	3. Planning Director
Hillsborough Police Department	1. Chief of Police
	2. Police Captain Designee
	3. Lieutenant Designee
Central County Fire Department	1. Fire Chief
	2. Deputy Fire Chief
	3.. Fire Marshal
Hillsborough Public Works Department	1. Public Works Director
	2. Public Works Deputy Director –
	3. Public Works Superintendent

3.16 Alternate Seat of Government

As required by SEMS and in accordance with Section 23600 of the California Government Code, the City of Burlingame and Town of Hillsborough have designated alternate locations to serve as government offices for performing day-to-day functions. In the event the primary location (City/Town Hall) is not usable because of emergency conditions, the temporary seat of city government will be as follows:

BURLINGAME:

1st Alternate: Burlingame Police Department

2nd Alternate: Hillsborough Town Hall

HILLSBOROUGH:

1st Alternate: TBD

2nd Alternate: TBD

3.17 Preservation of Vital Records

In the City of Burlingame and Town of Hillsborough, the following individuals are responsible for the preservation and maintenance of vital records:

- City Clerk
- Finance Director
- Human Resources Director or Manager
- City Auditor

Vital records are those that are essential to governmental operations and general functions:

- 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. Examples include constitutions and charters, statutes and ordinances, court records, official proceedings and financial records (CPG-110).

Vital records of the City of Burlingame and the Town of Hillsborough, including City Council actions and other formal functions, are routinely stored in the City Clerk's office. Backup data systems are stored off-site using data storage systems: Data Safe, Laser Fiche and SIRE. Each department and agency are responsible for gathering and securing their records.

Record depositories should be located well away from known danger zones and/or housed in facilities designed to withstand blast, fire, water, and other destructive forces. This will ensure that essential records would be available following disaster.

Each department within the City of Burlingame and the Town of Hillsborough should identify, maintain, and protect its own essential records.

References

- Judicial System, Article VI, Section 1, 4, 5, and 10, of the Constitution of California.
- Local Government, Article XI, of the Constitution of California.
- Preservation of Local Government, Article 15 of the California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code).
- Temporary County Seats, Section 23600, Article 1 of Chapter 4 of Division 1 of Title 3 of the Government Code.

SECTION 4 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

It is the philosophy that all employees of the City of Burlingame and the Town of Hillsborough have a role to play during a disaster. All employees are designated by both state law and City/Town ordinances as Disaster Service Workers (DSWs). In the event of a proclaimed and/or declared emergency, all public employees are obligated to serve as DSWs and may be assigned to perform activities which promote the protection of public health and safety or the preservation of lives and property. All employees are required to complete DSW training.

Employees may be designated as having a lead or initial response role either in their department emergency operations plans or procedures or they may be called upon to provide backup support or to fill-in, where needed.⁶ Typical duties and roles may also vary depending on the severity of impact, size of the incident, and availability of local resources. Therefore, it is particularly important that the City of Burlingame and the Town of Hillsborough command structure utilized for response and recovery efforts is able to expand and contract as the situation changes. Accordingly, it is imperative to develop and maintain depth within the command structure and local response community.

As discussed, and summarized in **Section 3.6.1** of this Emergency Operations Plan (EOP), the Emergency Operations Center (EOC) is organized into five sections: Management, Operations, Planning and Intelligence, Logistics, and Finance and Administration. This section describes the responsibilities of each of these sections and City of Burlingame and the Town of Hillsborough's agencies/departments that will be called upon to support these sections.

The EOC Annex contains checklists of activities/responsibilities for each position in the EOC.

4.1 Emergency Support Functions (ESF) Annexes

This EOP organizes various departments and agencies into 18 Emergency Support Functions (ESFs) to facilitate planning and coordination prior to an incident and to achieve an effective emergency response and recovery. Details of each ESF will be included in the ESF Annexes to this plan which will be published separately. An ESF Coordinator may be designated because they either have statutory responsibility or the prerequisite expertise, authority, resources and responsibility for pre-incident planning and coordination to ensure that agencies are prepared to perform operational roles. ESFs will be activated as needed to support actual or anticipated requirements and will provide representatives to the City EOC as needed upon activation. ESFs identify Primary and Supporting Agencies as well as external agencies and entities (e.g., other levels of government, nongovernmental, private, nonprofit, and special district partners) that may contribute to and support ESFs. Primary Agencies have significant authorities, roles, and resources to accomplish the scope of the ESF and have ongoing coordinating responsibilities throughout the preparedness, response, and recovery phases of incident management. Certain ESFs that require multiple Primary Agencies may also have a Coordinating Lead, who is responsible for the overall coordination of the ESF. Supporting Agencies are those entities with specific capabilities or resources that support the Primary Agency in executing the mission of the ESF. Additional external entities may provide support, services, situation reports, information, and/or resources to the City of

⁶ The process for notifying and providing on-going status reports to employees is incident specific. In general, agencies and departments use a wide variety of communication mechanisms to share and request information from employees including email, telephone trees, pagers, and commercial radio and television. Both jurisdictions formal alert and warning notification system is called SMC Alert. Burlingame and Hillsborough will be revising their continuity of operations plans which will provide a formal process for city leaders to communicate with all employees.

BURLINGAME/HILLSBOROUGH EMERGENCY OPERATIONS PLAN

Burlingame and the Town of Hillsborough, based on their expected roles and responsibilities and availability, through coordination with the San Mateo County Operational Area. Specific roles and responsibilities for each agency and external entity are described in the ESF Annexes.

Each ESF has been assigned to one of the five EOC sections: Management, Operations, Planning and Intelligence, Logistics, and Finance and Administration. The full title of each ESF is as follows:

- | | |
|---|--|
| ■ ESF #1 – Transportation | ■ ESF #11 – Food, Agriculture, & Animal Services |
| ■ ESF #2 – Communications | ■ ESF #12 – Utilities |
| ■ ESF #3 – Public Works and Engineering | ■ ESF #13 – Law Enforcement |
| ■ ESF #4 – Firefighting | ■ ESF #14 – Recovery |
| ■ ESF #5 – Management | ■ ESF #15 – Public Information |
| ■ ESF #6 – Mass Care and Shelter | ■ ESF #16 – Evacuation |
| ■ ESF #7 – Resources | ■ ESF #17 – Volunteer and Donations Management |
| ■ ESF #8 – Public Health & Medical | ■ ESF #18 - Cybersecurity |
| ■ ESF #9 – Search and Rescue | |
| ■ ESF #10 – Hazardous Materials | |

Table 4-1: Provides a matrix of primary (P) and supporting (S) responsibilities

Function	City Attorney	City Council	City Manager	Finance	Fire (CCFD)	Community Development / Planning	Human Resources	Information Technology	Parks & Recreation	Police	Public Works
Access Control										P	S
Alert & Warning			S3		S1					P	S2
Care & Shelter							S		P(B)		P(H)
Communications					S			P		S	
Construction & Engineering						P					P
Damage Assessment					S	S			S	S	S
Debris Clearance			S						S		P
Emergency Medical					P						
Evacuation & Movement					S					P	S
Finance & Administration			S	P							
Fire Suppression					P						
Law Enforcement										P	
Legal	P		S								
Management	S		P		S					S	
Personnel				S			P				
Public Information		S	P		S					S	
Recovery Planning		S	P	S	S	P	S	S	S	S	S
Rescue					P					S	
Search & Rescue					S					P	
Situation Analysis		S	S	S	P	S		S	S	P	P
Supply & Procurement	S		S	P					S		
Transportation											P
Utilities											P

4.2 Management (Includes ESF #5 – Management)

The management of overall response activities will be the responsibility of the EOC Director (City Manager) under the direction of the Mayor. The City Council, Mayor, City Manager, and Agency Directors will be responsible for setting any policy that may affect overall operations and recovery. The City/Town Attorney will provide legal advice to the City of Burlingame and the Town of Hillsborough's response operations and recovery.

Figure 4-1 displays the EOC management positions.

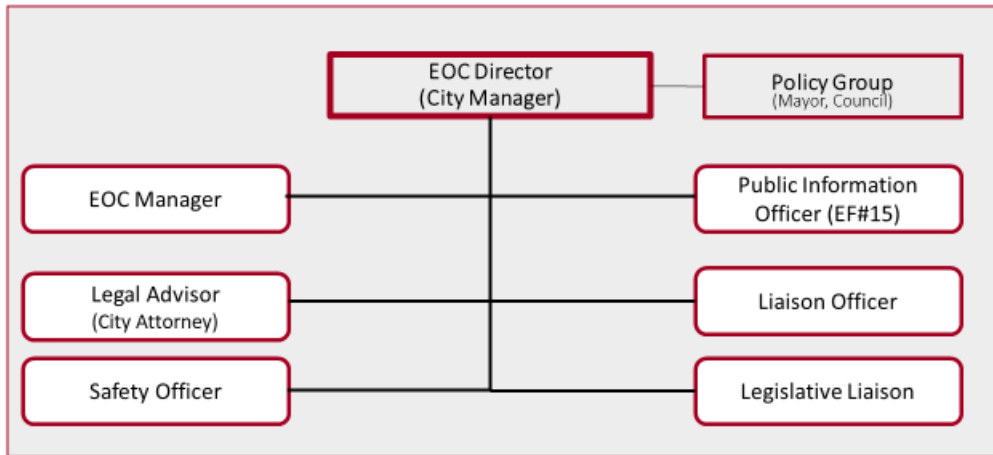


Figure 4-1: EOC Management Positions

4.2.1 Office of the Mayor

- ☐ Serve as an official spokesperson for the City or Town.
- ☐ Responsible for oversight of overall City or Town's response.
- ☐ Serve as the liaison to the Governor.
- ☐ Serve as the liaison to the President.
- ☐ Serve as liaison to State Representatives.
- ☐ Serve as liaison to Federal Representatives.

4.2.2 City Manager

- ☐ Serve as Director of Emergency Services.
- ☐ Proclaim a Local Emergency.
- ☐ Authorize evacuations.
- ☐ Direct all departments and resources.
- ☐ Recommend policy to Mayor and City Council.
- ☐ Chair all situation briefings and action planning sessions.
- ☐ Serve as a liaison to other local governments and special districts.

4.2.3 City Attorney

- ☐ Review all local emergency ordinances.
- ☐ Review or recommend any necessary new legislation.
- ☐ Provide legal advice to the Mayor, City Council, City Manager, Emergency Manager, and others.
- ☐ Participate in all situation briefings and action planning sessions.

4.2.4 Emergency Manager

- ☐ Advise the City Manager on the proclamation of a Local Emergency.
- ☐ Activate the EOC.
- ☐ Manage all EOC facility operations.
- ☐ Coordinate briefings and action planning sessions.
- ☐ Oversee the implementation of NIMS/SEMS.
- ☐ Direct the establishment of EOC staffing patterns.
- ☐ Provide for EOC support services.
- ☐ Deactivate the EOC.

4.2.5 Public Information Officer (Includes ESF #15 Public Information)

The City Burlingame or Town of Hillsborough's designated Public Information Officers (PIOs) will serve as the Emergency PIOs (EPIOs).

- ☐ Ensure that information support is provided on request and that the information released is consistent, accurate, and timely, and appropriate. Ensure information is provided to all required agencies and the

media in multiple formats where available, including audio and text format.

- ☐ Activate the Emergency Public Information Team (EPIT).
- ☐ Provide news releases, answer questions the media may have and arrange for tours or photo opportunities of the incident.
- ☐ Coordinate all information releases and media contacts with the EOC Director.
- ☐ Coordinate visits from dignitaries to tour areas affected by emergency.

4.2.6 Liaison Officer

Emergency Manager will appoint an individual to serve in this role.

- ☐ Serve as the point of contact for Agency Representatives from assisting organizations and agencies outside the City of Burlingame or Town of Hillsborough's government structure.
- ☐ Coordinate the efforts of these outside agencies to reduce the risk of their operating independently.

4.2.7 Legislative Liaison

The Office of the Mayor or a designated City Council member or designee will fill this position.

- ☐ Ensure that a link has been established between the City of Burlingame the Town of Hillsborough and the legislative body to pass on information and requests and to lobby for the filling of requests.
- ☐ Communicate local needs of Burlingame and Hillsborough's legislative officers and establish a continued link between the jurisdiction/s and all other potential entities as needed.
- ☐ Identify issues that should be forwarded to the proper political entities to ensure the best possible response to the entire community.
- ☐ Although this is not a position described in ICS or SEMS, it is a management level function that has demonstrated its necessity during recent disasters. The Legislative Liaison is a part of the management staff and may be a singular person or a group who, as an incident dictates, establishes and maintains personal contact with the elected officials representing the impacted area at the county, state, and federal levels.

4.2.8 Safety/Security Officer

Central County Fire Department or Burlingame or Hillsborough Police Department Personnel will fill this role.

- ☐ Identify and mitigate safety hazards and situations of potential liability during EOC operations and ensure a safe working environment in the EOC.
- ☐ Provide security for all EOC facilities and personnel access.

4.3 Operations Section

The Operations Section enhances the capability of Burlingame/Hillsborough to respond to emergencies by carrying out coordinated tactical operations based upon the EOC Action Plan. The Operations Section's primary responsibility is to manage and/or support the tactical operation of various response elements involved in the disaster or emergency. **Figure 4-2** shows the organizational structure of the Operations Section.

The Operations Section Chief position will be filled by either Burlingame/Hillsborough Police Department, Central County Fire Department (CCFD) or Public Works Agency Representative depending on the nature of the hazard or threat. The Operations Section Chief will determine, based on present and projected requirements, the need for establishing specific or specialized branches and units. The highest-ranking PD and/or CCFD Agency Representative present will fill the position. First alternate and second alternate to the Operations Section Chief will be assigned by the Chief of each agency. The Operations Section Chief also may be designated by the EOC Director.

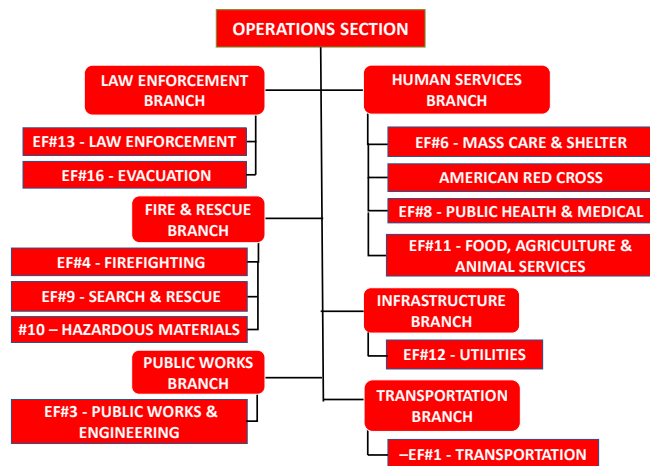


Figure 4-2: Operations Section

4.3.1 Operations Section Chief

The Operations Section Chief, a member of the EOC General Staff, is responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the EOC Action Plan and for coordinating all requests for mutual aid and other operational resources. The Operations Section Chief is responsible for:

- ☐ Understanding the current situation
- ☐ Understanding field tactical operations status
- ☐ Awareness of location and assignments of currently deployed resources
- ☐ Predicting probable resource needs
- ☐ Preparing alternative strategies for procurement and resources management

4.3.2 Law Enforcement Branch (includes ESF #13 – Law Enforcement and ESF #16 – Evacuation)

The Law Enforcement Branch is responsible for alerting and warning the public, coordinating evacuations, enforcing laws and emergency orders, establishing safe traffic routes, ensuring that security is provided at incident facilities, ensuring access control to damaged areas, ordering and coordinating appropriate mutual aid resources, and providing support to the San Mateo County Coroner. BPD and HPD will provide representatives to the EOC. **Figure 4-3** shows the organizational structure of the Law Enforcement Branch. Specific ESF responsibilities are summarized below (see ESF annexes for full list of responsibilities).

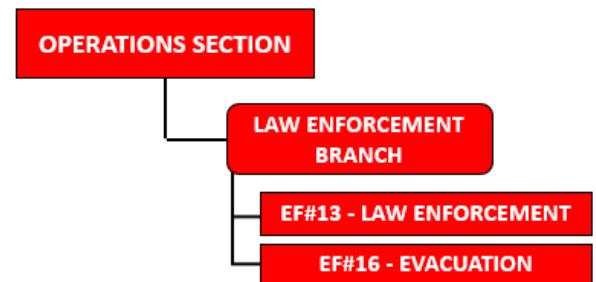


Figure 4-3: Law Enforcement Branch

4.3.2.1 ESF#13 – Law Enforcement

- ☐ Monitor the status of law enforcement activities and ongoing law enforcement-related events in the City of Burlingame and Town of Hillsborough.
- ☐ Monitor the status of law enforcement mutual aid activities.
- ☐ Provide law enforcement support to other branches.
- ☐ Analyze law enforcement needs and develop status reports of committed resources and future needs.
- ☐ Maintain contact with counterpart Law Enforcement Mutual Aid Regional Coordinators.

4.3.2.2 ESF #16 – Evacuation

- ☐ Provide guidance and analysis to help city leadership make the decision to evacuate.
- ☐ Identify actions that are required to implement an evacuation order.
- ☐ Provide information to ESF #15 – Public Information for notification to the public.
- ☐ Coordinate transportation support for evacuated population.
- ☐ Provide evacuation support for populations with disabilities and others with access or functional needs.
- ☐ Coordinate access control to the area being evacuated.

- ☐ Coordinate with ESF #6 – Mass Care and Shelter and ESF #8 – Public Health and Medical on the opening and announcement of reception centers and shelters.
- ☐ Coordinate the orderly and timely return/reentry of evacuees.

4.3.3 Fire and Rescue Branch (Includes ESF #4 – Firefighting, ESF #9 – Search and Rescue and ESF #10 – Hazardous Materials)

The Fire and Rescue Branch is responsible for coordinating personnel, equipment, and resources committed to the fire, field medical, search and rescue, and hazardous materials elements of the incident. CCFD is the lead for ESF #4 – Firefighting, ESF #9 – Search and Rescue, and ESF #10 – Hazardous Materials. **Figure 4-4** shows the organizational structure of the Fire and Rescue Branch. Specific ESF responsibilities are summarized below (see ESF annexes for full list of responsibilities).

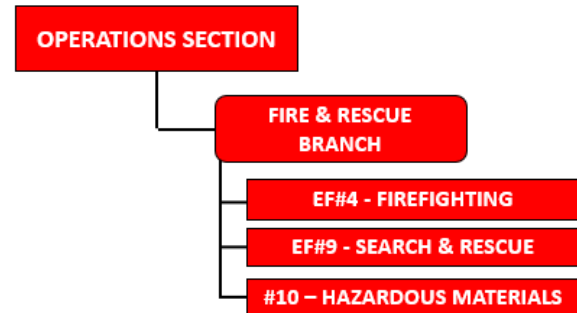


Figure 4-4: Fire and Rescue Branch

- ☐ Monitor the status of fire activities and ongoing fire-related events in the City of Burlingame and Town of Hillsborough.
- ☐ Monitor the status of fire mutual aid activities.
- ☐ Provide support to urban search and rescue Effort
- ☐ Provide non-fire support to other branches.
- ☐ Obtain information on fire incidents.
- ☐ Analyze fire and rescue needs and develop status reports of committed resources and future needs.
- ☐ Maintain contact with counterpart Fire Mutual Aid Regional Coordinators.

4.3.3.2 ESF #9 – Search and Rescue

- ☐ Direct and coordinate the overall search and rescue response effort in the affected area.
- ☐ Coordinate with police, emergency management, and other government officials to assist in locating missing or trapped victims.
- ☐ Establish a protocol for prioritizing response activities in coordination with activities of other ESFs.
- ☐ Develop and maintain a roster of personnel to staff ESF #9 – Search and Rescue with sufficient staffing for 24-hour operations as appropriate.

4.3.3.3 ESF #10 - Hazardous Materials

- ☐ Direct, coordinate, and integrate the overall city hazardous materials response in the affected areas(s).

- ☐ Assess if there is a need to evacuate and coordinate with other ESFs regarding evacuation needs.
- ☐ Dispatch all requests for mutual aid. Requests for fire or police mutual aid are already contained within existing agreements as part of the State Master Mutual Aid Agreement (MMAA).
- ☐ Recommend specific areas for evacuation in order to avoid duplication or missed areas.

4.3.4 Human Services Branch (Includes ESF #6 – Mass Care and Shelter, ESF# 8 – Public Health and Medical, and ESF # 11 – Food, Agriculture, and Animal Services)

The Human Services Branch is responsible for providing mass care and shelter for disaster survivors and coordinating the provision of food, water, and other basic resources. The Human Services Branch serves as a liaison to the San Mateo County Operational Area for appropriate medical/health response, including personnel, equipment, and resources needed to provide the best patient care possible, and the coordination of public health and sanitation. The Human Services Branch will coordinate efforts with the American Red Cross and other volunteer agencies. Burlingame Parks and Recreation Department is the lead for the Human Services Branch and will provide a Branch Director. **Figure 4-5** shows the organizational structure of the Human Services Branch. Specific ESF responsibilities are summarized below (see ESF annexes for full list of responsibilities).

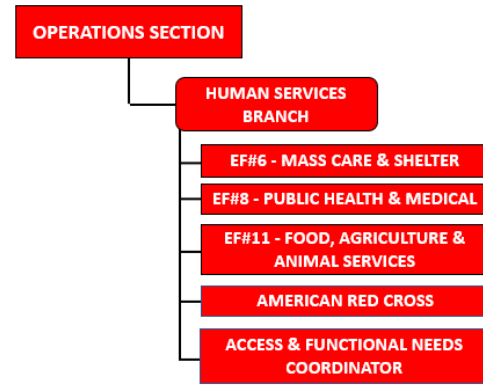


Figure 4-5: Human Services Branch

4.3.4.1 ESF #6 – Mass Care and Shelter

- ☐ Identify basic needs and requirements (e.g., food, water, shelter) of disaster survivors.
- ☐ Identify locations to open mass care shelters using jurisdictions' primary and secondary shelter list(s).
- ☐ Coordinate with American Red Cross, Salvation Army, and other nonprofit care providers to provide personnel, food, and care for disaster survivors.
- ☐ Monitor and provide status reports on available shelter space and needs.
- ☐ Coordinate with the Emergency Support Functional Needs Coordinator (E-FNC) to identify and provide for a full spectrum of services and accommodations for populations with disabilities and others with access or functional needs.

4.3.4.2 Emergency Support Functional Needs Coordinator (Access and Functional Needs Coordinator)

The City Manager will appoint individual(s) to serve as the E-FNC.

- ☐ Appoint a Shelter Functional Needs Coordinator (S-FNC) to identify the needs of individuals with disabilities and

others with access or functional needs. Provide technical assistance to support S-FNC.

- ☐ Provide advice on known and potential needs impacting people with disabilities and others with access or functional needs and how the jurisdiction may meet the needs of this population.
- ☐ Coordinate with responders to provide support to functional needs populations, such as providing technical assistance to ensure shelter sites meet access requirements, coordinating transportation for individuals who require paratransit services, advising on types of durable medical equipment (DME) and consumable medical supplies (CMS) available, vendors who may be able to supply requested DME and CMS, and potential alternate accommodations, and ensuring policies and procedures meet ADA requirements.

4.3.4.3 ESF #8 – Public Health and Medical

- ☐ Coordinate and communicate with San Mateo County Operational Area to coordinate medical and health issues of the City of Burlingame and Town of Hillsborough.
- ☐ Communicate and coordinate with hospitals in the City of Burlingame on non-medical issues.
- ☐ Coordinate with ESF #6 – Mass Care and Shelter on support for shelters.

4.3.4.4 ESF #11 – Food, Agriculture, and Animal Services

- ☐ Determine the availability of foods safe for human consumption within the disaster area.
- ☐ Secure and deliver food supplies suitable for household distribution or for congregate meal service as appropriate for the incident.
- ☐ Develop a plan of operation that will ensure timely distribution of food supplies to mass care locations.
- ☐ Deploy potable water supply tankers or bottled water to locations identified by ESF #6 – Mass Care and Shelter and ESF #5 – Management.
- ☐ Monitor the number of mass feeding sites, including community and nonprofit food pantries and vendors, providing food to disaster survivors.
- ☐ Provide information and assistance to help prevent or minimize injury to and to preserve, protect, conserve, stabilize rehabilitate, or restore natural resources.

- ☐ Provide protection of historical properties located on state parks prior to, during, and/or after a disaster/emergency.
- ☐ Maintain ongoing agriculture surveillance of affected communities in order to rapidly identify and address agriculture-related problems.
- ☐ Assist with agriculture assessments at the disaster site to determine agriculture needs and priorities.
- ☐ Assist with agricultural emergency response and recovery.
- ☐ Coordinate the response to animal-related issues, including disposal services.
- ☐ Coordinate with volunteer organizations and agencies to provide volunteer services for animal care upon request.
- ☐ Identify sites/facilities for boarding and/or quarantining pets and other domestic animals, if possible.
- ☐ Expand animal sheltering capacity, as needed. Refer to the Animal Care Annex for specific policies/procedures/guidelines.
- ☐ Expand field animal search and rescue, as needed.

4.3.5 Transportation Branch (Includes ESF #1 – Transportation)

The Transportation Branch is responsible for maintaining and restoring damaged or destroyed public roadways and right-of-way and assisting other functions with traffic issues as needed. The Public Works Department is the lead agency identified for the Transportation Branch. The Transportation Branch includes ESF #1 – Transportation. **Figure 4-6** shows the organizational structure of the Transportation Branch. Specific ESF responsibilities are summarized below (see ESF annexes for full list of responsibilities).

4.3.5.1 ESF #1 – Transportation

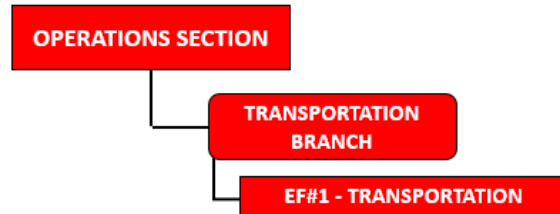


Figure 4-6: Transportation Branch

- ☐ Coordinate general traffic and access control.
- ☐ Conduct damage assessments of roads and other transportation infrastructure.
- ☐ Coordinate response operations to restore and maintain normal transportation and transit operations.
- ☐ Coordinate with ESF #13 – Law Enforcement and ESF #4 – Firefighting to identify evacuation routes and provide transportation assets to support evacuation clearance.
- ☐ Identify and coordinate transportation to support emergency response efforts, evacuation orders, and to support mass care shelters and disaster survivors.
- ☐ Provide or coordinate transportation assets for clearance, maintenance, or repair of roads.
- ☐ Coordinate field resources for debris removal for roadways and other transportation infrastructure.

4.3.6 Public Works Branch (Includes ESF #3 – Public Works and Engineering)

The Public Works Branch is responsible for maintaining and restoring damaged or destroyed public facilities, evaluating City of Burlingame and Town of Hillsborough-owned and structures. Managing/coordinating disaster debris operations and providing public works and engineering support as needed to make facilities available to populations with disabilities and others with access or functional needs. The Burlingame and Hillsborough Public Works Departments are the lead agencies identified for the Public Works Branch and will coordinate and maintain contact with all private public works contractors to support their mission. The Public Works Branch includes ESF #3 – Public Works and Engineering. **Figure 4-7** shows the organizational structure of the Public Works Branch. Specific ESF responsibilities are summarized below (see ESF annexes for full list of responsibilities).

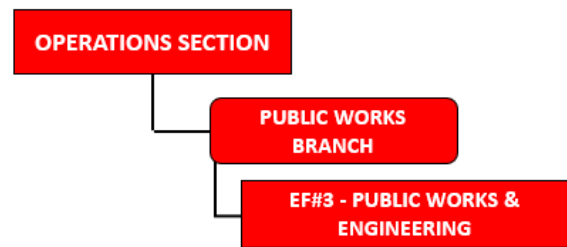


Figure 4-7: Public Works Branch

4.3.6.1 ESF # 3 – Public Works and Engineering

- ☐ Initiate and coordinate safety and damage assessments of City's and Town's infrastructure.
- ☐ Manage/coordinate the collection and disposal of disaster debris.
- ☐ Provide or coordinate the acquisition of equipment and personnel to support disaster response and recovery operations such as debris removal, route recovery, repair, and construction, including through contracts.
- ☐ Coordinate the provision of services and resources through contracts, including fuel, custodial services, and public works resources.

4.3.7 Infrastructure Branch (Includes ESF #12 – Utilities)

The Infrastructure Branch is responsible for establishing repair priorities, maintaining and restoring infrastructure such as utilities, and assisting other functions with infrastructure issues (including the management of infrastructure for search and rescue operations). Public Works will coordinate and maintain contact with all private and municipal utilities (e.g., electric, gas, pipeline, fuel supply), and the Information Technology Department (ITD) will coordinate and maintain contact with emergency and standard telecommunications services. The Infrastructure Branch includes ESF #12 – Utilities. **Figure 4-8** shows the organizational structure of the Infrastructure Branch.

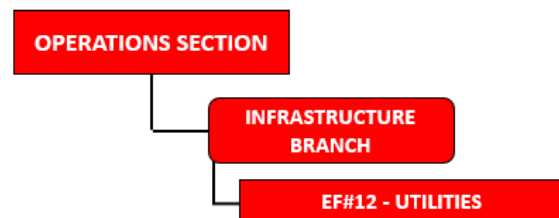


Figure 4-8: Infrastructure Branch

Specific ESF responsibilities are summarized below (see ESF annexes for full list of responsibilities).

4.3.7.1 ESF #12 – Utilities

- ☐ Coordinate as necessary with county and state agencies with utilities involvement, such as the California Energy Commission (electric, gas, fuel supply), Public Utilities Commission (electric, gas, water/wastewater, transportation, telecommunications), General Services Administration (telecommunications), State Water Resources Control Board (water/wastewater), Department of Water Resources and utility districts (dams), Department of Health Services (water quality), State Fire Marshall (pipelines), etc.
- ☐ Coordinate directly with utilities and other critical infrastructure owners and operators on operational status and restoration priority to support overall emergency response efforts.
- ☐ Coordinate field resources to conduct damage assessments of utilities.
- ☐ Coordinate field resources for debris removal in coordination with other ESFs.

4.4 Planning and Intelligence Section (Includes ESF #14 – Recovery)

The activities of the Planning and Intelligence Section will be coordinated by the designated lead department based on the nature of the incident. The Field Incident Commander and the EOC Director will determine the most appropriate designation for the Planning Section ChiESF and Staff assignments. **Figure 4-9** shows the organizational structure of the Planning and Intelligence Section.

The Planning and Intelligence Section's primary responsibility is to collect, evaluate, display, and disseminate incident information and status of resources. The Planning and Intelligence Section functions as the primary support for decision-making to the overall emergency organization. The Planning and Intelligence Section also provides anticipatory appraisals and develops plans necessary to cope with changing field events. During a disaster or emergency, other agency/department leadership will advise the Planning and Intelligence Section Chief on various courses of action from their departmental level perspective.

The Planning and Intelligence Section ensures that safety/damage assessment information is compiled, assembled, and reported in an expeditious manner to the various EOC sections, City of Burlingame and Town of Hillsborough departments, and the San Mateo County Operational Area EOC or Watch Commander. This assessment information is communicated via pre-

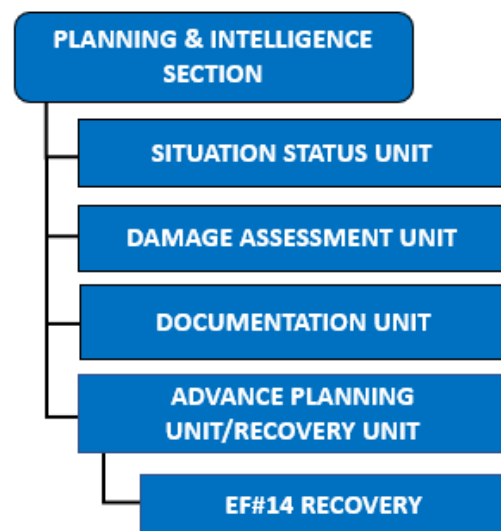


Figure 4-9: Planning and Intelligence Section

established channels (including phone/fax/email). The Documentation Unit of the Planning and Intelligence Section is responsible for the detailed recording of the entire response effort and the preservation of these records during and following the disaster. The Planning and Intelligence Section will accomplish the following specific objectives during a disaster or emergency:

- ☐ Collect initial situation and safety/damage assessment information.
- ☐ Display situation and operational information in the EOC using maps and visual aids.
- ☐ Disseminate intelligence information to the EOC Director, EOC Coordinator, EPIO, General Staff, and the San Mateo County Operational Area EOC or Watch Commander via pre-determined method of communication (including phone/fax/email).
- ☐ Conduct mapping operations.
- ☐ Prepare summary safety/damage assessment reports for dissemination to other sections, City of Burlingame and Town of Hillsborough departments, the California Governor's Office of Emergency Services (Cal OES), the Federal Emergency Management Agency (FEMA), and the San Mateo County Operational Area via the County Sheriff's EOC or Watch Commander or other pre-established channels.
- ☐ Prepare required reports identifying the extent of damage and financial losses.
- ☐ Determine the City's and Town's post-event condition.
- ☐ Provide planning and intelligence support to other sections.
- ☐ Ensure accurate recording and documentation of the incident.
- ☐ Prepare EOC Action Plan(s) by Operational Period or more frequently when situations are changing.
- ☐ Prepare the After-Action Report.
- ☐ Prepare a post-disaster recovery plan as appropriate in accordance with ESF #14 – Recovery.
- ☐ Maintain proper and accurate documentation of all actions taken to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements
- ☐ Acquire technical experts for special interest topics or special technical knowledge subjects.

- ☐ Particular sectors and disciplines are areas key to any disaster response. It will be the responsibility of the Planning and Intelligence Section to locate the required information and make it available to the response community.

4.4.1 Planning and Intelligence Section Chief

The Planning and Intelligence Section Chief is a member of the General Staff responsible for the collection, evaluation, forecasting, dissemination, and use of information about the development of the incident and status of resources. The Planning and Intelligence Chief is responsible for:

- ☐ Ensuring that the Planning and Intelligence function is performed consistent with NIMS/SEMS guidelines
- ☐ Collecting, analyzing, and displaying situation information
- ☐ Preparing periodic situation reports
- ☐ Providing Geographic Information Services (GIS) and other technical support services to the various organizational elements within the EOC
- ☐ Initiating and documenting the EOC Action Plans and After-Action Report
- ☐ Completing Incident briefing form (ICS-201), and conducting Incident briefings
- ☐ Advance planning
- ☐ Planning for demobilization
- ☐ Establishing the appropriate level of organization within the section, continuously monitoring the Effectiveness of that organization, and making changes as required
- ☐ Exercising overall responsibility for the coordination of unit activities within the section
- ☐ Reporting to the EOC Director on all matters pertaining to section activities

4.4.2 Situation Status Unit

The Situation Status Unit is responsible for the collection and organization of incident status and situation information. The Situation Status Unit is also responsible for the evaluation, analysis, and display of information for use by EOC staff. Unit responsibilities are summarized below.

- ☐ Collect, organize, and analyze situation information from EOC sources. Ensure orderly flow of information within the EOC.
- ☐ Seek available information from any verifiable source that may be useful in the development of current situation assessments of the affected area.

- ☐ Develop situation status reports for dissemination to Planning and Intelligence Section Chief, EOC Director, and other Section Chiefs to initiate the action planning process
- ☐ Coordinate with the Liaison Officer to transmit approved reports to the San Mateo County Operational Area EOC via pre-established channels and/or the Watch Commander.
- ☐ Evaluate the content of all incoming field situation and major incident reports to develop and maintain current maps and other displays (including the locations and types of incidents).
- ☐ Assess, verify, and prioritize situation information for situation intelligence briefings and situation status reports.

4.4.3 Documentation Unit

The Documentation Unit is responsible for initiating and preparing EOC Action Plans and After-Action Reports, maintaining accurate and complete incident files, establishing and operating an EOC message center, providing copying services to EOC personnel, and preserving incident files for legal, analytical, and historical purposes. Unit responsibilities are summarized below.

- ☐ Maintain an accurate and complete record of significant disaster events.
- ☐ Assist other parts of the EOC organization in setting up and maintaining files, journals, and special reports.
- ☐ Collect and organize all written forms, logs, journals, and reports at completion of each shift from all sections.
- ☐ Establish and operate a message center at the EOC and assign appropriate internal and external message routing.
- ☐ Provide documentation and copying services to EOC staff.
- ☐ Compile, copy, and distribute EOC Action Plans as directed by the Section Chiefs.
- ☐ Compile, copy, and distribute After Action Report with input from other sections/units.

4.4.4 Damage Assessment Unit

The Damage Assessment Unit is responsible for maintaining detailed records of safety/damage assessment information and supporting the documentation process. Unit responsibilities are summarized below.

- ☐ Collect safety/damage assessment information from the Operations Section and other verifiable sources and

prepare appropriate reports and provide them to the Planning and Intelligence Section Chief.

- ☐ Coordinate with the Public Works and Infrastructure Branches of the Operations Section for exchange of information.
- ☐ Coordinate with San Mateo County Public Works representative when assigned to the City of Burlingame or Town of Hillsborough.
- ☐ Utilize the San Mateo County Operational Area safety/damage assessment procedures and forms via pre-established channels.

4.4.5 Advance Planning/Recovery Unit

The Advance Planning/Recovery Unit is responsible for developing reports and recommendations for future time periods, for preparing reports and briefings for use in strategy and/or planning meetings including EOC Action Plans, and for ensuring that Burlingame/Hillsborough requests all emergency assistance and disaster recovery costs for which it is eligible. The Advance Planning/Recovery Planning Unit is also responsible for conducting all initial recovery operations and preparing the EOC organization for transition to a recovery operations organization to restore the City of Burlingame and the Town of Hillsborough to pre-disaster condition as quickly and Effectively as possible. Unit responsibilities are summarized below.

- ☐ Develop issues and requirements related to a time period, normally 12 to 72 hours in advance.
- ☐ Prepare special reports and briefings as necessary for use in strategy and/or planning meetings.
- ☐ Monitor action planning activity to determine the shift in operational objectives from response to recovery.
- ☐ Ensure that the City of Burlingame and Town of Hillsborough receives all emergency assistance and disaster recovery costs for which they are eligible.
- ☐ Ensure that the City of Burlingame and Town of Hillsborough are prepared to participate jointly with FEMA, Cal OES, San Mateo County Operational Area, and nonprofit organizations to expedite disaster assistance for individuals, families, businesses, public entities, and others entitled to disaster assistance.
- ☐ Ensure that required and/or approved mitigation measures are carried out.
- ☐ Consider taking advantage of disaster-caused opportunities to correct past poor land-use practices while ensuring that legal safeguards for property owners and the jurisdiction are observed.

4.4.5.1 ESF #14 – Recovery

ESF #14 – Recovery is responsible for coordinating initial recovery efforts, including identifying, developing, and implementing recovery priorities, coordinating damage and recovery needs assessments, implementing financial disaster recovery measures, restoring government services, and transitioning activities and responsibilities for long-term recovery to a Long-Term Recovery Organization, as necessary. ESF #14 is supported by a Recovery Planning Unit in the Planning and Intelligence Section.

4.4.6 Technical Specialists

Technical Specialists are advisors with special skills needed to support a field or function not addressed elsewhere or by any other discipline. Technical Specialists (who may or may not be employees of public or private agencies) may report to the Planning and Intelligence Section Chief, function within an existing unit such as the Situation Status Unit, form a separate unit if required or be reassigned to other parts of the organization (Operations, Logistics, or Finance and Administration).

4.5 Logistics Section

The Logistics Section's primary responsibility is to ensure the acquisition, transportation, and mobilization of resources to support the response effort at the disaster sites, public shelters, EOCs, etc. Logistics provides all necessary personnel, supplies, and equipment procurement support. Methods for obtaining and using facilities, equipment, supplies, services, and other resources to support emergency response at all operational sites during disaster or emergency conditions will be the same as that used during normal operations unless authorized by the EOC Director or emergency orders of the City Councils. The Burlingame Parks and Recreation Director serves as the Logistics Section Chief and the Burlingame Recreational Supervisor and Public Works Assistant Director serves as alternates to the Logistics Section Chief. Burlingame and Hillsborough IT Analyst serves as the IT Unit Leader. **Figure 4-10** shows the organizational structure of the Logistics Section.

The Logistics Section will accomplish the following specific objectives during a disaster or emergency:

- ☐ Collect information from other sections to determine needs and prepare for expected operations.
- ☐ Coordinate provision of logistical support with the EOC Director.
- ☐ Prepare required reports identifying the activities performed by the Logistics Section.
- ☐ Determine the logistical support needs and plan for both immediate and long-term requirements.

Maintain proper and accurate documentation of all actions taken and all items procured to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements.

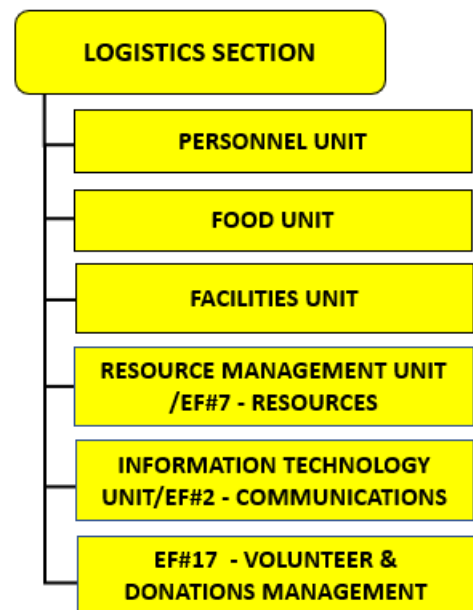


Figure 4-10: Logistics Section

4.5.1 Logistics Section Chief

The Logistics Section Chief is responsible for supporting the response effort and the acquisition, transportation, and mobilization of resources. The Logistics Section Chief is responsible for:

- ☐ Managing and tracking assessments
- ☐ Managing all radio, data, and telephone needs of the EOC
- ☐ Coordinating transportation resources and supporting transportation needs for law enforcement and other first responders
- ☐ Managing personnel issues and registering volunteers as Disaster Services Workers (DSW)
- ☐ Obtaining all materials, equipment, and supplies to support emergency operations
- ☐ Coordinating management of facilities used during disaster response and recovery
- ☐ Establishing the appropriate level of organization within the section, continuously monitoring the Effectiveness of that organization, and making changes as required
- ☐ Forming additional units as dictated by the situation
- ☐ Exercising overall responsibility for the coordination of branch, group, and unit activities within the Logistics Section
- ☐ Coordinating the provision of logistical support for the EOC
- ☐ Reporting to the EOC Director on all matters pertaining to Logistics Section activities

4.5.2 Personnel Unit

The Personnel Unit is responsible for obtaining, coordinating, and allocating all non-fire and non-law enforcement mutual aid personnel support requests received. Unit responsibilities are summarized below.

- ☐ Coordinate all personnel support requests received at or within the EOC, including any category of personnel support requested from the EOC functional elements or from City of Burlingame or Town of Hillsborough response elements in the field.
- ☐ Identify sources and maintain an inventory of personnel support and volunteer resources. Request personnel resources from those agencies as needed.
- ☐ Assign personnel within the EOC as needs are identified.

- ☐ Coordinate Emergency Management Mutual Aid (EMMA) as necessary through the San Mateo County Operational Area via the San Mateo County Operational Area EOC or Watch Commander.

4.5.3 Facilities Unit

The Facilities Unit is responsible for ensuring that adequate facilities are provided for the response effort, including securing access to the facility and providing staff, furniture, supplies, and materials necessary to configure the facility in a manner adequate to accomplish the mission. Unit responsibilities are summarized below.

- ☐ Coordinate and oversee the management of and support to the EOC and other essential facilities and sites used during disaster operations.
- ☐ Coordinate with other EOC branches, groups, and units for support required for facilities.
- ☐ Support activities for restoration of disrupted services and utilities to facilities.
- ☐ Coordinate with Finance and Administration Section on any claims or fiscal matters relating to facilities operations.
- ☐ Close out each facility when no longer needed.

4.5.4 Resource Management Unit (Includes ESF #7 – Resources)

The Resource Management Unit includes ESF #7 – Resources and is responsible for maintaining detailed tracking records of resources allocation and use (resources already in place, resources requested but not yet on scene, and estimates of future resource needs), for maintaining logs and invoices to support the documentation process, and for resources information displays in the EOC. It cooperates closely with the Operations Section (to determine resources currently in place and resources needed) and with the Planning and Intelligence Section (to provide resources information to the EOC Action Plan). Specific ESF responsibilities are summarized below (see ESF annexes for full list of responsibilities).

- ☐ Receive, analyze, and process resource request.
- ☐ Identify, mobilize, track, and demobilize resources needed to support response operations.
- ☐ Coordinate and oversee the allocation and distribution of resources not normally obtained through existing mutual aid sources, such as food, potable water, petroleum fuels, heavy and special equipment, and other supplies and consumables.
- ☐ Provide supplies for the EOC, field operations, and other necessary facilities.
- ☐ Coordinate and arrange for food for EOC, field operations, and necessary facilities (in coordination with ESF # 11 – Food, Agriculture, and Animal Services).

- ☐ Determine if the required items exist within the City of Burlingame and Town of Hillsborough supply systems.
- ☐ Determine the appropriate supply houses, vendors, or contractors who can supply the item, product, or commodity if City of Burlingame and Town of Hillsborough stocks do not exist.
- ☐ Purchase items within limits of delegated authority from Finance and Administration Section.
- ☐ Coordinate with the Finance and Administration Section on actions necessary to purchase or contract for items exceeding delegated authority.
- ☐ Arrange for the delivery of the items requisitioned, contracted for, or purchased.
- ☐ Maintain records to ensure a complete accounting of supplies procured and monies expended.
- ☐ Support activities for restoration of disrupted services and utilities.
- ☐ Prepare and maintain displays, charts, and lists that reflect the current status and location of controlled resources, transportation, and support vehicles.
- ☐ Establish resources reporting system for field and EOC units.
- ☐ Prepare and process resource status change information.
- ☐ Provide information to assist the Situation Status and Documentation Units of the Planning and Intelligence Section in strategy planning and briefing presentations.

4.5.5 Volunteer and Donations Management Unit (Includes ESF # 17 – Volunteer and Donations)

ESF #17 – Volunteer and Donations Management provides guidance for the engagement and coordination of volunteers, volunteer services, and donations management in an emergency and establishes a consistent framework for coordinating with volunteer organizations supporting a response. Specific ESF responsibilities are summarized below (see ESF annexes for full list of responsibilities).

Volunteers

- ☐ Ensure that all DSWs and volunteers are registered and integrated into the emergency response system.
- ☐ Identify the type of volunteers needed based on the priorities for provision of critical needs (food, water, shelter, healthcare, and urban search and rescue).

- ☐ Coordinate with the volunteer agencies for volunteer involvement, activation, and the management of spontaneous volunteers.
- ☐ Coordinate with ESF #15 – Public Information to develop clear communication strategies with the local news media for the types of volunteers needed.
- ☐ Coordinate with ESF #7 – Resources to create the volunteer staging areas or emergency volunteer centers within the emergency area.
- ☐ Track the number of volunteers, agencies involved in volunteer efforts, issues that arise, hours worked, and the location for all volunteer staging areas.
- ☐ Provide status updates and other information to ESF #5 – Management.

Donations

- ☐ Determine the initial needs assessment for donated goods.
- ☐ Identify operating facilities suitable as donation warehouses and distribution sites.
- ☐ Coordinate with ESF #15 – Public Information on developing the messages for the types and amount of donations needed, as well as the donations drop-off location.
- ☐ Coordinate with ESF #7 – Resources when receiving and sorting unsolicited items to be transferred to distribution sites for distribution to disaster victims. Distribution sites should be established as close to the disaster area as safely possible for disaster victims to obtain needed items that may be available.
- ☐ Direct inquiries concerning donations for a specified organization to that organization. Once a donation has been accepted by a specific agency, it becomes the property of that agency.
- ☐ Direct unsolicited and undesignated donations to an agency that has agreed to accept such goods and services. If a donation arrives unsolicited, but can be used, it will be accepted and directed to the appropriate location/agency. Donations that cannot be used or that are deemed a health hazard may be rejected.
- ☐ Coordinate with ESF #1 – Transportation for the transport of donations from the collection and warehouse sites to the distribution sites, if necessary.

- ☐ Establish proper procedures or policies for any cash, credit, or check donations.
- ☐ Provide status updates and other information to ESF #5 – Management.

4.5.6 Information Technology/Communications Unit (Includes ESF #2 – Communications)

The Information Technology/Communications Unit includes ESF# 2 – Communications and is responsible for managing all radio, data, and telephone needs to support the response. Specific ESF responsibilities are summarized below (see ESF annexes for full list of responsibilities).

- ☐ Notify support agencies and oversee the installation, activation, and maintenance of all radio, data, and telephone communications services inside of the EOC and between the EOC and outside agencies.
- ☐ Determine the appropriate placement of all radio transmitting equipment brought to the EOC to support operations. Approve all radio frequencies to minimize interference conditions.
- ☐ Provide necessary communication system operators and ensure Effective continuous 24-hour operation of all communications services.
- ☐ Copy and log incoming radio, data, and telephone reports on situation reports, major incident reports, resource requests, and general messages.
- ☐ Make special assignment of radio, data, and telephone services as directed by the EOC Director.
- ☐ Organize, place, and oversee the operation of amateur radio services working in support of the EOC.

4.6 Finance and Administration Section

The Finance and Administration Section at the EOC is responsible for tracking and approval of all expenditures and costs associated with the activation and operations of the EOC. It is anticipated that any citywide emergency response may require some complex purchasing arrangements not common to other disasters. Any authority for purchases or costs not expressly conveyed to the activated EOC are to be coordinated through and approved by the Finance and Administration staff at the EOC.

The Director of Finance serves as the Finance and Administration Section Chief. Oversight by the City Manager's and City Auditor's Offices will also provide assistance. **Figure 4-11** shows the organizational structure of the Finance and Administration Section.

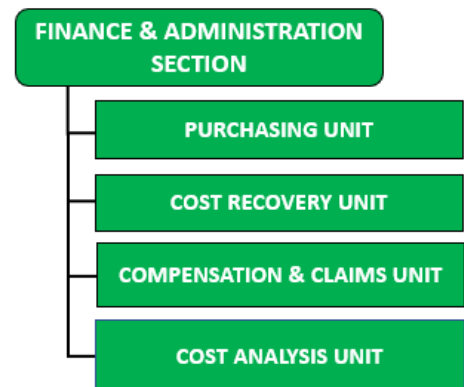


Figure 4-11: Finance and Administration Section

The Finance and Administration Sections responsibilities are:

- ☐ Maintain to the greatest extent possible the financial systems necessary to keep the City of Burlingame and Town of Hillsborough functioning during a disaster or emergency.
These systems include:
 - ✓ Payroll
 - ✓ Payments
 - ✓ Revenue collection
 - ✓ Claim processing
 - ✓ Cost recovery documentation
- ☐ Supervise the negotiation and administration of vendor and supply contracts and procedures.
- ☐ Preserve all required records for future use and Cal OES and FEMA filing requirements through maintenance of proper and accurate documentation of all actions taken.

4.6.1 Finance and Administration Section Chief

The Finance and Administration Section Chief supervises the financial support, response, and recovery for the disaster or emergency; ensures that the payroll and revenue collection process continue; and activates the Disaster Accounting System. The Finance and Administration Section Chief will:

- ☐ Implement a Disaster Accounting System
- ☐ Maintain financial records of the emergency

- ☐ Track and record all agency staff time
- ☐ Process purchase orders and contracts in coordination with Logistics Section
- ☐ Process worker's compensation claims received at the EOC
- ☐ Handle travel and expense claims
- ☐ Provide administrative support to the EOC
- ☐ Establish the appropriate level of organization within the section, continuously monitor the Effectiveness of that organization, and make changes as required
- ☐ Exercise overall responsibility for the coordination and supervision of all unit activities within the section
- ☐ Ensure that the section is supporting other EOC sections consistent with priorities established in the EOC Action Plan
- ☐ Keep the EOC Director updated on all significant financial developments

4.6.2 Purchasing Unit

The Purchasing Unit is responsible for administering all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements and tracking expenditures. The Purchasing Unit is responsible for coordinating with the Resources Management Unit in the Logistics Section to identify sources of equipment, prepare and sign equipment rental agreements, and process all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources. The Purchasing Unit is also responsible for ensuring that all records identify scope of work and site-specific work location. Unit responsibilities are summarized below.

- ☐ Coordinate with ESF #7 – Resources to identify sources for equipment, expendable materials, and resources.
- ☐ Manage all equipment rental agreements.
- ☐ Initiate vendor contracts associated with EOC activities within purchase authority limits established by City Council or EOC Director.
- ☐ Process all administrative paperwork associated with equipment rental and supply contracts.

4.6.3 Cost Recovery Unit

The Cost Recovery Unit should be activated at the onset of any disaster or emergency and is responsible for maintaining the Disaster Accounting System and procedures to capture and document costs relating to a disaster or emergency in coordination with other sections and departments. The Cost Recovery Unit also acts as liaison with the disaster assistance agencies and coordinates the recovery of costs as allowed by law. Maintenance of records in such a manner that will pass audit is also an extremely important task of this Unit. Unit responsibilities are summarized below.

- ☐ Document information for reimbursement from the state and federal governments.
- ☐ Activate and maintain Disaster Accounting System.
- ☐ Coordinate documentation of costs with other sections and departments.
- ☐ Coordinate cost recovery with disaster assistance agencies.

4.6.4 Compensation and Claims Unit

The Compensation and Claims Unit is responsible for managing the investigation and compensation of physical injuries and property damage claims involving the City of Burlingame and Town of Hillsborough arising out of a disaster or emergency, including completing all forms required by worker's compensation programs and local agencies, maintaining a file of injuries and illnesses associated with the incident, and providing investigative support of claims and for issuing checks upon settlement of claims. Unit responsibilities are summarized below.

- ☐ Accept as agent for the City of Burlingame or Town of Hillsborough claims resulting from a disaster or emergency.
- ☐ Collect information for all forms required by worker's compensation and local agencies.
- ☐ Maintain a file of injuries and illnesses associated with the personnel activity at the EOC and maintain a file of written witness statements on injuries.
- ☐ Manage and direct all compensation for injury specialists and claims specialists assigned to the disaster or emergency.
- ☐ Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City of Burlingame or Town of Hillsborough.

4.6.5 Cost Analysis Unit

The Cost Analysis Unit is responsible for providing cost analysis data for the incident to help the planning and recovery efforts. The Cost Analysis Unit must ensure that all pieces of equipment and personnel that require payment are properly identified, obtain and record all cost data, analyze and prepare estimates of incident costs and maintain accurate records of incident costs.

The Cost Analysis Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. The Cost Analysis Unit must maintain accurate information on the actual costs for the use of all assigned resources. Unit responsibilities are summarized below.

- ☐ Provide all cost analysis activity associated with EOC operation.
- ☐ Obtain and record all cost data for the disaster or emergency.

- ☐ Ensure the proper identification of all equipment and personnel requiring payment.
- ☐ Analyze and prepare estimates of EOC costs.
- ☐ Maintain accurate record of EOC costs.

4.7 City Department and Agency Requirements for Emergency Preparedness

Each City department and agency is responsible for ensuring that critical staff are identified and trained at levels that enable Effective execution of existing response plans, procedures, and policies. Departments and agencies tasked by this EOP with specific emergency management responsibilities should complete the following actions:

- ☐ Maintain current internal personnel notification rosters and standard operating procedures to perform assigned tasks (notifications, staffing, etc.) and provide all relevant information to CCFD for planning purposes.
- ☐ Provide CCFD with your department or agency's current contacts, including primary and alternate phone numbers and email addresses for primary and alternate contacts.
- ☐ Analyze need and determine specific communications and information sharing resource needs and requirements.
- ☐ Identify potential sources of additional equipment and supplies.
- ☐ Ensure continuous leadership and authority for emergency actions and decisions in emergency conditions.
- ☐ Protect records, facilities, and organizational equipment deemed essential for sustaining government functions and conducting emergency operations.
- ☐ Identify and ensure that alternate operating locations are available if the primary location suffers damage, becomes inaccessible, or requires evacuation.
- ☐ Protect emergency response staff by obtaining personal protective equipment for responders. And encouraging staff to prepare family disaster plans, including arrangements for the safety and welfare of emergency worker's families if sheltering is required.

4.8 Operational Area, State, and Federal Assistance

In accordance with NIMS and SEMS, if the City of Burlingame or the Town of Hillsborough is overwhelmed, assistance may be requested from the Operational Area, managed by San Mateo County. If the Operational Area is unable to supply the requested support, it may direct the request to the state via the Regional Emergency Operations Center (REOC). If federal assistance is required, a request for federal assistance is

generated by the REOC, submitted to the State Operations Center (SOC) for approval, and transmitted to FEMA.

The responsibilities of the Operational Area, state, and federal organizations can be found in the San Mateo County Emergency Operations Plan, the State of California Emergency Plan, and the National Response Framework.

4.9 Prevention Roles and Responsibilities

The City of Burlingame and the Town of Hillsborough Police Departments in close coordination with San Mateo County Sheriff works with the Northern California Regional Intelligence Center (NCRIC) to obtain, analyze, and disseminate intelligence information to prevent crimes and terrorist threats of all sizes and magnitude.

4.10 Protection and Restoration of Critical Infrastructure and Key Resource

Prior to a disaster, the City of Burlingame and Town of Hillsborough Police Departments and the San Mateo County Sheriff work in close coordination with critical infrastructure owners and operators to protect and prevent damage to infrastructure.

4.11 Managing and Incorporating Unaffiliated Volunteers in Emergency Operations

ESF #17 – Volunteer and Donations Management provides guidance for the engagement and coordination of volunteers, volunteer services and donations management in an emergency, and establishes a consistent framework for coordinating volunteers (affiliated and unaffiliated). The Human Resources Management Department is identified as the lead for ESF #17 – Volunteer and Donations Management.

4.12 Public Safety Enforcement

ESF #13 – Law Enforcement provides for the safety of citizens and security of property during public emergencies. ESF #13 – Law Enforcement prescribes the procedures for the command, control, and coordination of citywide law enforcement personnel to support emergency operations. ESF #13 – Law Enforcement also provides for the coordination between city and county agencies.

4.13 Credentialing

Each jurisdiction's Human Resources Department maintains a list of all personnel who have taken and passed the required SEMS and NIMS training required for EOC positions.

Individual departments are required to maintain a roster of training and credentials required for their personnel. All lists are to be updated quarterly and provided to CCFD.

4.14 Resources Management

The City of Burlingame and Town of Hillsborough manage and maintain their own resources.

Jurisdictions are responsible for developing a comprehensive resource management tracking system to inventory and type resources owned. Each jurisdiction will be responsible for following reimbursement procedures for proclaimed and/or declared events.

4.15 Mutual Aid

The City of Burlingame and Town of Hillsborough are signatory jurisdictions to the California's Disaster and Civil Defense MMAA. This Agreement obligates each signatory entity to provide aid to each other during an

emergency without expectation of reimbursement. Under specific conditions, federal and state monies may be appropriated to reimburse public agencies who aid other jurisdictions. If other agreements, memoranda, and contracts are used to provide assistance for consideration, the terms of those documents may affect disaster assistance eligibility and local entities may only be reimbursed if funds are available.

Mutual aid is intended to ensure that adequate resources, facilities, and other emergency support are provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation.

To facilitate coordination and flow of mutual aid, Cal OES oversees six mutual aid regions among the three administrative regions. The City of Burlingame and Town of Hillsborough are located in Mutual Aid Region II within the Cal OES Coastal Region.

California's mutual aid system is discipline specific: law enforcement, fire service and rescue, emergency services and medical and health services.

4.15.1 Law Enforcement Mutual Aid

The Law Enforcement Mutual Aid System is an ongoing cooperative effort among law enforcement agencies to coordinate state resources in support of local law enforcement during a wide range of emergencies. The Cal OES Law Enforcement Branch coordinates all inter-regional and state agency activity relating to mutual aid under the Law Enforcement Mutual Aid Plan, Search and Rescue Mutual Aid Plan, and the Coroner Mutual Aid Plan. Law enforcement mutual aid is coordinated through seven mutual aid regions in California.

- **Law Enforcement Mutual Aid Plan:** The Law Enforcement Mutual Aid Plan delineates current state policy concerning law enforcement mutual aid. The plan describes the standard procedures used to acquire law enforcement mutual aid resources and the method to ensure coordination of law enforcement mutual aid planning and readiness at the local, state, and federal levels.
- **Search and Rescue Mutual Aid Plan:** The Search and Rescue (SAR) Mutual Aid Plan supports and coordinates responses of personnel and equipment to SAR incidents that include:
 - ✓ Searching for, locating, accessing, stabilizing, rescuing, and transporting victims in/from locations that are not reasonably accessible from roadways
 - ✓ Searching for downed aircraft
 - ✓ Conducting high-angle rope rescue
 - ✓ Implementing water rescues from the ocean, swift water, or flood
 - ✓ Operating in areas where access to victims requires equipment and personnel transported by foot or unconventional vehicles
 - ✓ Operating in locations remote from vehicular access
 - ✓ Operating in situations that require responder personal self-sufficiency
 - ✓ Operating during prolonged operational periods in wilderness terrain and dangerous weather, and
 - ✓ Investigations of missing person incidents that may involve criminal acts

4.15.2 Fire Service and Rescue Mutual Aid System

The Cal OES Fire and Rescue Branch coordinates all inter-regional and state agency activity relating to mutual aid under the California Fire Service and Rescue Mutual Aid Plan. The mutual aid plan provides for systematic mobilization, organization, and operation of necessary fire and rescue resources on local, operational area, regional, statewide basis in order to mitigate the effects of disasters, whether natural or human-caused.

For additional information regarding this system's organization, responsibilities, and procedures, refer to the California Fire Service and Rescue Emergency Mutual Aid System, Mutual Aid Plan.

- **Urban Search and Rescue Mutual Aid Program:** The Cal OES Fire and Rescue Branch supports and coordinates responses of personnel and equipment to Urban Search and Rescue (US&R) incidents that include searching for, locating and rescue of victims from locations that are reasonably accessible from roadways as well as for locating and rescuing victims of urban accidents and disasters with heavy rescue and fire suppression capabilities that are generally truck-based. A US&R incident (typically known location of victims) would include searching for, locating and rescuing victims of structure collapse, construction cave-ins, trench, confined space, high angle structure rope rescue and similar accidents and disasters and water rescues (ocean, swift water, and flood.)

4.15.3 Medical Health Mutual Aid System

The California Emergency Medical Services Authority (EMSA) administers the Medical/Health Mutual Aid System. The purpose of the system is to identify, attain, and mobilize medical supplies and personnel from unaffected regions of the State to meet the needs of disaster victims. The coordination and acquisition of medical/health mutual aid resources involves federal, state, and local agencies as well as the private sector (hospitals, medical supply vendors, ambulance companies, etc.). ESF #8 – Public Health and Medical includes additional details regarding this process.

When local resources are exhausted requests for medical mutual aid should go through the Medical/Health Operational Area Coordinator (MHOAC). The MHOAC shall assist the Operational Area coordinator in the coordination of medical and health disaster resources within the operational area and be the point of contact in that Operational Area, for coordination with the Regional Disaster Medical Health Coordinator, Cal OES, Cal OES Coastal Region, the California Department of Public Health, and EMSA.

4.15.4 Emergency Management Mutual Aid System

The EMMA Plan describes the process by which local, Operational Area, regional, and state organizations coordinate to support all other emergency services not included in the other systems. Requests are coordinated and met through utilization of SEMS. EMMA is a sub-system with the purpose of providing emergency management personnel from unaffected areas to support disaster operations in affected jurisdictions.

In order to carry out the concepts of the Emergency Managers Mutual Aid Plan, the state has prepared a companion Emergency Managers Mutual Aid Guidance document that provides policies, procedures, checklists, and forms to support mutual aid administration.

4.15.5 Mutual Aid Coordination

All mutual aid requests from the City of Burlingame and/or the Town of Hillsborough will be made through the San Mateo County Operational Area EOC (if activated) or the on-duty Watch Commander (if the EOC is not activated).

The San Mateo County Operational Area then requests law, public works, emergency management, or other mutual aid through its regular channels. Fire mutual aid is coordinated through the designated Regional Fire Coordinator.

Emergency Medical Services and Public Health mutual aid requests are sent directly to the MHOAC through the San Mateo County EMS Agency. ESF #8 – Public Health and Medical details this process.

City of Burlingame and Town of Hillsborough Police Departments and Central County Fire Department will appoint representatives to serve as their Agency Representatives and work with the Operational Area to request mutual aid assistance.

4.15.6 Public Works Mutual Aid Coordination

All Public Works mutual aid requests from Burlingame and/or Hillsborough will be made through the San Mateo County Operational Area EOC (if activated) or the on-duty Watch Commander (if the EOC is not activated). Refer to the County of San Mateo Public Works Mutual Aid Agreement.

SECTION 5 DIRECTION, CONTROL, AND COORDINATION

5.1 Framework for Direction and Control

In accordance with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), Command is responsible for the directing, ordering, and/or controlling of resources at the field response level. Management is responsible for overall emergency policy and coordination at the Emergency Operations Center (EOC).

Command: A key concept in all emergency planning is to establish command and tactical control at the lowest level that can perform that role Effectively in the organization. In the Incident Command System (ICS), the Incident Commander (IC), with appropriate policy direction and authority from the responding agency, sets the objectives to be accomplished and approves the strategy and tactics to be used to meet those objectives. The IC has overall responsibility for the incident. The IC will be the best qualified person at the scene, and as such, the position is incident dependent.

If the event covers multiple jurisdictions, a unified command may be established and the Unified Commander (UC) will have overall control and the City of Burlingame/Town of Hillsborough will support the Unified Command.

Management: The EOC serves as a central location from which multiple agencies or organizations coordinate information collection and evaluation, resource management, and determine/establish policy decisions. The EOC works to support the incident on-scene. Within the EOC, the Management function:

- Facilitates multi-agency coordination and executive decision making in support of the incident response
- Implements the policies established by the governing bodies
- Facilitates the activities of the Multi-Agency Coordination (MAC) Group
- Provides accurate and timely emergency information to the public

5.2 Coordination and Communication Flow

This section describes how field units, Department Operation Centers (DOCs), and the City of Burlingame and Town of Hillsborough EOC coordinate and communicate. In general, the EOC is activated to support field operations when an emergency requires additional resources or coordination. Field IC(s) and the EOC will establish communications when the EOC is activated. The IC(s) will communicate with their DOCs. The DOCs will in turn communicate with the EOC.

The EOC will establish communications with the Operational Area EOC. The Operational Area EOC will communicate with the regional emergency operations center (REOC) and the REOC will communicate with the State Operations Center (SOC).

5.2.1 Incident Command

ICs in the field are responsible for the following actions:

- Set the incident objectives, strategies, and priorities for the incident.
- Request resources via the chain of command, through the appropriate DOC.
- Route Unified Command Post (UCP) requests through the DOC affiliated with requesting UC member.

- Support departments on scene.
- Requests for resources of departments not on scene will be routed through the DOC affiliated with the IC/UC and forwarded to the appropriate EOC branch.
- Receive, manage, and command the resources upon arrival (for example, fire engines, shelter tents, air-tactical units, and food supplies).

5.2.2 Department Operations Center

The DOC is responsible for the following actions:

- Receive resource requests from the IC and fulfill the request from department resources or channel the resource requests to either a discipline-specific mutual aid system or the appropriate EOC branch.
- Maintain and/or facilitate communication and coordination between the IC and the EOC.
- May assign and/or receive resource requests from the EOC.

5.2.3 Emergency Operations Center

The EOC is responsible for the following actions:

- Receive resource requests from the DOC and/or field and manage those requests or forward them to the appropriate EOC section (e.g., Logistics), branch, unit, or mutual aid system.
- Receive resource requests from other branches within the EOC and manage those requests or forward them to a DOC for action.
- May establish resource allocation priorities and share them with DOCs.
- Receive situation reports from the DOC and ensure data is made available to the EOC and captured by the EOC Planning and Intelligence Section Situation Status Unit to be included in the common operating picture.
- Maintain communication and coordination between other EOC branches, subsequent groups and units, appropriate DOCs, nongovernmental organizations, special districts, and private sector organizations.

5.3 Multi-jurisdictional Coordination Systems and Processes

SEMS is the cornerstone of California's emergency response system and the fundamental structure for the response phase of emergency management. SEMS is required by the California Emergency Services Act (ESA) for managing multi-agency and multi-jurisdictional responses to emergencies in California. The system unifies all elements of California's emergency management community into a single integrated system and standardizes key elements. SEMS incorporates the use of the Incident Command System (ICS), California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA), the Operational Area concept, and multi-agency or interagency coordination. State agencies are required to use SEMS and local government entities must use SEMS in order to be eligible for any reimbursement of response-related costs under the state's disaster assistance programs.

In addition to SEMS, the City of Burlingame and Town of Hillsborough follow and comply with the NIMS.

5.3.1 Multi-agency Coordination Groups

Larger scale emergencies involve one or more responsible jurisdictions and/or multiple agencies. Management personnel from the responsible jurisdictions form a Unified Command and/or a MAC Group. Provision is made for situation assessment, determining resources requirements, establishing a logistical system and allocating

resources. EOCs, dispatch centers, and other essential facilities located in, or adjacent to, the affected area are activated. The Cal OES Coastal REOC and SOC are activated to support the Operational Area needs.

- **Multi-agency Coordination System (MACS):** Multi-agency coordination is a process that allows all levels of government and all disciplines to work together more efficiently and effectively. Multi-agency coordination occurs across the jurisdictional lines, or across levels of government. The primary function of MACS is to coordinate activities above the field level and to prioritize the incident demands for critical or competing resources. MACS consist of a combination of elements: personnel, procedures, protocols, business practices, and communications integrated into a common system.
- **MAC Groups:** Agency administrators/executives who are authorized to represent or commit agency resources and funds are brought together to form MAC Groups. MAC Groups may be established at any level or in any discipline. Under SEMS, MAC Group activities are typically facilitated by EOCs. A MAC Group can accomplish the following:
 - ✓ Commit agency resources and funds
 - ✓ Provide coordinated decision making
 - ✓ Allocate resources among cooperating agencies
 - ✓ Establish priorities among incidents
 - ✓ Harmonize agency policies
 - ✓ Provide strategic guidance to support incident management activities

5.4 Relationship among Local Plans

Emergency management involves several kinds of plans. While this Emergency Operations Plan (EOP) may serve as the centerpiece for the City of Burlingame and the Town of Hillsborough's emergency response plan, it does not and cannot cover all aspects of emergency preparedness. The EOP defines the scope of preparedness and emergency management activities necessary to respond and recover from a wide range of anticipated hazards and threats. The Burlingame/Hillsborough EOP accomplishes the following:

- Assigns responsibility to organizations and individuals for carrying out specific actions that exceed routine responsibility at projected times and places during an emergency
- Sets forth lines of authority and organizational relationships and shows how all actions will be coordinated
- Describes how people (including unaccompanied minors, individuals with disabilities, others with access and functional needs, and individuals with limited English proficiency) and property are protected
- Identifies personnel, equipment, facilities, supplies, and other resources available within the jurisdiction or by agreement with other jurisdictions

The EOP contains both Emergency Support Function (ESF) annexes and Incident Annexes. The ESFs pre-designate a jurisdictional lead agency to provide coordination and oversight over the functional area. The incident annexes describe unique response details that apply to that specific hazard.

The Burlingame/Hillsborough EOP works in tandem with other plans:⁷

⁷ U.S. Department of Homeland Security Federal Emergency Management Agency *Comprehensive Preparedness Guide (CPG) 101 Version 2: Developing and Maintaining Emergency Operations Plans*; November 2010 [electronic copy].

- **Department/Agency Emergency Plans and Procedures:** The EOP works with individual department emergency plans and procedures. Each department or agency within the City of Burlingame and Town of Hillsborough is expected to have an individual emergency response plan or procedures that describe how the department or agency will support emergency response efforts both in the field and in the EOC.
- **Continuity plans:** Continuity of Operations Plans (COOPs) outline mission essential functions that must be performed during an incident that disrupts normal operations and the methods by which these functions will be performed. They also describe the process for timely resumption of normal operations once the emergency has ended. COOPs address the continued performance of core capabilities and critical operations during any potential incident.
- **Recovery plans:** Post-disaster redevelopment plans or long-term recovery plans developed prior to a disaster enable jurisdictions to effectively direct recovery activities and expedite a unified recovery effort. Pre-incident planning performed in conjunction with community development planning helps to establish recovery priorities, incorporate mitigation strategies in the wake of an incident, and identify options and changes that should be considered or implemented after an incident. Post-incident community recovery planning serves to integrate the range of complex decisions in the context of the incident and works as the foundation for allocating resources. The City of Burlingame and Town of Hillsborough participate in the LHMP Recovery Annex. This Disaster Recovery Framework (DRF) and Recovery Support Functions (RSFs) support recovery planning efforts and increase resilience.
- **Mitigation plans:** The City of Burlingame and Town of Hillsborough participate in a Joint Powers Agreement (JPA) in San Mateo County. The San Mateo County Local Hazard Mitigation Plan (LHMP) outlines the County's individual jurisdiction's strategy for mitigating the hazards it faces. The Disaster Mitigation Act of 2000 requires jurisdictions seeking certain disaster assistance funding to have approved mitigation plans. Existing plans for mitigating hazards are relevant to an EOP since both originate from a hazard-based analysis and share similar component requirements.
- **Joint Operational Plans or Regional Coordination Plans:** The Bay Area Urban Area Security Initiative and the Regional Catastrophic Preparedness Grant initiatives are programs that Central County Fire Department, as a member of the San Mateo County Emergency Managers Association, use to assist in the development of operational plans and regional plans. Plans include debris management, mass fatality, mass transportation/evacuation, volunteer and donations management, mass care and shelter and a joint information and mass notification plan. These plans describe how the jurisdictions will coordinate and work together throughout the Bay Area Region to respond and recover from a catastrophic event. Additionally, the Bay Area Regional Emergency Coordination Plan describes how the state will coordinate its response efforts with the Bay Area jurisdictions through the Cal OES Coastal REOC.

5.5 Relationship between Federal Plans and State Emergency Operations Plans

Federal plans and state EOPs describe each respective government-level approach to emergency operations.

- **State of California Emergency Plan:** The State Emergency Plan (SEP) addresses several operational response functions and describes how to fulfill its mission of providing resources to satisfy unmet needs. These functions focus on actions, such as direction and control, warning and public notification, that the state must take during the initial phase of response operations and that fall outside of the federal response mission.
- **The National Response Framework:** The National Response Framework (NRF) is a guide to how the nation conducts all-hazards incident response. The NRF states that each federal department or agency must also plan for its role in incident response. Virtually every federal department and agency possesses resources that a jurisdiction may need when responding to an incident. Some Federal departments and agencies have primary responsibility for specific aspects of incident response, such as hazmat remediation. Others may have supporting roles in providing different types of resources, such as communications, personnel and

equipment. Regardless of their roles, all federal departments and agencies must develop policies, plans, and procedures governing how they will Effectively locate resources and provide them as part of a coordinated federal response. The planning considerations described for response can also guide prevention and protection planning.

SECTION 6 INFORMATION COLLECTION AND DISSEMINATION

Emergency Operations Centers (EOCs) are responsible for gathering timely, accurate, accessible, and consistent intelligence during an emergency. Situation status reports should create a common operating picture and be used to adjust the operational goals, priorities, and strategies.

To ensure Effective intelligence flow, Burlingame and Hillsborough have established communications systems and protocols to organize, integrate, and coordinate intelligence. The flow of situation reports among the levels of government should occur as shown below:

- **Field Situation Status Reports:** Field situation status reports should be provided from the Department Operations Centers (DOCs) to the EOC. This may be done initially verbally but should be provided in writing within the operational period.
- **Burlingame/Hillsborough EOC:** The Burlingame/Hillsborough EOC will summarize reports received from the field, from DOCs, and other reporting disciplines and report to the Operational Area EOC once each operational period utilizing (ICS form 209) via WebEOC (if operational).
- **Operational Area EOC:** The Operational Area EOC should summarize situation status reports received from EOCs within San Mateo County, field units, DOCs, and other reporting disciplines and forward to the California Governor's Office of Emergency Services (Cal OES) Coastal Regional Emergency Operations Center (REOC) utilizing (ICS form 209) via WebEOC (if operational).
- **Coastal REOC:** The REOC should summarize situation status reports received from the Operational Area EOC, state field units, state DOCs, and other reporting disciplines and forward to the State Operations Center (SOC).
- **SOC:** The SOC will summarize situation status reports received from the REOCs, state DOCs, state agencies, and other reporting disciplines and distribute to state officials and others on the distribution list.
- **Joint Field Office (JFO):** When the JFO is activated to support local, state, and federal coordination, including the Federal Emergency Management Agency (FEMA), the REOC and SOC situation status reports will be assimilated into the JFO situation report. The REOC organization may be collocated with the federal organization at the JFO.

6.1 Information Dissemination Methods

The following are information dissemination methods that will be used by Burlingame and Hillsborough:

- Face-to-face
- WebEOC
- SMC Alert
- E-mail
- SharePoint
- Internet communications networks
- Internal radio system (800 MHz)
- Cellular phones

- Satellite phones
- Facsimile machines
- Couriers
- California Emergency Services Radio System (CESRS)
- Amateur Radio Emergency Services (ARES)/Radio Amateur Civil Emergency Services (RACES) (Amateur Radio Operators)
- General Mobile Radio Service (GMRS) Family Radio Service (FRS)
- Written messages
- Status boards and visuals in the EOC

6.2 Critical Information Needs and Collection Priorities

The Planning and Intelligence Section is responsible for gathering information to support decision-making in accordance with established operational priorities. The EOC Director will establish information collection priorities. **Table 6-1** summarizes the essential elements of information necessary for timely decision-making and for the enhancement of operations.

Table 6-1: Essential Elements of Information

Area or Infrastructure	State and Local Level (Via WebEOC, field representatives, conference calls with the EOC, Operational Area, and REOC, e-mail, and Internet. GIS maps identifying parcels and blocks that are affected by declared emergencies will be available in the EOC.)	Federal Level (Via WebEOC, conference calls with FEMA, EOC, Operational Area, and REOC, e-mail, and Internet.)
Utilities and Infrastructure⁸ Information needed: System disruptions and failures (including location, customers impacted, expected time of resumption, and cause)	<ul style="list-style-type: none"> • California Independent System Operator (CAISO) • Department of Water Resources (DWR) • State Water Resource Control Board (SWRCB) • Department of Health Care Services • Department of Public Health • Department of General Services • California Energy Commission • California Public Utilities Commission (CPUC) 	<ul style="list-style-type: none"> • FEMA • Federal Energy Regulatory Commission • Bureau of Reclamation • Army Corps of Engineers • Nuclear Regulatory Commission/Nuclear Power Plants • News Reports • Field Units

⁸ Utilities and Infrastructure includes energy systems (electric, gas), water delivery, wastewater treatment, dams, and telecommunications (both emergency telecom and general user).

Area or Infrastructure	State and Local Level (Via WebEOC, field representatives, conference calls with the EOC, Operational Area, and REOC, e-mail, and Internet. GIS maps identifying parcels and blocks that are affected by declared emergencies will be available in the EOC.)	Federal Level (Via WebEOC, conference calls with FEMA, EOC, Operational Area, and REOC, e-mail, and Internet.)
	<ul style="list-style-type: none"> California Utilities Emergency Association (CUEA) Utilities representatives in EOC Operational Areas News Reports Utilities Branch Field Units 	
Transportation Information needed: Disruptions to air, rail, ship, and transportation	<ul style="list-style-type: none"> Caltrans for state highways California Highway Patrol for state highways and local thoroughfare (CHP) Operational Areas News Reports Field Units 	<ul style="list-style-type: none"> FEMA Coast Guard Federal Aviation Administration (FAA) National Transportation Safety Board (NTSB) Department of Transportation (DOT) News Reports Field Units
Medical/Health Information needed: Equipment failures, disruptions in medical supplies, facility problems, medical evacuation needs, etc.	<ul style="list-style-type: none"> Emergency Medical Services Agency (Including the Medical Health Operational Area Coordinator and the Regional Disaster Medical Health Coordinator) San Mateo County Department of Public Health California Department of Public Health Office of Statewide Health Planning and Development Operational Areas and local EMS News Reports Field Units 	<ul style="list-style-type: none"> Centers for Disease Control (CDC) FEMA Food and Drug Administration (FDA) News reports Field Units
Hazardous Materials Information needed: Releases, exposures,	<ul style="list-style-type: none"> San Mateo County Environmental Health Certified Unified Program Agency (CUPA) 	<ul style="list-style-type: none"> FEMA EPA

Area or Infrastructure	State and Local Level (Via WebEOC, field representatives, conference calls with the EOC, Operational Area, and REOC, e-mail, and Internet. GIS maps identifying parcels and blocks that are affected by declared emergencies will be available in the EOC.)	Federal Level (Via WebEOC, conference calls with FEMA, EOC, Operational Area, and REOC, e-mail, and Internet.)
casualties, evacuations, damage, supply, and supply disruptions.	<ul style="list-style-type: none"> • California Department of Toxic Substances Control (DTSC) • Cal OES (Warning Center) • California Environmental Protection Agency (CalEPA) • CalOSHA • Department of Health Services • California Public Utilities Commission • Operational Areas • News reports • Field Units 	<ul style="list-style-type: none"> • Coast Guard • National Response Center • Department of Homeland Security • Department of Energy • Department of Agriculture • Department of Health and Human Services (HHS) • Department of Transportation
Public Events/Occurrences Information needed: Potential problems at any anticipated events, including civil unrest, law enforcement, and fire mutual aid shortfalls, etc.	<ul style="list-style-type: none"> • Law Enforcement Branch Coordinators • Operational Areas • News Reports • Permits Issued • Field Units 	<ul style="list-style-type: none"> • FEMA • Department of Justice • Department of Defense • NCRIC
Social Service Systems Information needed: Problems with schools, banking, human care services, payments, and general commerce	<ul style="list-style-type: none"> • Operational Areas • News Reports • Private Sector • Community-Based Organizations • Field Units 	<ul style="list-style-type: none"> • FEMA • Department of Commerce • Department of Education • HHS

6.3 EOC Action Plans – Situation Status and Analysis

The City of Burlingame and Town of Hillsborough will share situation status and analysis through the use of EOC Actions Plans in conjunction with regularly scheduled EOC briefings (usually one briefing conducted early in each operational period or as needed).

The primary focus of the EOC Action Plan should be on jurisdictional issues. The plan sets overall objectives for the jurisdiction and may establish the priorities as determined by the jurisdictional authority. It can also include mission assignments to departments, provide policy and cost constraints, and incorporate interagency considerations. Properly prepared, the EOC Action Plan becomes an essential input to developing departmental action plans.

Action planning at all EOC levels, like that of the field level, is based around the use of an operational period. The length of the operational period for the EOC is determined by first establishing a set of objectives and priority actions that need to be performed and then establishing a reasonable time frame for accomplishing those actions. Generally, the actions requiring the longest time period will define the length of the operational period.

Typically, operational periods at the beginning of an emergency are short, sometimes only a few hours. As the emergency progresses, operational periods may be longer, but should not exceed 24 hours. Operational periods should not be confused with staffing patterns or shift change periods. They may be the same but need not be.

The initial EOC Action Plan may be a verbal plan put together in the first hour after EOC activation. The verbal plan is usually put together by the EOC Director in concert with the General Staff. Once the EOC is fully activated, EOC Action Plans should be written.

EOC Action Plans should not be complex or time-consuming. The format may vary somewhat within the several EOC National Incident Management System (NIMS)/Standardized Emergency Management System (SEMS) levels, but the EOC Action Plan should generally cover the following elements:

- Situation Status
- Listing of objectives to be accomplished (should be specific, measurable, achievable, relevant, and time-oriented [SMART])
- Statement of current priorities related to objectives
- Resources needed
- Potential issues and problems
- Statement of strategy(s) to achieve the objectives (identify if there is more than one way to accomplish the objective, and which way is preferred)
- Assignments and actions necessary to implement the strategy
- Operational period designation (that is, the time frame necessary to accomplish the actions)
- Organizational elements to be activated to support the assignments (later EOC Action Plans may list organizational elements that will be activated during or at the end of the period)
- Logistical or other technical support required

6.3.1 Displaying Information

The EOC's major purpose is accumulating and sharing information to ensure coordinated and timely emergency response. Therefore, status boards for tracking emergency activities will be made available for use in both the primary and alternate EOCs. All EOC sections must maintain display devices so that other sections can quickly comprehend what actions have been taken and what resources are available, and to track the damage in the jurisdictions resulting from the disaster. The Planning and Intelligence Section is responsible for coordinating display of information. All display charts, boards, and materials are stored in the EOC.

At the onset of any disaster, a significant events log should also be compiled for the duration of the emergency situation. Key disaster related information will be recorded in the log (that is, casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, etc.). The posting of the significant events log is the responsibility of the Planning and Intelligence Section. The significant events log may be maintained in WebEOC.

6.4 After Action Reports

The completion of an After-Action Report (AAR) is a part of the required NIMS/SEMS reporting process and requires that all cities and counties submit within 90 days a copy of the after-action report to Cal OES.

Section § 2450. Reporting Requirements.

(a) Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after action report to Cal EMA within ninety (90) days of the close of the incident period as specified in California Code of Regulations, Title 19, §2900(j).

(b) The after-action report shall, at a minimum, be a review of response actions taken, application of SEMS, suggested modifications to SEMS, necessary modifications to plans and procedures, identified training needs, and recovery activities to date.

6.4.1 Use of After-Action Reports

AARs are made available to all interested public safety and emergency management organizations and serve the following important functions:

- Document response activities.
- Identify problems/successes during emergency operations.
- Analyze Effectiveness of the components of NIMS/SEMS.
- Describe and define a plan of action for implementation of improvements.

The NIMS/SEMS approach to implementing AARs emphasizes the improvement of emergency management at all levels. The AAR provides a vehicle for not only documenting system improvements, but also can, if desired, provide a work plan for how these improvements can be implemented through an Improvement Plan.

It may be useful to coordinate the AAR process when multiple agencies/jurisdictions are involved in the same emergency. Jurisdictions are encouraged to work together in the development of AARs when appropriate and feasible. For example, an Operational Area may take the lead in coordinating the development of an AAR that involves several jurisdictions. If appropriate, jurisdictional reports may become part of an overall operational area report.

6.5 Advanced Planning and Technical Services Needed for Information Collection and Dissemination

The EOC and its personnel must be prepared with the tools and contacts to be able to identify, research, collect, and analyze the information required to make informed and timely decisions. This means that individuals have been pre-assigned and have received the appropriate training and requirements (for example, security clearances).

The City of Burlingame, and Town of Hillsborough have pre-designated individuals with security clearances to receive intelligence information from the Northern California Regional Intelligence Center (NCRIC).

The City of Burlingame, Town of Hillsborough and Central County Fire Department have established communication, alert, and notification systems to obtain information from local, Operational Area, regional, state, and national systems and services. The City of Burlingame, Town of Hillsborough and Central County Fire Department Preparedness and Prevention Division receive the following types of alerts from California State Warning Center and/or directly from warning centers:

- **California State Warning Center:** Cal OES operates the California State Warning Center (CSWC), which is staffed 24 hours per day, 365 days per year to serve as the official state-level point of contact for emergency notifications. From this center, Warning Center personnel maintain contact with County Warning Points, state agencies, federal agencies, and the National Warning Center in Berryville, Virginia. The CSWC reports any alerts or warning to the Operational Area and to the City of Burlingame, Town of Hillsborough and CCFD via e-mail.
- **Earthquake Notifications:** The CSWC receives notification of earthquakes from the California Integrated Seismic Network (CISN), National Earthquake Information Center (NEIC), and the United States Geological Survey (USGS). CISN is a statewide network that provides the basic information for California earthquakes shown on the CISN Display. The CISN Display is an Internet-based rapid earthquake notification system that receives earthquake information from networks world-wide. The CSWC reports any alerts or warning to Operational Area and to the City of Burlingame, Town of Hillsborough and CCFD via e-mail.
- **Tsunami Notifications:** The CSWC receives tsunami notifications from the Alaska Tsunami Warning Center via the National Weather Service (NWS) and the National Warning Center.
- **Weather Notifications:** The City of Burlingame, Town of Hillsborough and CCFD receive notification of severe weather from the NWS.
- **Energy Notifications:** The California Independent Systems Operator (California ISO) monitors the California power grid, which consists of a network of long-distance high voltage transmission lines and substations that carries bulk electricity to local utilities for distribution to their customers. When the grid is unable to meet electrical demands, the California ISO will direct utilities to reduce their load and issue emergency notices of energy interruptions. The CSWC will be contacted by the California ISO when the operating reserves reach these critical levels.
- **Hazardous Materials/Oil Spill Release Notifications:** In accordance with state law, handlers, any employees, authorized representatives, agents, or designees of handlers shall, upon discovery, immediately report any release or threatened release of hazardous materials to the CSWC. The CSWC reports any alerts or warning to the Operational Area and to the City of Burlingame, Town of Hillsborough and CCFD.
- **Nuclear Power Plant Notifications:** The CSWC receives notifications of nuclear power plant incidents directly from Diablo Canyon. The Cal OES Nuclear Power Plant Program coordinates with decommissioned plant San

Onofre⁹ and retired plant Rancho Seco. Secondary notifications may be received from the affected county sheriff's departments via California Law Enforcement Telecommunications System (CLETS), and California Law Enforcement Radio System (CLERS).

⁹ Decommission in process. Decommission dates: Unit 1 – 1992, Units 2 & 3 – Plan announced 2013.

SECTION 7 COMMUNICATIONS

Emergency communications is defined as the ability of emergency responders to exchange information via data, voice, and video. Emergency response at all levels of government must have interoperable and seamless communications to manage emergencies, establish command and control, maintain situational awareness, and function under a common operating picture for a broad spectrum of incidents.

Emergency communications consists of three primary elements:

- **Operability:** The ability of emergency responders to establish and sustain communications in support of the operation.
- **Interoperability:** The ability of emergency responders to communicate among jurisdictions, disciplines, and levels of government using a variety of communication mediums. System operability is required for system interoperability.
- **Continuity of Communications:** The ability of emergency response agencies to maintain communications in the event of damage to or destruction of the primary infrastructure.

7.1 Emergency Operations Center Communications

Communications are provided in the Fire and Police dispatch centers and the Emergency Operations Center (EOC). Communication facilities will be staffed continuously during emergencies by jurisdiction personnel or appropriately trained volunteers. The Logistics Section is responsible for communications.

The EOC has a wide variety of communication systems:

- **Telephone communications:** The EOC has several dedicated telephones (ShoreTel) lines. A directory will be published of the selected telephones that will be used in an activation of the EOC. The Information Technology Department (ITD) staff will assist with identifying which telephones will be used. Telephone communications will be handled from a phone bank (message center). Additional ShoreTel telephones can be installed by ITD telecommunications technicians as required.
- **Cellular phone and satellite phone communications:** Certain key executives have cellular phones and satellite phones that will be assigned to them. During emergencies, cell to cell communications may not be a reliable form of communicating. Individuals who have this means of communications should utilize it to enhance their and others' capabilities for uninterrupted communications. If feasible and available, other employees may be temporarily issued cell phones or satellite phones for emergency communication purposes. The key staff Emergency Notification Lists and satellite emergency phone lists are located in the EOC, Burlingame PD Dispatch Center, Hillsborough PD Dispatch Center, and is maintained and updated by CCFD. Police Dispatch Supervisors will make the appropriate immediate contacts as needed.
- **Radio communications:** The Burlingame and Hillsborough Police Dispatch Centers and San Mateo County Fire Dispatch Center will control both the internal radio systems and any utilization of the California Emergency Services Radio System (CESRS) & California Law Enforcement Emergency Transmittal System (CLETS).
 - ✓ Burlingame and Hillsborough Public Works Departments use 800 MHz radios in the Department Operations Center (DOC). Communications during emergencies is critical. The term communication herein refers to equipment, documentation, and reports, displays, and other means of transmitting information from one person to another.

- ✓ Amateur Radio Emergency Services (ARES)/ Radio Amateur Civil Emergency Services (RACES): The EOC facility has a designated radio room for (HAM) amateur radio operators, and a backup 800 MHz radio workstation for dispatch handheld radios.

■ **WebEOC:** The City of Burlingame and Town of Hillsborough use WebEOC, a web-based information sharing and management tool for emergency management. WebEOC is used in the EOC, as well as by individual agencies/departments and DOCs. In the Burlingame/Hillsborough EOC, WebEOC will be primarily operated by Planning and Intelligence Section staff with input from other sections. WebEOC enables the efficient development and sharing of situation and resource reports and the EOC Action Plan. The following are some of the reports available on WebEOC:

- Significant Events
- Activity Section Log (ICS-214)
- Incident Status Summary (ICS-209)
- Damage Assessment
- Resource Requests Task (ICS-213RR)
- Resource(s) Available

Burlingame and Hillsborough may be able to use WebEOC to communicate with other local jurisdictions agencies, operational area and the state, if they are also using the WebEOC platform.

■ **SMC Alert:** SMC Alert is an emergency mass notification system that disseminates protective measures and information for San Mateo County residents and visitors, as well as for internal jurisdictional use for emergency incidents,

7.1.1 Conference Calls

Conference calls can provide a very useful and timely method of communication when used properly. They are especially useful to augment existing reporting mechanisms (for example, WebEOC reports). Regularly scheduled conference calls can avoid an uncontrolled stream of information and requests from a variety of sources that can be disruptive to EOC activities. EOC personnel should anticipate participating in conference calls at regular intervals among the following:

- Federal Emergency Management Agency (FEMA) and key federal agencies, the State Operations Center (SOC) and key state agencies, and Regional Emergency Operations Centers (REOCs)
- REOCs and their respective Operational Areas
- Operational Areas and their respective cities and special districts
- DOCs

7.2 Interoperability Communication Plans

Refer to the San Mateo County Emergency Operations Plan Emergency Operations Center (EOC) Communications Directory Appendix. Revisions distributed in June and December.

7.2.1 Rules of Use

The following rules apply to the use of radio caches, shared channels, gateways, and shared systems.

- ✓ They must follow National Incident Management System (NIMS) principles.

- ✓ The designated Incident Commander (IC) may limit the interoperable channel to command level staff during emergency incidents with multiple agencies.
- ✓ Connectivity between agencies shall only be requested for working emergency incidents as defined by Interoperable Communications Policy Group.
- ✓ Agencies will identify themselves by agency name and designated call sign/radio designator.
- ✓ Person calling should identify who they are calling and themselves.
- ✓ All messages should be in plain language. Radio codes (9-, 10-, and 11-Codes), acronyms, and abbreviations should not be used. Additionally, it should be understood that plain words such as “help”, “assistance”, “repeat” and “backup” may have different operational meanings to different agencies. The word “help” should not be used alone unless in the context of a life-threatening situation. Requests for assistance or backup should clarify the reason for the request.
- ✓ Communications during an incident should be compliant with NIMS by using the NIMS identifier, (that is, operations, logistics, command, information, liaison) with the agency name and unit number.
- ✓ The requesting agency’s dispatcher should monitor the radio traffic between units and advise the control point when the patch can be deactivated.
- ✓ All encrypted radio users will be required to work in the “clear” mode.

7.3 Public Information

The City of Burlingame and Town of Hillsborough have several avenues to disseminate information to the public:

- The City of Burlingame and Town of Hillsborough have adopted the Bay Area Joint Information (JIS) Toolkits. These documents establish a regional consistent platform that is responsible for disseminating information to the public during a disaster. For more information, see the Emergency Public Information Operations Toolkit. The EPIT Leader will coordinate participation in the regional Joint Information Center (JIC)/Joint Field Office (JFO).
- SMC Alert is an emergency mass notification system that disseminates protective measures for San Mateo County residents and visitors, as well as for internal jurisdictional use for emergency incidents.
- The Bay Area Emergency Public Information Network, formed by many Bay Area Public Information Officers (PIOs), fosters increased coordination and collaboration among the PIOs in the region.
- Emergency Alert System (EAS) and the Emergency Digital Information System (EDIS), which can distribute messages from the National Weather Service (NWS); California State Warning Center (CSWS), the Law Enforcement Radio System, and other proprietary media.
- Telephone services such as 2-1-1 (operated by United Way of the Bay Area that provides non-emergency referrals to social services).
- Other media including internet websites, text messaging services, social media channels and technology are utilized to further reach people, including those with disabilities and others with access and functional needs.

SECTION 8 PLAN MAINTENANCE AND DISTRIBUTION

The Central County Fire Department is responsible for the overall maintenance (review and update) of this Emergency Operations Plan (EOP) and for ensuring that changes and revisions are prepared, coordinated, published, and distributed. The Emergency Support Function (ESF) annexes and the incident-specific annexes describe the department/agency responsible for those documents.

This EOP will be reviewed annually or post incident and updated based on deficiencies identified in simulated or actual use or due to organizational or technological changes. All changes shall be recorded by the receiving department or agency.

Revisions to the EOP will be forwarded to all departments/agencies with assigned responsibilities in the plan. Contact names and telephone numbers (that is, Emergency Operations Center [EOC] staff, departments or agencies, special facilities, schools, etc.) shall be maintained by Burlingame, Hillsborough and CCFD and available at the EOC.

An executive summary of this EOP is available to the public and can be found on the City/Town websites.

8.1 Plan Development

8.1.1 Emergency Operations Plan Revision Process

To maintain EOP capabilities and to be prepared for any emergency or disaster that may affect the City of Burlingame or Town of Hillsborough, CCFD developed and maintains a multiyear EOP plan revision strategy.

Table 8-1 provides a standardized list of activities necessary to monitor the dynamic elements of the EOP and the frequency of their occurrence.

Table 8-1: EOP Maintenance Standards

Activity	Tasks	Frequency
Plan update and certification	<ul style="list-style-type: none">Review entire plan for accuracy.Incorporate lessons learned and changes in policy and philosophy.Manage distribution.	Post HSEEP
Train new staff	<ul style="list-style-type: none">Conduct EOP training for new staff.	Semiannually, annually, or as needed
Orient new policy officials and senior leadership	<ul style="list-style-type: none">Brief officials on existence and concepts of the EOP.Brief officials of their responsibilities under the EOP.	Semiannually, annually, or as needed
Plan and conduct exercises	<ul style="list-style-type: none">Conduct internal EOP exercises.Conduct joint exercises with ESFs.Support and participate in state- and local-level exercises and events.	Semiannually, annually, or as needed

In addition, CCFD has a rolling EOP Maintenance Schedule that ensures that the entire EOP is updated on an annual basis throughout the year, shown in **Table 8-2**. The schedule provides a recommended timeframe for updating the base plan, ESFs, and incident-specific annexes. The entire plan must be revisited at least annually and whenever each annex is activated and/or exercised. The schedule provides a recommended timeframe for updating the base plan, ESFs, and incident-specific annexes.

Various components or the entire EOP may be revised out-of-schedule if a real or simulated incident has occurred and there are significant lessons learned that should be changed in the EOP or any of its supporting annexes. The EOP should also be changed to reflect changes in administration or to reflect new resources, training. Changes to phone numbers and contact information should be made throughout the year.

CCFD will schedule meetings with various departments and agencies as well as community groups to help facilitate the revision of the various components of this EOP.

Table 8-2 Emergency Operations Plan Maintenance Quarterly Schedule

Figure A-1	Figure A-1
Quarter 1 January - March	ESF #4 – Firefighting ESF #9 – Search and Rescue ESF #10 – Hazardous Materials ESF #8 – Public Health and Medical
Quarter 2 April - June	ESF #1 – Transportation ESF #13 – Law Enforcement ESF #16 – Evacuation ESF #2 – Communications
Quarter 3 July - September	ESF #5 - Emergency Management ESF #3 – Public Works and Engineering ESF #12 – Utilities ESF #14 – Recovery ESF #15 - Public Information
Quarter 4 October - December	ESF #6 – Mass Care and Shelter ESF #7 - Resources ESF #11 – Food, Agriculture, and Animal Services ESF#17 – Volunteer and Donations Management ESF #18 - Cybersecurity

8.1.2 Department Emergency Plans and Procedures

Each City/Town department/agency should develop or revise their own emergency plans and procedures to reflect the concepts described within this EOP. This revision should be done on an annual basis.

Additionally, City/Town departments/agencies should review this EOP, in particular sections that are directly related to the department/agency (for example, an ESF annex where the agency has a lead or supporting role) and provide feedback to CCFD.

SECTION 9 AUTHORITIES AND RESFERENCES

The following authorities form the basis for the organizational and planning principles presented in this Emergency Operations Plan (EOP).

The Burlingame/Hillsborough EOP will integrate with county, state, and federal emergency plans and programs to provide the most Effective and timely support as possible to the City of Burlingame/Town of Hillsborough communities in the event of major emergency or disaster.

City of Burlingame and Town of Hillsborough departments and agencies will develop appropriate plans and procedures to carry out the emergency responsibilities assigned to them in the EOP.

9.1 Local

City of Burlingame Municipal Code

Town of Hillsborough Municipal Code

Adopting the California Master Mutual Aid Agreement

Administration and Personnel

Buildings and Construction

Health and Safety

Adopting the San Mateo County Local Hazard Mitigation Plan as an Amendment to the Safety Element of the General Plan

9.2 San Mateo County

2.46.110 - Emergency plan.

(a) The San Mateo County Emergency Services Council shall be responsible for the development of the County of San Mateo Emergency Plan, which plan shall provide for the effective mobilization of all of the resources of this County, both public and private, to meet any condition constituting a local emergency, state of emergency, or state of war emergency; and shall provide for the organization, establishment and designation of divisions and services, the assignment of functions, powers and duties, and the designation of the staff of the emergency organization. Such plan shall take effect upon adoption by resolution of the Board of Supervisors and other local legislative agencies. (b) The County of San Mateo and the political subdivisions thereof, pursuant to the California Emergency Services Act, are designated an operational area. The operational area shall be organized and structured as provided by agreement between the governing bodies of the County and the cities therein.

(Ord. 4324, 08/15/06)

9.3 Regional

Regional Emergency Operations Centers (REOC): The Regional Level manages and coordinates information and resources among Operational Areas within the mutual aid region and also between the Operational Areas and the State Level. The Regional Level also coordinates overall State agency support for emergency response activities within the region.

9.4 State of California

- California Emergency Services Act (CA Gov. Code §8550 et seq.)
- Accessibility to Emergency Information and Services (CA Gov. Code §8593.3)
- Disaster Services Workers (California Labor Code, §3211.92)
- State of California Emergency Plan (SEP), State of California, Cal EMA, 2009
- California Disaster Assistance Act
- California Disaster and Civil Defense Master Mutual Aid Agreement
- Standardized Emergency Management System Regulations (19 California Code of Regulations [CCR] §2400-2450)
- Disaster Assistance Act Regulations (19 CCR §2900-2999.5)
- Local Emergency Prevention Measures for County Health Official: California Health and Safety Code §101040
- Orders and Regulations that may be selectively promulgated by the Governor during a State of Emergency
- Orders and Regulations that may be selectively promulgated by the Governor during a State of War Emergency

9.5 Federal

- Robert T. Stafford Emergency Disaster Relief and Emergency Assistance Act (42 U.S. Code [USC] §5121 et seq.) as amended
 - Federal Disaster Relief Regulations (44 Code of Federal Regulations [CFR] Part 206)
 - Homeland Security Presidential Directive 5: Management of Domestic Incidents, February 2003
 - Homeland Security Presidential Directive 21: Public Health and Medical Preparedness, October 2007
 - Presidential Policy Directive 8: National Preparedness, March 2011
 - National Response Plan, U.S. Department of Homeland Security, December 2004
 - National Response Framework, U.S. Department of Homeland Security, May 2013
 - Americans with Disabilities Act of 1990 (ADA) (42 USC §§ 12101-12213) as amended
 - Federal Civil Defense Act of 1950 (Public Law [PL] 81-950), as amended
- Disaster Relief Act of 1974 (PL 93-288) as amended

SECTION 10 GLOSSARY

All-Hazards: Describes all incidents, natural or human-caused, that warrant action to protect life, property, environment, and public health or safety and to minimize disruptions of government, social, or economic activities.

Emergency Management: The preparation for, the mitigation of, the response to, and the recovery from emergencies and disasters. Specific emergency management responsibilities include, but are not limited to the following:

- Reduction of vulnerability of people and communities to damage, injury, and loss of life and property resulting from natural, technological, or human-caused emergencies or hostile military or paramilitary action
- Preparation for prompt and efficient response and recovery to protect lives and property affected by emergencies
- Response to emergencies using all systems, plans, and resources necessary to preserve adequately the health, safety, and welfare of persons or property affected by the emergency
- Recovery from emergencies by providing for the rapid and orderly start of restoration and rehabilitation of persons and property affected by emergencies

Emergency Manager: Staff member who is in charge of emergency management and serves as the EOC Manager when the City of Burlingame/Town of Hillsborough EOC is activated.

Emergency Management Assistance Compact (EMAC): A congressionally ratified organization that provides form and structure to interstate mutual aid. Through EMAC, a disaster-affected state can request and receive assistance from other member states quickly and efficiently, resolving two key issues up front: liability and reimbursement.

Emergency Operations Center (EOC): A designated location from which centralized emergency management can be performed.

Emergency Operations Plan (EOP): Overview of City of Burlingame/Town of Hillsborough's emergency response organization and policies. It cites the legal authority for emergency operations, summarizes the situations addressed by the EOP, explains the general concept of operations, and assigns responsibilities for emergency planning and operations.

Emergency Support Function (ESF): A functional emergency management responsibility established to facilitate assistance required during mitigation, preparedness, response, and recovery to save lives, protect health and property, and maintain public safety.

ESF Assignment Matrix: Organizational grouping of all primary and supporting agencies with responsibilities for ESFs.

ESF Coordinating Agency: The ESF Coordinating Agency is the entity with management oversight for that particular ESF. The coordinator has ongoing responsibilities throughout the preparedness, response, and recovery phases of incident management. Responsibilities of the ESF Coordinating Agency include:

- Coordination before, during, and after an incident, including pre-incident planning and coordination
- Maintaining ongoing contact with ESF primary and support agencies
- Conducting periodic ESF meetings and conference calls

- Coordinating efforts with corresponding private-sector organizations
- Coordinating ESF activities relating to catastrophic incident planning and critical infrastructure preparedness, as appropriate

ESF Primary Agency: Agency assigned primary responsibility to manage and coordinate a specific ESF. Primary agencies are designated based on their having the most authorities, resources, capabilities or expertise relative to accomplishment of the specific emergency support function.

ESF Supporting Agency: Entities with specific capabilities or resources that support the primary agency in executing the mission of the ESF.

Federal Emergency Management Agency (FEMA): Agency of the U.S. government tasked with disaster mitigation, preparedness, response, and recovery planning.

Finance and Administration Section: EOC section responsible for tracking incident costs and reimbursement accounting.

Homeland Security Exercise Evaluation Program (HSEEP): A set of guiding principles for exercise programs, as well as a common approach to exercise program management, design and development, conduct, evaluation, and improvement planning.

Homeland Security Presidential Directive (HSPD) 5: Enhances the ability of the United States to manage domestic incidents by establishing a single, comprehensive National Incident Management System.

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.

Joint Information Center (JIC): The primary location for the coordination of media relations located in or near the emergency operations center.

Joint Information System (JIS): Provides the public with timely and accurate incident information and unified public messages. This system employs Joint Information Centers and brings incident communicators together during an incident to develop, coordinate, and deliver a unified message. This will ensure that federal, state, and local levels of government are releasing the same information during an incident.

Local Government: local agencies as defined in Government Code §8680.2 and special districts defined in California Code of Regulations, Title 19, §2900(y). **Local Nonprofits:** Nonprofit agencies active in providing local community services that can either provide assistance during an emergency or would require assistance to continue providing their service to the community. The American Red Cross is an example of a local nonprofit under this category.

Logistics Section: EOC section that provides facilities, services, and materials, including personnel to operate the requested equipment for the incident support.

National Incident Management System (NIMS): A systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents,

regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment.

National Response Framework (NRF): The guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies. It establishes a comprehensive, national, all-hazards approach to domestic incident response.

Operations Section: EOC section that directs and coordinates all operations and assists the Director of OES in development of incident operations.

Planning and Intelligence Section: EOC section responsible for the collection, evaluation, dissemination, and use of information about the development of the incident and status of resources.

Policy Group: Consists of executive decision-makers that are needed to collaborate to manage the consequences of the disaster. This group makes critical strategic decisions to manage the emergency.

Public Information: Emergency information that is gathered, prepared, and coordinated for dissemination during a disaster or major event.

Safety/Security: Safety/security is monitored, and measures are developed for ensuring a safe and secure environment in which to run emergency operations.

State Liaison: Individual appointed by the California Governor's Office of Emergency Services (Cal OES) to act as liaison during emergency periods to coordinate state actions for providing Effective coordination and communications during the event.

Standard Operating Procedures (SOPs): States in general terms what the guideline is expected to accomplish.

SECTION 11 LIST OF ABBREVIATIONS AND ACRONYMS

AAR	After Action Report
ABAG	Association of Bay Area Governments
ACAMS	Automated Critical Asset Management System
ARES	Amateur Radio Emergency Services
ARC	American Red Cross
BART	Bay Area Rapid Transit
C-MIST	Communication, Medical, Independence Maintenance, Supervision, and Transportation
CAA	Critical Asset Assessments
CAISO	California Independent System Operator
CalEPA	California Environmental Protection Agency
Cal OES	California Governor's Office of Emergency Services
CDC	Centers for Disease Control
CDAA	California Disaster Assistance Act
CISN	California Integrated Seismic Network
CI/KR	Critical Infrastructure and Key Resources
CESRS	California Emergency Services Radio System
CLETS	California Law Enforcement Emergency Transmittal System
CMS	Consumable Medical Supplies
COOP	Continuity of Operations
CONOPS	Concept of Operations
CUPA	Certified Unified Program Agency
CSWC	California State Warning Center
CUEA	California Utilities Emergency Association
DHS	Department of Homeland Security
DME	Durable Medical Equipment
DOC	Department Operations Center
DRF	Disaster Recovery Framework

BURLINGAME/HILLSBOROUGH EMERGENCY OPERATIONS PLAN

DSW	Disaster Service Worker
DTSC	California Department of Toxic Substances Control
EAS	Emergency Alert System
EBMUD	East Bay Municipal Utility District
EDIS	Emergency Digital Information System
E-FNC	Emergency Support Functional Needs Coordinator
EIDL	Economic Injury Disaster Loan
EMAC	Emergency Management Assistance Compact
EMMA	Emergency Management Mutual Aid
EMS	Emergency Medical Services
EMSA	California Emergency Medical Services Authority
EMSD	Emergency Management Services Division
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPIO	Emergency Public Information Office
EPIT	Emergency Public Information Team
ESA	California Emergency Services Act
ESF	Emergency Support Function
FAST	Functional Assessment Service Team
FBI	Federal Bureau of Investigation
FDC	Fire Dispatch Center
FEMA	Federal Emergency Management Agency
FOUO	For Official Use Only
GETS	Government Emergency Telecommunications Service
GIS	Geographic Information Systems
HHS	Department of Health and Human Services
HSPD	Homeland Security Presidential Directive
HSEEP	Homeland Security Exercise Evaluation Program
IAP	Incident Action Plan

BURLINGAME/HILLSBOROUGH EMERGENCY OPERATIONS PLAN

IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IDE	Initial Damage Estimate
IMAT	Incident Management Assistance Team
IND	Improvised Nuclear Device
ITD	Information Technology Department
JFO	Joint Field Office
JIC	Joint Information Center
LDRM	Local Disaster Recovery Manager
LHMP	Local Hazard Mitigation Plan
LTRO	Long-Term Recovery Organization
MAC	Multi-Agency Coordination
MACS	Multi-Agency Coordination System
MHOAC	Medical Health Operational Area Coordinator
MMAA	Master Mutual Aid Agreement
MOA	Memoranda of Agreement
MOU	Memoranda of Understanding
NCRIC	Northern California Regional Intelligence Center
NDRF	National Disaster Recovery Framework
NIMS	National Incident Management System
NIPP	National Infrastructure Protection Plan
NRF	National Response Framework
NWS	National Weather Service
OES	Office of Emergency Services
PCII	Protected Critical Infrastructure Information
PDA	Preliminary Damage Assessment
PDC	Police Dispatch Center
PIO	Public Information Officer

BURLINGAME/HILLSBOROUGH EMERGENCY OPERATIONS PLAN

PW	Public Works Department
RACES	Radio Amateur Civil Emergency Services
RDD	Radiological Dispersal Devices
RECP	Regional Emergency Coordination Plan
REOC	Regional Emergency Operations Center
RRCC	Regional Response Coordination Center
RSF	Recovery Support Function
RTTAC	Regional Terrorism Threat Assessment Centers
SAR	Search and Rescue
SBA	Small Business Administration
S-FNC	Shelter Functional Needs Coordinator
SEMS	Standardized Emergency Management System
SEP	California State Emergency Plan
SMS	Short Message Service
SOC	State Operations Center
SSI	Security Sensitive Information
STTAC	State Terrorism Threat Assessment Center
STTAS	State Terrorism Threat Assessment System
TICP	Tactical Interoperable Communications Plan
TLO	Terrorism Liaison Officers
UASI	Urban Area Security Initiative
UC	Unified Command
UCP	Unified Command Post
USGS	United States Geological Survey
VOAD	Voluntary Organizations Active in Disaster
WUI	Wildland-Urban Interface

Appendix A SAMPLE PROCLAMATION OF LOCAL EMERGENCY and CITY COUNCIL RESOLUTION

SAMPLE PROCLAMATION

WHEREAS, Ordinance No. _____ of the City/County of _____ empowers the Director of Emergency Services* to proclaim the existence or threatened existence of a local emergency when said City/County is affected or likely to be affected by a public calamity and the City Council/County Board of Supervisors is not in session, and;

WHEREAS, the Director of Emergency Services* of the City/County of _____ does hereby find; that conditions of extreme peril to the safety of persons and property have arisen within said city/county, caused by _____ (fire, flood, storm, mudslides, torrential rain, wind, earthquake, drought, or other causes); which began on the _____th day of _____, 20____. and;

That these conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of said City/County, and;

That the City Council/County Board of Supervisors of the City/County of _____ is not in session and cannot immediately be called into session;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists throughout said City/County, and;

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the emergency organization of this City/County shall be those prescribed by state law, by ordinances, and resolutions of this City/County; and that this emergency proclamation shall expire 7 days after issuance unless confirmed and ratified by the governing body of the City/County of _____.

Dated: _____ By: _____
Director of Emergency Services*

Print Name _____

Address _____

**Insert appropriate title and governing body*

Note: Local governments should provide a description of the local efforts and identification of the specific type and extent of state emergency assistance needed.

Note: It may not be necessary for a city to proclaim a local emergency if the county has already proclaimed an emergency that applies to the entire geographic county area or for a specific area that includes the impacted city or cities.

This guide is not intended to be a legal opinion on the emergency proclamation process and related programs under federal, state, and local law. Local governments should consult their own legal counsel when considering proclaiming a local state of emergency.

Appendix B

CAL OES GUIDE TO PROCLAMATION OF LOCAL EMERGENCY

EMERGENCY PROCLAMATIONS

A quick reference guide for Local Government



March 2014

General Information about Local Emergency Proclamations

Definition of Local Emergency: "[T]he duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation 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, which are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of other political subdivisions to combat . . ." (California Government Code (Govt. Code) section 8558 (c)).

Issued by (Govt. Code section 8630(a)):

- Governing body of a city, county, or city and county, or
- An official designated by an ordinance adopted by that governing body (e.g., police/fire chief, director of emergency services).

Purpose (Govt. Code sections 8625 and 8634):

- Authorizes the promulgation of orders and regulations necessary to protect life and property (e.g., special purchasing or emergency contracting).
- Describes the circumstances that exist that may support the need for issuance of a State of Emergency Proclamation and/or Executive Order.
- Supports request for a Director's Concurrence, Governor's Proclamation of a State of Emergency, Executive Order, California Disaster Assistance Act (CDAA) funding, and/or a Presidential Declaration of an Emergency or Major Disaster.*

Deadlines:

- Issuance: Within 10 days after the actual occurrence of a disaster if assistance will be requested through CDAA (Govt. Code section 8685.2).
- Ratification: If issued by official designated by ordinance, must be ratified by governing body within 7 days (Govt. Code section 8630(b)).
- Renewal: Reviewed at least once every 30 days by the governing body until terminated (Govt. Code section 8630(c)).
- Termination: At the earliest possible date that conditions warrant (Govt. Code section 8630(d)).

Notification Process (consistent with the Standardized Emergency Management System (Govt. Code section 8607)):

- Local governments should notify the Operational Area (OA) and provide a copy of the local emergency proclamation as soon as possible.
- OA shall notify Cal OES and provide a copy of the proclamation as soon as possible.
- Cal OES Region will ensure notification to the Cal OES Director and Deputy Directors, and shall be the primary contact between the Cal OES Director, OA, and the local jurisdiction for updates on any requests for assistance.
- Cal OES Director will respond in writing to the local government concerning the status of any requests for assistance included within the local proclamation or accompanying letter.

***Please note:**

When a local government requests a Gubernatorial State of Emergency Proclamation, Director's Concurrence, and/or California Disaster Assistance Act funding, local government should provide information describing local response efforts and identify the specific type and extent of state emergency assistance needed, including regulatory waivers necessary to facilitate the protection of life and property during response efforts.

A local emergency proclamation and/or Governor's proclamation is not a prerequisite for mutual aid assistance, Red Cross assistance, the federal Fire Management Assistance Grant Program, or disaster loan programs designated by the U.S. Small Business Administration or the U.S. Department of Agriculture.

Levels of Disaster Assistance

Director's Concurrence:

Purpose: CDAA authorizes the Cal OES Director, at his or her discretion, to provide financial assistance to repair and restore damaged public facilities and infrastructure.

Deadline: Cal OES must receive a request from local government within 10 days after the actual occurrence of a disaster (Govt. Code section 8685.2).

Supporting Information: Local Emergency Proclamation, Initial Damage Estimate (IDE) prepared in "CalEOC," and a request from the City Mayor or Administrative Officer, or County Board of Supervisors.

Governor's Proclamation of State of Emergency:

Purpose: Provides the Governor with powers authorized by the Emergency Services Act; may authorize the Cal OES Director to provide financial relief under the California Disaster Assistance Act for emergency actions, restoration of public facilities and infrastructure, and hazard mitigation; prerequisite when requesting federal declaration of a major disaster or emergency.

Deadline: Cal OES must receive a request from local government within 10 days after the actual occurrence of a disaster (Govt. Code section 8685.2).

Supporting Information: Local Emergency Proclamation, IDE prepared in "CalEOC," and a request from the City Mayor or Administrative Officer, or County Board of Supervisors.

Presidential Declaration of an Emergency:

Purpose: Supports response activities of the federal, state and local government; authorizes federal agencies to provide "essential" assistance including debris removal, temporary housing and the distribution of medicine, food, and other consumable supplies.

Deadline: Governor must request on behalf of local government within 5 days after the need for federal emergency assistance becomes apparent, but no longer than 30 days after the occurrence of the incident (Title 44 of the Code of Federal Regulations (44 CFR) section 206.35(a)).

Supporting Information: All of the supporting information required above and a Governor's Proclamation, certification by the Governor that the effective response is beyond the capability of the state, confirmation that the Governor has executed the state's emergency plan, information describing the state and local efforts, and identification of the specific type and extent of federal emergency assistance needed.

Presidential Declaration of a Major Disaster:

Purpose: Supports response and recovery activities of the federal, state, and local government and disaster relief organizations; authorizes implementation of some or all federal recovery programs including public assistance, individual assistance and hazard mitigation.

Deadline: Governor must request federal declaration of a major disaster within 30 days of the occurrence of the incident (44 CFR section 206.36(a)).

Supporting Information: All of the supporting information required above, a Governor's Proclamation, certification by the Governor that the effective response is beyond the capability of the state, confirmation that the Governor has executed the state's emergency plan, and identification of the specific type and extent of federal aid required.

Appendix C

CONTINUITY OF GOVERNMENT

Purpose

A major disaster or an enemy attack could result in great loss of life and property, including the death or injury of key government officials. At the same time, there could be 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 major disaster, law and order must be preserved and essential government services must be maintained. To this end, it is particularly essential that local units of government continue to function.

Applicable portions of the California Government Code and the State Constitution (cited in the next paragraphs) 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 (preparedness, response, recovery, and mitigation). Under California's concept of mutual aid, local officials remain in control of their jurisdiction's emergency operations while others may provide additional resources upon request. A key aspect of this control is the ability to communicate official requests, situation reports, and emergency information throughout any disaster.

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. 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.

Article 15 also outlines procedures to ensure continued functioning of political subdivisions in the event the governing body, including standby officers, is unavailable to serve.

Lines of Succession for Officials Charged with Discharging Emergency Responsibilities

The first step in assuring continuity of government is to have personnel who are authorized and prepared to carry out emergency actions for government in the event of a natural, technological, or national security disaster.

Article 15, Section 8638 of the Emergency Services Act authorizes governing bodies to designate and appoint three standby officers for each member of the governing body.

Article 15, Section 8637 of the Emergency Services Act authorizes political subdivisions to provide for the succession of officers (department heads) having duties related to law and order and/or health and safety.

Article 15, Section 8643 Emergency Services Act describes the duties of a governing body during emergencies as follows:

- Ascertain the damage to the jurisdiction and its personnel and property
- Reconstitute itself and any subdivisions
- Perform functions in preserving law and order and furnishing local service

Essential Facilities-Alternate Government Facilities

In the event an alternate location is needed to perform the day-to-day governmental functions, staff will be notified to report to an identified governmental facility location where those functions can be carried out.

Preservation of Vital Records

In both Burlingame and Hillsborough, the City Clerks are 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.
- Records of this type include utility system maps, locations of emergency supplies and equipment, emergency operations plan and procedures, personnel rosters, etc.
- Re-establish normal governmental functions and protect the rights and interests of government: constitutions and charters, statutes and ordinances, court records, official proceedings and financial records.

Each department within the county and the cities/towns should identify, maintain and protect its own essential records.

Disaster Service Workers (DSW)

The Disaster Service Worker (DSW) Volunteer Program was created as the result of legislation to provide workers' compensation benefits to registered Disaster Service Worker (DSW) volunteers who are injured while participating in authorized disaster-related activities, including pre-approved training. Disaster service, as defined for the Program, is designed to aid in the response and recovery phases in a disaster or emergency. It does not include the day-to-day emergency response activities typically associated with, for example, law enforcement, fire services or emergency medical services. The Program also provides limited immunity from liability.

- All public employees are included in the disaster service worker status which includes persons employed by any county, city, state agency or public district.
- Any public employees performing duties as a disaster service worker shall be considered to be acting within the scope of disaster service duties while assisting any unit of the organization or performing any act contributing to the protection of life or property or mitigating the effects of an emergency.
- Public employees are assigned disaster service activities by their superiors or by law to assist the agency in carrying out its responsibilities during times of disaster.
- Before accepting the duties of employment, all public employees take and subscribe to the oath or affirmation set forth in the California Constitution, which declares them to be disaster service workers in time of need.
- Most public employees sign the oath or affirmation during the hiring process, and it is kept with the employer.
- Public employees acting as disaster service workers get paid only if they have taken and subscribed to the oath or affirmation.
- Public employee disaster service workers for nonprofit organizations and government cannot be held liable for their actions during a disaster while acting within the scope of their responsibilities.
- Claims sustained by public employees while performing disaster services shall be filed as worker compensation claims under the same authorities and guidelines as all employees within their agency.




ANNEXES




EOC Section Position Checklists





Included EOC Section Position Checklists:

- Management
 - ✓ Director of Emergency Services
 - ✓ Emergency Manager
 - ✓ Legal Officer
 - ✓ Liaison Officer
 - ✓ Public Information Officer
 - ✓ Safety Officer
- Operations
 - ✓ Operations Section Chief
- Planning and Intelligence
 - ✓ Planning and Intelligence Section Chief
- Logistics
 - ✓ Logistics Section Chief
- Finance and Administration
 - ✓ Finance and Administration Section Chief



*For all EOC positions checklists refer to Burlingame/Hillsborough EOC Position Guidebook







MANAGEMENT- DIRECTOR OF EMERGENCY SERVICES JOB AID														
SECTION OVERVIEW		<p>SECTION IS RESPONSIBLE FOR OVERALL EMERGENCY POLICY AND COORDINATION.</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none">• Overall manage and coordinate emergency response and recovery operations• Oversee and manage all Sections in the EOC• Coordinate and liaison with appropriate federal, state, local government, private and volunteer entities• Establish priorities and resolve demand conflicts• Prepare and disseminate emergency public information, other essential information and data about impacts and damage												
POSITION OVERVIEW		Overall responsibility and authority for the operation of the EOC. Will assure EOC is staffed and operated at a level commensurate with the emergency.												
REPORT	TO	<p>LOCAL GOVERNMENT CITY COUNCIL or DESIGNEE</p> <p>OPERATIONAL AREA BOARD OF SUPERVISORS or DESIGNEE</p> <p>REGIONAL OES REGION ADMINISTRATOR or DESIGNEE</p> <p>STATE OES DIRECTOR or DESIGNEE</p>												
	TO ME	<table><tr><td>GENERAL STAFF</td><td>MANAGEMENT STAFF</td></tr><tr><td>— Operations Section Coordinator</td><td>— EOC Coordinator</td></tr><tr><td>— Planning & Intelligence Section Coordinator</td><td>— Public Information Officer</td></tr><tr><td>— Logistics Section Coordinator</td><td>— Legal Officer</td></tr><tr><td>— Finance & Administration Section Coordinator</td><td>— Liaison Officer</td></tr><tr><td></td><td>— Safety Officer</td></tr></table>	GENERAL STAFF	MANAGEMENT STAFF	— Operations Section Coordinator	— EOC Coordinator	— Planning & Intelligence Section Coordinator	— Public Information Officer	— Logistics Section Coordinator	— Legal Officer	— Finance & Administration Section Coordinator	— Liaison Officer		— Safety Officer
GENERAL STAFF	MANAGEMENT STAFF													
— Operations Section Coordinator	— EOC Coordinator													
— Planning & Intelligence Section Coordinator	— Public Information Officer													
— Logistics Section Coordinator	— Legal Officer													
— Finance & Administration Section Coordinator	— Liaison Officer													
	— Safety Officer													
PLANS & REPORTS		<p>EOC ACTION PLAN REVIEW + APPROVAL</p> <p>ADVANCE PLAN(S) REVIEW + APPROVAL</p> <p>DEMOBILIZATION PLAN REVIEW + APPROVAL</p> <p>PRESS RELEASES REVIEW + APPROVAL</p> <p>REPORTS REVIEW + APPROVAL</p> <p>SITUATION STATUS REPORT REVIEW + APPROVAL</p>												







<p>FORMS & GUIDES</p>		<p>FORMS</p> <ul style="list-style-type: none"> • POSITION JOB AID • PROCLAMATION RESOLUTION • ICS-201 INCIDENT BRIEFING • ICS-202 INCIDENT OBJECTIVES • ICS-205A COMMUNICATION LIST • ICS-207 INCIDENT ORGANIZATION CHART • ICS-208 SAFETY MESSAGE • ICS-211 CHECK-IN LIST • ICS-213 MESSAGE FORM • ICS-214 ACTIVITY LOG • ICS-215 A SAFETY ANALYSIS • ICS-221 DEMOBILIZATION CHECK OUT • ICS-226 FOR PROFESSIONAL DEVELOPMENT CREDENTIALING • ICS-227 CLAIMS LOG • ICS-230 DAILY MEETING SCHEDULE • MEDIA BRIEFING SESSION • MEDIA CALL • PUBLIC CALL • PRESS RELEASE • DISASTER ASSISTANCE DIRECTORY <p>GUIDES</p> <ul style="list-style-type: none"> • PLANNING “P” • RECOVERY PLAN / PROJECT MANAGEMENT
<p>TECHNOLOGY</p>		<ul style="list-style-type: none"> • LAPTOP • PHONE (DESK OR CELL) • PRINTER(S) • FAX MACHINES • CALCULATOR(S) • PROJECTOR
<p>RESOURCES</p>		<ul style="list-style-type: none"> • WORKSTATION • POSITION BINDER (CAN BE VIRTUAL) • WebEOC • EMERGENCY OPERATIONS PLAN (EOP) AND ANNEXES • VEST • OFFICE SUPPLIES







MANAGEMENT - EOC MANAGER JOB AID		
SECTION OVERVIEW		<p>SECTION IS RESPONSIBLE FOR OVERALL EMERGENCY POLICY AND COORDINATION.</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> • Overall manage and coordinate emergency response and recovery operations • Oversee and manage all Sections in the EOC • Coordinate and liaison with appropriate federal, state, local government, private and volunteer entities • Establish priorities and resolve demand conflicts • Prepare and disseminate emergency public information, other essential information and data about impacts and damage
POSITION OVERVIEW		The EOC Coordinator assists and serves as an advisor to the Director of Emergency Services and General Staff as needed. Oversees the overall functioning of the emergency operations center.
REPORT	TO	MANAGEMENT DIRECTOR OF EMERGENCY SERVICES
PLANS & REPORTS		<p>YOUR POSITION MAY REQUIRE USING ALL PLANS & REPORTS. PLANS & REPORTS MENTIONED IN THIS JOB AID:</p> <p>EOC ACTION PLAN REVIEW + ASSIST</p> <p>ADVANCE PLAN(S) REVIEW + ASSIST</p> <p>DEMOBILIZATION PLAN REVIEW + ASSIST</p> <p>PRESS RELEASES REVIEW + ASSIST</p> <p>REPORTS REVIEW + ASSIST</p> <p>SITUATION STATUS DEVELOP</p>
FORMS & GUIDES		<p>YOUR POSITION MAY REQUIRE USING ALL FORMS & GUIDES. FORMS & GUIDES MENTIONED IN THIS JOB AID:</p> <ul style="list-style-type: none"> • POSITION JOB AID • PROCLAMATION RESOLUTION • ICS-202 INCIDENT OBJECTIVES • ICS-205A COMMUNICATIONS LIST • ICS-207 INCIDENT ORGANIZATION CHARTICS-205A COMMUNICATION LIST • ICS-209 INCIDENT STATUS SUMMARY • ICS-211 CHECK-IN LIST • ICS-213 MESSAGE FORM • ICS-214 ACTIVITY LOGICS 221 DEMOBILIZATION CHECK OUT • ICS-226 FOR PROFESSIONAL DEVELOPMENT CREDENTIALINGMEDIA BRIEFING SESSION • PRESS RELEASE <p>GUIDES</p> <ul style="list-style-type: none"> • PLANNING "P" • LEGAL AUTHORITIES







BURLINGAME/HILLSBOROUGH EMERGENCY OPERATIONS PLAN

TECHNOLOGY		<ul style="list-style-type: none">• LAPTOP• PHONE (DESK OR CELL)• PRINTER(S)• FAX MACHINES• PROJECTOR
RESOURCES		<ul style="list-style-type: none">• WORKSTATION• POSITION BINDER (CAN BE VIRTUAL)• WebEOC• EMERGENCY OPERATIONS PLAN (EOP) AND ANNEXES• VEST• OFFICE SUPPLIES




MANAGEMENT – LEGAL OFFICER JOB AID		
SECTION OVERVIEW		<p>SECTION IS RESPONSIBLE FOR OVERALL EMERGENCY POLICY AND COORDINATION.</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> • Overall manage and coordinate emergency response and recovery operations • Oversee and manage all Sections in the EOC. • Coordinate and liaison with appropriate federal, state, local government, private and volunteer entities • Establish priorities and resolve demand conflicts • Prepare and disseminate emergency public information, other essential information and data about impacts and damage
POSITION OVERVIEW		<p>Provides legal counsel to the Director of Emergency Services and all City / Agency Staff in legal matters pertaining to emergency response and recovery. Assists in the preparation of proclamations, ordinances, and other legal documents; and maintains the City's / Agency's legal records and reports.</p>
REPORT	TO	MANAGEMENT DIRECTOR OF EMERGENCY SERVICES
PLANS & REPORTS		<p>SHARES WITH RELEVANT STAKEHOLDERS. DRAFTS AND DEVELOPS PLANS AS NEEDED.</p> <p>EOC ACTION PLAN SUPPORT DEVELOPMENT</p> <p>LOCAL GOVERNMENT AFTER ACTION REPORT CONTRIBUTE AS NEEDED</p>
FORMS & GUIDES		<p>FORMS</p> <ul style="list-style-type: none"> • POSITION JOB AID • PROCLAMATION RESOLUTION ICS-205A COMMUNICATION LIST • ICS-205A COMMUNICATION LISTICS-211 CHECK-IN LIST • ICS-213 MESSAGE FORM • ICS-214 ACTIVITY LOGSIS • ICS-221 DEMOBILIZATION CHECK OUT • ICS-226 FOR PROFESSIONAL DEVELOPMENT CREDENTIALING <p>GUIDES</p> <ul style="list-style-type: none"> • LEGAL AUTHORITIES GUIDE • PROCLAMATION HANDBOOK
TECHNOLOGY		<ul style="list-style-type: none"> • LAPTOP • PHONE (DESK OR CELL) • PRINTER(S) • FAX MACHINES • PROJECTOR
RESOURCES		<ul style="list-style-type: none"> • WORKSTATION • POSITION BINDER (CAN BE VIRTUAL) • WebEOC • EMERGENCY OPERATIONS PLAN (EOP) AND ANNEXES • VEST • OFFICE SUPPLIES

MANAGEMENT – LIAISON OFFICER JOB AID		
SECTION OVERVIEW		<p>SECTION IS RESPONSIBLE FOR OVERALL EMERGENCY POLICY AND COORDINATION.</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> • Overall manage and coordinate emergency response and recovery operations • Oversee and manage all Sections in the EOC • Coordinate and liaison with appropriate federal, state, local government, private and volunteer entities • Establish priorities and resolve demand conflicts • Prepare and disseminate emergency public information, other essential information and data about impacts and damage
POSITION OVERVIEW		Responsible for serving as the point of contact to all internal and external individuals, organizations, agencies and customers. Oversees all special events, dignitary visits and field liaison positions
REPORT	TO	MANAGEMENT DIRECTOR OF EMERGENCY SERVICES
PLANS & REPORTS		<p>SHARES WITH RELEVANT STAKEHOLDERS. NOT RESPONSIBLE FOR DEVELOPMENT.</p> <p>EOC ACTION PLAN ASSIST WITH DISTRIBUTION SITUATION STATUS REPORT ASSIST WITH DISTRIBUTION LOCAL GOVERNMENT AFTER ACTION REPORT CONTRIBUTE AS NEEDED</p>
FORMS		<p>FORMS</p> <ul style="list-style-type: none"> • POSITION JOB AID • PROCLAMATION RESOLUTION • ICS-205A COMMUNICATION LISTICS-205A COMMUNICATION LIST • ICS-209 INCIDENT STATUS SUMMARY • ICS-211 CHECK-IN LIST • ICS-213 MESSAGE FORM • ICS-214 ACTIVITY LOG • ICS-226 FOR PROFESSIONAL DEVELOPMENT CREDENTIALINGICS 221 DEMOBILIZATION CHECK OUT
TECHNOLOGY		<ul style="list-style-type: none"> • LAPTOP • PHONE (DESK OR CELL) • PRINTER(S) • FAX MACHINES • PROJECTOR
RESOURCES		<ul style="list-style-type: none"> • WORKSTATION • POSITION BINDER (CAN BE VIRTUAL) • WebEOC • EMERGENCY OPERATIONS PLAN (EOP) AND ANNEXES • VEST • OFFICE SUPPLIES


SECTION OVERVIEW		<p>SECTION IS RESPONSIBLE FOR OVERALL EMERGENCY POLICY AND COORDINATION.</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> • Overall manage and coordinate emergency response and recovery operations • Oversee and manage all Sections in the EOC. • Coordinate and liaison with appropriate federal, state, local government, private and volunteer entities • Establish priorities and resolve demand conflicts • Prepare and disseminate emergency public information, other essential information and data about impacts and damage
POSITION OVERVIEW		Responsible for providing news and information on the emergency / disaster to the media, the public, all departments and required agencies.
REPORT	TO	MANAGEMENT DIRECTOR OF EMERGENCY SERVICES
PLANS & REPORTS		<p>PRESS RELEASES DEVELOPS</p> <p>EOC ACTION PLAN SUPPORT DEVELOPMENT</p> <p>LOCAL GOVERNMENT AFTER ACTION REPORT CONTRIBUTE AS NEEDED</p>
FORMS & GUIDES		<p>FORMS</p> <ul style="list-style-type: none"> • POSITION JOB AID • MEDIA BRIEFING SCHEDULE • MEDIA CALL • PUBLIC CALL • PRESS RELEASE • ICS-205A COMMUNICATION LIST • ICS-208 SAFETY MESSAGE • ICS-211 CHECK-IN LIST • ICS-213 MESSAGE FORM • ICS-214 ACTIVITY LOGICS • 221 DEMOBILIZATION CHECK OUT • ICS-226 FOR PROFESSIONAL DEVELOPMENT CREDENTIALING <p>GUIDES</p> <ul style="list-style-type: none"> • MEDIA CENTER/JOINT INFORMATION CENTER • EMERGENCY ALERT SYSTEM NOTIFICATIONS
TECHNOLOGY		<ul style="list-style-type: none"> • LAPTOP • PHONE (DESK OR CELL) • PRINTER(S) • FAX MACHINES • PROJECTOR
RESOURCES		<ul style="list-style-type: none"> • WORKSTATION/VEST/OFFICE SUPPLIES • POSITION BINDER (CAN BE VIRTUAL) • WebEOC • EMERGENCY OPERATIONS PLAN (EOP) AND ANNEXES




MANAGEMENT – SAFETY OFFICER JOB AID		
SECTION OVERVIEW		<p>SECTION IS RESPONSIBLE FOR OVERALL EMERGENCY POLICY AND COORDINATION.</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> • Overall manage and coordinate emergency response and recovery operations • Oversee and manage all Sections in the EOC • Coordinate and liaison with appropriate federal, state, local government, private and volunteer entities • Establish priorities and resolve demand conflicts • Prepare and disseminate emergency public information, other essential information and data about impacts and damage
POSITION OVERVIEW		Responsible for identifying and mitigating safety hazards and situations of potential City / Agency liability during EOC operations. Ensures that all facilities used in support of EOC operations have safe operating conditions (building, parking lots, etc.).
REPORT	TO	MANAGEMENT DIRECTOR OF EMERGENCY SERVICES
PLANS & REPORTS		<p>EOC ACTION PLAN PROVIDES INPUT</p> <p>ADVANCE PLANS + REPORTS (DEMO, RECOVERY ETC.) PROVIDES INPUT</p> <p>SITE SAFETY PLAN UPDATE AS NEEDED</p> <p>LOCAL GOVERNMENT AFTER ACTION REPORT CONTRIBUTE AS NEEDED</p>
FORMS		<p>FORMS</p> <ul style="list-style-type: none"> • POSITION JOB AID • ICS-205A COMMUNICATION LIST • ICS-208 SAFETY MESSAGE ICS-205A COMMUNICATION LIST ICS-211 CHECK-IN LIST • ICS-213 MESSAGE FORM • ICS-214 ACTIVITY LOG • ICS-215A SAFETY ANALYSIS • ICS 221 DEMOBILIZATION CHECK OUT • ICS-226 FOR PROFESSIONAL DEVELOPMENT CREDENTIALING
TECHNOLOGY		<ul style="list-style-type: none"> • LAPTOP • PHONE (DESK OR CELL) • PRINTER(S) • FAX MACHINES • PROJECTOR
RESOURCES		<ul style="list-style-type: none"> • WORKSTATION • POSITION BINDER (CAN BE VIRTUAL) • WebEOC • EMERGENCY OPERATIONS PLAN (EOP) AND ANNEXES • VEST • OFFICE SUPPLIES

175 OPERATIONS – SECTION CHIEF JOB AID





SECTION OVERVIEW		<p>SECTION IS PRIMARILY RESPONSIBLE FOR MANAGING THE OPERATIONS OF VARIOUS RESPONSE ELEMENTS INVOLVED IN THE DISASTER/EMERGENCY</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> • Fire: Fire/Rescue, Hazardous Materials, Emergency Medical Services, Environmental Preservation • Law: Coroner, Law Enforcement, Investigations, Security • Care & Shelter: Care and Shelter • Public Works: Street, Traffic, Utilities, Solid Waste, Wastewater, Parking, Facility and Vehicle Maintenance • Construction & Engineering: Building Safety, Building Damage, and Safe Access
POSITION OVERVIEW		Responsible for the management and coordination of all EOC related operational functions. The Operations Section Coordinator will ensure, based on the emergency, that all necessary operational functions have been activated and are appropriately staffed
REPORT	TO	MANAGEMENT DIRECTOR OF EMERGENCY SERVICES
	TO ME	<p>STAFF</p> <ul style="list-style-type: none"> • Fire Branch • Law Branch • Public Works Branch • Care & Shelter Unit • Damage/Safety Assessment Unit <p>SUBSECTIONS</p> <ul style="list-style-type: none"> • Medical/Health Unit • CERT Coordinator • Utilities Unit • Construction & Engineering Unit • Debris Management Unit
PLANS & REPORTS		<p>EOC ACTION PLAN SUPPORTS DEVELOPMENT</p> <p>LOCAL GOVERNMENT AFTER ACTION REPORT SUPPORT DEVELOPMENT</p> <p>MULTIPLE STATUS REPORTS DEVELOP + DISTRIBUTE</p> <p>DEBRIS MANAGEMENT PLAN DEVELOP + IMPLEMENT</p>
FORMS		<ul style="list-style-type: none"> • POSITION JOBAID • RESOURCE REQUEST • ICS-202 • ICS-205A COMMUNICATION LIST • ICS-209 INCIDENT STATUS SUMMARY • ICS-211 CHECK-IN LIST • ICS-213 MESSAGE FORM • ICS-213RR RESOURCE REQUEST • ICS-214 ACTIVITY LOG • ICS-215 OPERATIONAL PLANNING WORKSHEET • ICS-226 FOR PROFESSIONAL DEVELOPMENT CREDENTIALING • WINDSHIELD SURVEY • INITIAL DAMAGE ESTIMATE
TECHNOLOGY		<ul style="list-style-type: none"> • LAPTOP • PHONE (DESK OR CELL) • PRINTER(S) • FAX MACHINE(S)



BURLINGAME/HILLSBOROUGH EMERGENCY OPERATIONS PLAN




		<ul style="list-style-type: none">• CALCULATOR(S)• PROJECTOR
RESOURCES		<ul style="list-style-type: none">• WORKSTATION• POSITION BINDER (CAN BE VIRTUAL)• WebEOC• EMERGENCY OPERATIONS PLAN (EOP) AND ANNEXES• VEST• OFFICE SUPPLIES




PLANNING AND INTELLIGENCE – SECTION CHIEF JOB AID		
SECTION OVERVIEW		<p>SECTION IS RESPONSIBLE FOR COMPILING, ASSEMBLING, DISPLAYING AND REPORTING OPERATIONAL INFORMATION RELATED TO THE INCIDENT</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> • <i>Collect, evaluate, analyze, display, and disseminate incident information and status of all assigned and available resources</i> • <i>Prepare and documenting EOC Action Plan (EAP); develop plans for demobilization</i> • <i>Track resources assigned to the incident</i> • <i>Maintain incident documentation</i> • <i>Provide anticipatory appraisals and develops plans necessary to cope with changing events</i>
POSITION OVERVIEW		<i>Responsible for managing the collection, documentation, evaluation, forecasting, dissemination and use of information about the development of the incident and status of resources</i>
REPORT	TO	MANAGEMENT DIRECTOR OF EMERGENCY SERVICES
REPORTS	TO ME	<p>STAFF</p> <ul style="list-style-type: none"> • Situation Analysis Unit • Documentation Unit • Advanced Planning Unit • Resource Status Unit • Demobilization Unit <p>Specialists</p> <ul style="list-style-type: none"> • <i>AFN Specialist</i> • <i>GIS Specialist</i> • <i>Technical Specialist</i> •
PLANS & REPORTS		<p>EOC ACTION PLAN OVERSEE DEVELOPMENT</p> <p>ADVANCE PLANS OVERSEE DEVELOPMENT</p> <p>SITUATIONAL STATUS REPORT OVERSEE MANAGEMENT</p> <p>OPERATION SECTION REPORTS OVERSEE COMPLETION & DISTRIBUTION</p> <p>LOCAL GOVERNMENT AFTER ACTION REPORT SUPPORTS DEVELOPMENT</p> <p>DEMOBILIZATION PLAN OVERSEE DEVELOPMENT</p>

FORMS & GUIDE		<p>FORMS</p> <ul style="list-style-type: none"> • POSITION JOB AID • ICS-201 INCIDENT BRIEFING • ICS-202 INCIDENT OBJECTIVES • ICS-205A COMMUNICATION LIST • ICS-207 ORGANIZATION CHART • ICS-208 SAFETY MESSAGE • ICS-209 INCIDENT STATUS SUMMARY • ICS-211 CHECK-IN LIST • ICS-213 MESSAGE FORM • ICS-213RR RESOURCE REQUEST (SEE RESOURCE STATUS UNIT JOB AID) • ICS-214 ACTIVITY LOG • ICS-215 OPERATIONAL PLANNING WORKSHEET • ICS-215A SAFETY ANALYSIS • ICS-221 DEMOBILIZATION CHECK OUT LIST • ICS-226 FOR PROFESSIONAL DEVELOPMENT CREDENTIALING • ICS-230 DAILY MEETING SCHEDULE • RESOURCE TRACKING (SEE RESOURCE STATUS UNIT JOB AID) <p>GUIDE</p> <ul style="list-style-type: none"> • PLANNING "P" GUIDE
TECHNOLOGY		<ul style="list-style-type: none"> • LAPTOP / COMPUTER • INTERNET • PHONE (DESK OR CELL) • PRINTER(S) • FAX MACHINES • PROJECTOR
RESOURCES		<ul style="list-style-type: none"> • WORKSTATION • POSITION BINDER (CAN BE VIRTUAL) • Web EOC • EMERGENCY OPERATIONS PLAN (EOP) AND ANNEXES • VEST • OFFICE SUPPLIES • MAPS

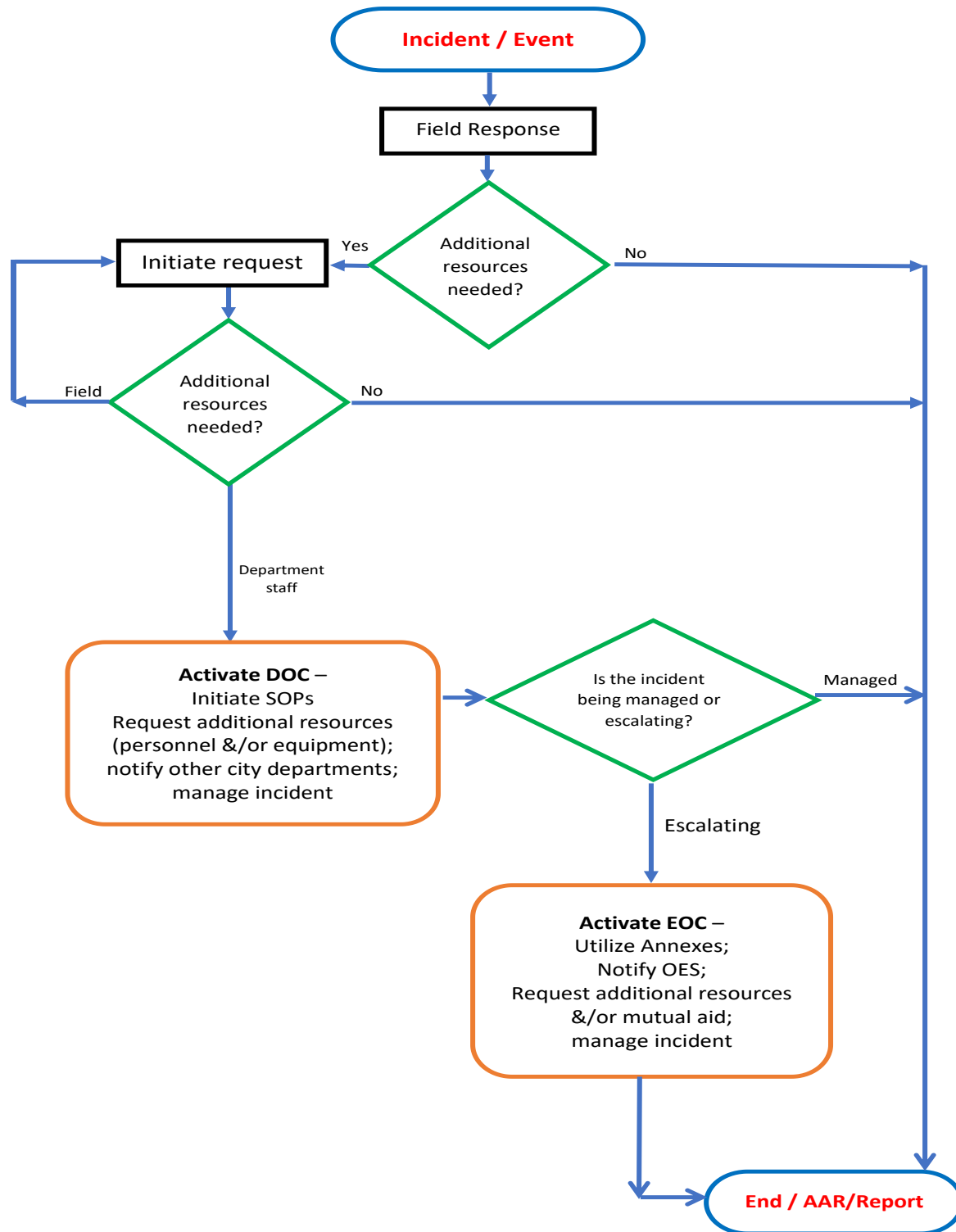
LOGISTICS – SECTION CHIEF JOB AID		
SECTION OVERVIEW		<p>SECTION IS RESPONSIBLE FOR PROVIDING RESOURCES TO SUPPORT THE CITY'S DISASTER RESPONSE, INCLUDING, BUT NOT LIMITED TO, PERSONNEL, VEHICLES, AND EQUIPMENT</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> • Provide operational and logistical support for emergency response personnel and optimize the use of resources • Provide support to the other sections of the EOC and support as directed for field emergency response activities • Support the restoration of essential services and systems
POSITION OVERVIEW		Responsible for managing and coordinating logistical response efforts and the acquisition, transportation, and mobilization of resources
REPORT	TO	MANAGEMENT DIRECTOR OF EMERGENCY SERVICES
	TO ME	<p>STAFF</p> <ul style="list-style-type: none"> • Communications/IT Unit • Donations Management Unit • Facilities Unit • Personnel Unit • Supply/Procurement Unit • Transportation Unit • Volunteer Coordination Unit
PLANS & REPORTS		<p>EOC ACTION PLAN SUPPORT DEVELOPMENT</p> <p>LOCAL GOVERNMENT AFTER ACTION REPORT SUPPORT DEVELOPMENT</p> <p>RESOURCE STATUS SUPPORT DEVELOPMENT</p> <p>DEMOBILIZATION PLAN SUPPORTS DEVELOPMENT</p> <p>COMMUNICATION PLAN SUPPORTS MANAGEMENT</p> <p>COMMUNICATION STATUS REPORT DEVELOP + DISTRIBUTE</p> <p>DONATIONS MANAGEMENT PLAN DEVELOP + DISTRIBUTE</p> <p>FEEDING PLAN DEVELOP + DISTRIBUTE</p> <p>TRANSPORTATION PLAN DEVELOPS (CAN USE TRANSPORTATION STATUS REPORT AS BASIS FOR PLAN)</p> <p>TRANSPORTATION STATUS REPORT DEVELOP + DISTRIBUTE</p>
FORMS		<ul style="list-style-type: none"> • POSITION JOB AID • ICS-205A COMMUNICATION LIST • ICS-207 ORGANIZATION CHART • ICS-208 SAFETY MESSAGE • ICS-211 CHECK-IN LIST • ICS-213 MESSAGE FORM • ICS-213RR RESOURCE REQUEST • ICS-214 ACTIVITY LOG • ICS-221 DEMOBILIZATION CHECK OUT LIST • ICS-226 FOR PROFESSIONAL DEVELOPMENT CREDENTIALING • RESOURCE TRACKING • RESOURCE REQUEST

		<ul style="list-style-type: none"> • DISASTER SERVICE WORKER VOLUNTEER REGISTRATION
TECHNOLOGY		<ul style="list-style-type: none"> • LAPTOP • PHONE (DESK OR CELL) • PRINTER(S) • FAX MACHINE(S) • CALCULATOR(S) • PROJECTOR
RESOURCES		<ul style="list-style-type: none"> • WORKSTATION • POSITION BINDER (CAN BE VIRTUAL) • WebEOC • EMERGENCY OPERATIONS PLAN (EOP) AND ANNEXES • VEST • OFFICE SUPPLIES

FINANCE AND ADMINISTRATION – SECTION CHIEF JOB AID		
SECTION OVERVIEW		<p>SECTION IS RESPONSIBLE FOR PROVIDING FINANCIAL SUPPORT AND COORDINATION</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> • Protect Life, Property, and the Environment • Provide Continuity of Financial Support to the City and Community • Document and Manage City costs and recovery of those costs as allowable • Maintain a positive image for the City in its dealings with the community
POSITION OVERVIEW		Responsible for the financial support, response, and recovery for the incident. This includes ensuring that the payroll and revenue collection process continuing and activating the Disaster Accounting System.
REPORT	TO	MANAGEMENT DIRECTOR OF EMERGENCY SERVICES
	TO ME	<p>STAFF</p> <ul style="list-style-type: none"> • Compensation and Claims Unit • Cost Accounting Unit • Deputy Finance & Administration Section Coordinator • Purchasing Unit • Recovery Unit • Time Keeping Unit
PLANS & REPORTS		<p>ASSESS, TRACKS, AND ORGANIZE COST OF IMPLEMENTATION PER STATE AND FEDERAL COST RECOVERY GUIDELINES</p> <p>EOC ACTION PLAN SUPPORT DEVELOPMENT</p> <p>ADVANCE PLAN(S) SUPPORT DEVELOPMENT</p> <p>FINANCE SECTION REPORT(S) REVIEW + APPROVAL</p> <p>INCIDENT PROCUREMENT PLAN CONTRIBUTE + SUPPORT DEVELOPMENT (SEE PURCHASING UNIT JOB AID)</p> <p>LOCAL GOVERNMENT AFTER ACTION REPORT SUPPORT DEVELOPMENT</p> <p>RECOVERY PLAN DRAFT + SUPPORT DEVELOPMENT (SEE RECOVERY UNIT JOB AID)</p>

FORMS & GUIDES		<p>FORMS</p> <ul style="list-style-type: none"> • POSITION JOB AID • RESOURCE TRACKING (SEE TIME KEEPING UNIT JOB AID) • ICS-205A COMMUNICATION LIST • ICS-208 SAFETY MESSAGE (SEE COMPENSATION & CLAIMS UNIT JOB AID) • ICS-211 CHECK-IN LIST • ICS-213 MESSAGE FORM • ICS-214 ACTIVITY LOG • ICS-215 A SAFETY ANALYSIS (SEE COMPENSATION & CLAIMS UNIT JOB AID) • ICS-221 DEMOBILIZATION CHECK OUT LIST • ICS-226 FOR PROFESSIONAL DEVELOPMENT CREDENTIALING • ICS-227 CLAIMS LOG (SEE COMPENSATION & CLAIMS UNIT JOB AID) <p>GUIDES</p> <ul style="list-style-type: none"> • PUBLIC ASSISTANCE DAMAGE CATEGORIES
TECHNOLOGY		<ul style="list-style-type: none"> • LAPTOP • PHONE (DESK OR CELL) • PRINTER(S) • FAX MACHINES • CALCULATOR(S) • PROJECTOR
RESOURCES		<ul style="list-style-type: none"> • WORKSTATION • POSITION BINDER (CAN BE VIRTUAL) • WebEOC • EMERGENCY OPERATIONS PLAN (EOP) AND ANNEXES • VEST • OFFICE SUPPLIES

Emergency Action Plan Annex



Overview

The action planning process is an essential tool used in managing major emergency situations. The action planning process is a key element that the entire organization will be focused and acting as a united and coordinated body. There must be a clear understanding of the objectives, operational period of the next shift and the EOC Section and individual unit leader tasks to complete the overall organizational objectives and priorities. For field operation, Incident Action Plan (IAP) is used; in the EOC the term would be EOC Action Plan (EAP). An EAP and IAP provide a coherent means of communicating the overall incident objectives in the context of both operational and support activities.

EAP

Written EAP

A written EAP is a significant tool and provides vital and useful information:

- Clear statement of objectives and actions
- Basis for measuring work effectiveness and cost effectiveness
- Basis for measuring work progress and providing accountability
- Documentation of planned event flow

Operational Periods

Operational periods can be of various length of time (e.g. 4, 6, 12 hours are common) but usually not longer than 24 hours. The time period is established by the EOC Director and may be determined by these issues:

- Length of time needed to achieve objectives
- Availability of fresh resources
- Environmental considerations (e.g. light, weather)
- Safety consideration

Most jurisdictions strive to adjust to 12 hours Operational Periods once the 1st Operational Period has been completed. The first period should extend through the essential life safety issues if possible. Operational Periods should strive to align with day/night operations (0600 – 1800; 1800 – 0600).

Management by Objectives

Management by objectives represents an approach that is communicated throughout the entire ICS organizations. The approach includes the following:

- Establishing overarching objectives
- Developing and issuing assignments, plans, procedures, and protocols
- Establishing specific and measurable objectives for various incident management functional activities and directing efforts to attain them in support of strategic objectives
- Documenting results to measurable performance and facilitating corrective action

Objectives that are Measurable

EAP identify measurable objectives. Measurable objectives ensure fulfillment of incident management goals. Objective setting begins at the top and is communicated throughout the entire organization.

- List of objectives – statement of expected achievements; objectives must be attainable, measurable and flexible
- Organization – elements of the ICS organization that will be active and in place for the next operational period
- Tactics and Assignments – the tactics and operations for achieving the objectives; tactics are often set by the Operations Section; resource and acquisition of necessary and material are accomplished by the Logistics and Finance Sections
- Supporting Material – includes maps, weather information, special information, communication plan and any other useful data.

Responsibilities for Action Planning

The Planning Section Coordinator is responsible for scheduling and orchestrating the action-planning meeting whenever the EOC is activated and follow-on shifts are required. The EAP is developed in the Plans Section and approved by the EOC Director; the Operation Section Coordinator directs the implementation of the EAP.

Sequence of Activities for Action Planning Process

1. Planning Section Coordinator schedules the Action Planning meeting 2-3 hours prior to Operational Period shift change; conducted apart by close by the EOC; attended by EOC Command and necessary General Staff; reference current EAP in use
2. Planning Section Coordinator will brief the assembled group on current situations including the status of response to meet the objectives of the current EAP
3. Section Coordinator will brief on status of current situations in the EAP
4. Group starts identifying specific objectives for next operational period
5. When the group has completed the process and identified the objectives, the Planning Section Coordinator finalizes the EAP
6. Planning Section Coordinator circulates plan for sign-off by other Section Coordinator; the EAP is returned to the Planning Section Coordinator
7. Planning Coordinator finalizes the EAP that includes any edits from other Coordinators into a final document for review and approval by EOC Director
8. Off-going Section Coordinators brief the on-coming Coordinators of the new EAP
 - a. Operation Section determines the actions necessary to continue to support protection or life and property and support field operations
 - b. Plans Section continues to collect information and intelligence necessary to maintain situational status, documentation, and production of reports and documents
 - c. Logistics Section determines the requirements for obtaining needed personnel, supplies, material, and resources to support EOC and field operations.
 - d. Finance Section determines its requirement for payment, documentation and recovery of funds for personnel, supplies and material to support operation.

Action Plan Meeting

The Planning Section Coordinator is responsible for coordinating the Action Planning Meeting and to ensure productivity, efficiency, and timing.

- Participants need to be engaged and prepared
- Strong leadership is essential and evident
- Agency representatives must be able to commit resources

- Current EAP should be available
- Limited distractions (interruptions from people, calls, etc.)

Operational Period Transition & Transfer of Command

About 30 minutes prior to the end of period, a formal briefing should be conducted by the off-going EOC Team for the in-coming EOC Team. Command should brief the in-coming EOC Director of all relevant information; the Plans Section should document the transfer of command. The briefing should include the following:

1. Situation Overview – provide an understanding of all EOC and field operations
 - a. The timeline of incident events
 - b. Key factors
 - c. Location(s) of relevant incidents
2. Emergency response actions in process – brief description of current or pending actions; identification of field operations (identifiers)
3. Time period of next Operational Period – EOC Director will announce the time period
4. Identify objectives for next period – identify objectives and priorities for next operational period

After Action Plan

Overview

The completion of an After-Action Report (AAR) is part of the SEMS compliance. SEMS Regulation section 2450

(a) Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after action report to Cal EMA within ninety (90) days of the close of the incident period as specified in California Code of Regulations, Title 19, §2900(j).

(b) The after-action report shall, at a minimum, be a review of response actions taken, application of SEMS, suggested modifications to SEMS, necessary modifications to plans and procedures, identified training needs, and recovery activities to date. *Use of After-Action Reports*

After-Action Reports are made available to interested public safety and emergency management personnel and serve the following important functions:

- Source of documentation of activities
- Identification of problems/successes during operations
- Analysis of the Effectiveness of the components of SEMS
- Describe and define a plan of action for implementing improvements

The SEMS approach to the use of AAR emphasizes on the improvement of emergency management at all levels. The AAR provides a vehicle for not only documenting system improvements but can also provide a work plan for how these improvements can be implemented.

After-Action Report Process

This process should be initiated during the response phase that will require an AAR. The person assigned should have some familiarity and background of the planning function, awareness of

emergency operations, and understanding of SEMS. The writing process should be initiated in and assigned to the Plans Section. Following the closure of emergency operations, the orchestration for completion of the AAR would be transferred to CCFD's Emergency Management.

Documentation Process

Documentation actions should be initiated early during emergency operations. It is important for the following reasons:

- Essential to operational decision making
- Could have future legal implications
- Could affect reimbursement eligibility

Documentation may be comprised from a variety of sources and may be retained in various forms such as:

- Written forms
- Electronic (emails, texts, alerts, social media blasts)
- Checklists
- FEMA-developed forms
- EAPs
- Activity logs
- Visual (video, photographs)
- Other form of documentation

Data Gathering

In an attempt to capture as much critical and useful information as possible the following methods may prove affective to collect data:

- Exit interviews
- Critiques or workshops
- Surveys
- AAR research teams

After-Action Report Preparation

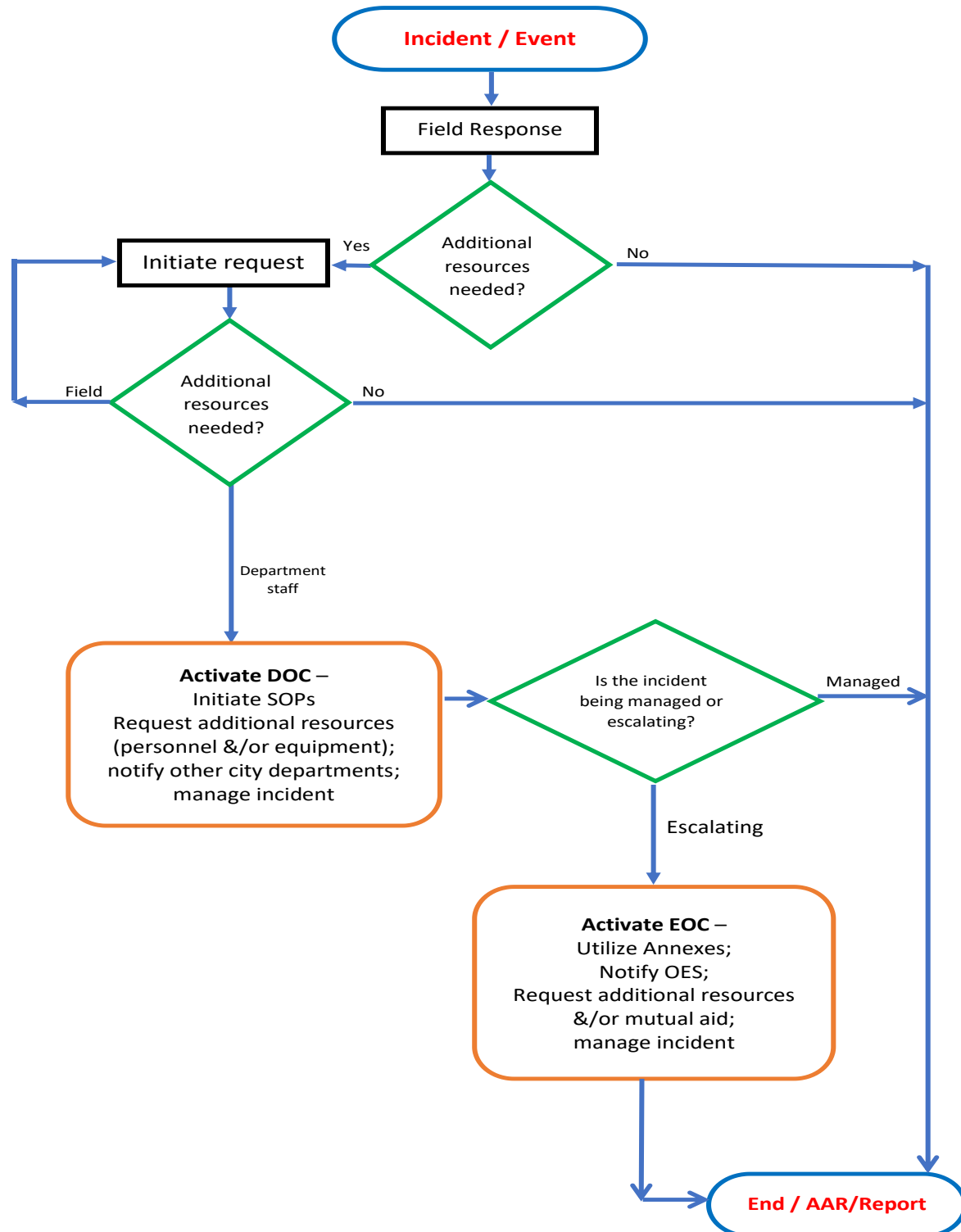
The following are recommended steps to prepare the AAR:

1. Compile the information collected from surveys, workshop, and interviews and sort the data according to the areas covered
2. Review, analyze and sort documentation according to areas covered
3. Prepare AAR drafts and distribute for review and approval to participants (Section Coordinators and senior officials)
4. Prepare final report and forward it to city managers, County OES, State OES

Corrective Actions and Mitigation Plans

Corrective Action Plans are designed to implement procedures that are based on lessons learned from incidents. Mitigation plans describe activities that can be taken prior to, during or after an incident to reduce or eliminate risks to persons or property, or to lessen the actual or potential effects or consequences of an incident.

Earthquake Annex



Overview

The San Francisco Bay Area are subject to major earthquakes. As demonstrated by past earthquake events, such as the 1906 and 1989 earthquakes, a large earthquake will cause major damage on a regional basis, destroying or damaging thousands of buildings, disrupting transportation and utility systems, and causing thousands of injuries or fatalities. Response to a disaster of this magnitude will severely strain the resources of both the public and private sectors in the region.

Purpose

This annex is a scenario-specific application of the EOP. Unlike other natural disasters, earthquakes occur without notice or warning and could strike anytime. The unpredictable nature of an earthquake and its aftershocks create probability of catastrophic damage throughout the county. The severity of the earthquake's impacts may overwhelm the capabilities for response for Burlingame and Hillsborough.

Initial Response / Situational Awareness

In accordance with the principles of the SEMS, NIMS and ICS the response to an emergency or disaster will be managed at the lowest level possible. Accordingly, Burlingame and Hillsborough will have the primary responsibility for responding to the impacts of the earthquake that occur within their own jurisdictions.

Given that an earthquake is a no-notice incident, it is critical to obtain situational awareness of the incident so that the appropriate resources can be deployed into the affected areas. While the ability to perform reconnaissance and to gather, verify, consolidate, and distribute confirmed situation information is vital to the response, it is equally important that initial response strategies are developed with an accurate picture of the potential scope of the disaster.

It is anticipated that resource requests will be relayed to mutual aid partners without delay and automatic aid for fire resources. When resources are exhausted, the Operational Area will be requested to support the OES Region. Allocation of resources will be made based on life safety, incident stabilization, and preservation of important property.

In an area-wide catastrophic disaster, Burlingame and Hillsborough recognize that immediately following the earthquake, mutual aid assistance may be limited or non-existent and may need to rely upon available local resources.

Reference: San Mateo County EOP Earthquake Annex (2017)
Bay Area Earthquake Plan (2016)

Response

Public Safety and Public Works will be the initial responders following an earthquake. Following a brief initial department assessment (equipment and response capabilities), responders will follow policies, procedures, and protocols. Intelligence, field reports, and information will determine if activation is warranted.

Response agencies: Central County Fire Department
Burlingame or Hillsborough Public Works Department
Burlingame or Hillsborough Police Department
Various city departments

Support agencies: San Mateo County EMS
San Mateo County OES
San Mateo County Human Services Agency
Allied agencies (local, county, state, federal)
American Red Cross
Salvation Army

BEFORE

Preparation

The preparedness phase occurs to and in anticipation of a catastrophic earthquake. This phase focuses on promotion of increased public awareness of the potential emergency, preparation of necessary materials, and equipment or response to the emergency, and training for emergency response personnel. Typical functions of the preparedness phase include conducting public information programs, maintaining emergency resources inventory lists, and conducting exercise and training programs.

The following activities are associated with the preparedness phase:

- Provide training and information to mitigate the effects of a catastrophic event (earthquake)
- Train and equip response personnel
- Identify local staging areas and fuel sources
- Identify transportations resources and facilities, to include transportation for the injured, disabled, and others with access and functional needs
- Identify large, adequately equipped shelter facilities and transportation resources
- Identify adequate locations that could serve as Points of Distribution (PODs)
- Promote employee personal preparedness
- Encourage public preparedness

Mitigation

It is recognized that preventing a catastrophic event from happening cannot occur; however, there are measures that can be taken to lessen the effects.

Such measures could include:

- adopting seismic resistant design standards, some of which are currently being followed
- comply with floodplain management guidelines
- adopting seismic non-structural design standards such as FEMA guides.

In September 2016, San Mateo County adopted an updated countywide Hazard Mitigation Plan which included annexes from Burlingame and Hillsborough. That plan outline earthquake mitigation action items that may help reduce the impact from such incidents.

Reference: San Mateo County Hazard Mitigation Plan (2016)

DURING

The response phase occurs from the onset of an earthquake and lasts until lifeline systems are at least partially restored. During this phase, functions that are critical to saving lives, to protecting people, and meeting basic human needs are performed. During this phase, functions that are critical to securing critical infrastructure and safeguarding records are also performed. This would include the activation of the EOC.

All EOC Sections

- Obtain current overall situational update for effected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

Management

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases (alerts)
4. Communicate with respective city council
5. Liaison between EOC and allied agencies

Operations

1. Monitor and support all field operations
2. Ensure departments and responders follow appropriate protocols and procedures
3. Communicate with incident command post (ICP)
4. Support non-incident related operations
5. Keep PIO informed of urgent and important information
6. Keep Logistics Section updated on equipment requests (current and anticipated needs)
7. Request additional resources (internal and/or external) [personnel and/or equipment]
8. Support mass care and shelter operations
9. Support field evacuation operations
10. Support alerts and notifications
11. Complete appropriate documentation

Planning

1. Facilitate and draft Emergency Action Plan (EAP)

2. Consider and plan for incident impact on city
3. Monitor current and predicted weather conditions
4. Document necessary and appropriate damage for possible claims/reimbursement
5. Update Web EOC as warranted with relevant information
6. Plan for additional operation periods
7. Support evacuation process
8. Initiate planning process for transition from Response phase to Recovery

Logistics

1. Fulfill requested resource request
2. Secure additional request as possible
3. Contact local vendors or OES for mutual aid requests
4. Support evacuation or shelter operations
5. Support evacuation process
6. Anticipate possible needs from interactions with OPS Section

Finance

1. Track expenditures of personnel, time costs, equipment, and related purchases
2. Track receipts and financial records

Phase 1 (initial occurrence through day 14)

Focus is upon notification, situational awareness, initiation of response resources with a priority on lifesaving and damage assessment. Continued priority remains on lifesaving, as well as life-sustainment operations to include medical treatment, sheltering/mass care services, and possibly evacuation. Mutual aid resources will have been requested and may be activated and possibly deployed in many cases.

EOC activation would follow the EOC Activation Annex and the Emergency Action Plan Annex.

Public Works / Engineering Division and Building Division is responsible for overseeing the evaluations of city-owned facilities.

Following an earthquake, three levels of evaluations take place. These should be performed by qualified individuals.

- Rapid evaluations (ATC-20 Rapid) – a quick safety review of the building, with approximately 10 -20 minutes spent on each building;
- Detailed evaluations (ATC-20 Detailed)– a more thorough assessment/evaluation of the integrity of the framing system and building's structure that may take from one to four hours; and,
- Engineering evaluations – comprehensive assessments performed by professional engineers and architects at the request of the facility owner(s) to ascertain the damage, its cause, and how to repair it.

Phase 2 (Day 14 – through 6 month)

Continued life-sustaining operations as required and focus on essential emergency repairs to critical infrastructure. Federal Emergency Management Agency (FEMA) disaster assistance programs will be implemented for housing, debris management, and repair/restoration of critical infrastructure. State and federal supplemental assistance will have arrived.

The EOC will remain activated as determined by the EOC Director and/or city managers.

Recovery

There are usually no clear distinctions between when the response phase ends, and the recovery phase begins. This is even more difficult to distinguish during an earthquake due to possible aftershocks. There is typically a period after the earthquake in which both phases are in effect simultaneously. The recovery phase can last for years. During this phase, the state and federal governments may provide disaster relief upon a Governor's Proclamation and a Presidential Disaster Declaration. Functions during this phase include federal relief for public and individual assistance, establishment of Disaster Recovery Centers (DRCs), establishment of temporary housing facilities, and federal disaster loans and grants. Long-term recovery includes restoration of affected areas to their normal or to an improved state. Recovery and re-entry update information will be provided through the media. Re-entry control points must be established for the public who have a need to re-enter into the disaster areas following an earthquake.

AFTER

Management

1. Orchestrate support of recovery efforts
2. Ensure needed city operations/services are in place (Continuity of Operations)
3. Continue to release relevant public information and media reports; orchestrate multiple communicate avenues to residents and businesses regarding recovery information
4. Review EOC operations and staffing and adjust appropriately – plan for operational periods as necessary

Operations

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee restoration of normal city operations
3. Support shelter operations; oversee transition from temporary sheltering to long term temporary housing options
4. Support alerts and notifications
5. Support re-entry operations of evacuated residents

Planning

1. Draft and orchestrate development of EAP
2. Continue to document and track recordings of activities
3. Draft plan and coordinate re-entry process of any evacuated residents
4. Develop medium term recovery plans
5. Collect documentation for AAR

Logistics

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid
2. Support shelter and evacuation center operations and transitioning from city managed short term care to external long-term options
3. Support re-entry process of evacuated residents

Finance

1. Collect expense reports, prepare summary reports
2. submit forms for possible claims and/or reimbursement

After action reports should be generated; these should include any improvements, recommendations, suggestions and plans.

Debris Removal – Public Property

In accordance with FEMA's Debris Removal Guidance, debris removal from public property may be eligible for public assistance grants. Eligible applicants include state and local governments, Indian tribes, and certain private non-profit organizations. To be eligible for FEMA funding, the debris removal work must:

- Be a direct result of a Presidentially declared disaster;
- Occur within the designated disaster area; and,
- Be the responsibility of the applicant at the time of the disaster.

In addition, debris removal work must be necessary to:

- Eliminate an immediate threat to lives, public health and safety;
- Eliminate immediate threats of significant damage to improved public or private property;
- Ensure the economic recovery of the affected community to the benefit of the community-at-large.

Debris Removal – Private Property

In accordance with FEMA's Debris Removal Guidance, debris removal from private property is typically not eligible for disaster assistance grants because it is the ultimate responsibility of the property owner to remove the debris. If debris on the private property is obstructing any public roadways or facilities,

or is causing a local public health threat, the local government had the authority to be reimbursed for debris removal expenses. In addition, the State or local government may in some cases need to demolish a private facility that is unsafe and causing a threat of safety to life, property, and the environment.

The demolition of unsafe privately-owned structures and subsequent removal of demolition debris may be eligible when the following conditions are met:

- The structures are damaged and made unsafe by the declared disaster, and located in the area of the disaster declaration;
- The applicant certifies that the structures are determined to be unsafe and pose an immediate threat to the public;
- The applicant has demonstrated that it has legal responsibility to perform the demolition;
- A legally authorized official has ordered the demolition of unsafe structures and removal of demolition debris;
- The applicant has indemnified the federal government and its employees, agents, and contractors from any claims arising from the demolition work; and,
- The demolition work is completed within the completion deadlines outlined in 44 CFR §206.204 for emergency work.

Phase 3 (6 months through 3 to 5 years)

Continued support of Phase II with housing assistance, FEMA assistance programs, and initiation of long-term recovery strategy/programs with a goal toward fully implemented long-term recovery programs. This phase is to be considered a “recovery” phase, which will include the implementation of significant state and/or federal assistance programs.

Documentation

Documentation is the key to recovering eligible emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs. Under the State’s California Disaster Assistance Act (CDAA), documentation is required for any earthquake damage sustained to the following:

- Public buildings
- Flood control works
- Irrigation works
- City streets
- Bridges
- Other public works facilities

Under federal disaster assistance programs, documentation must be obtained regarding earthquake damages sustained to:

- Roads (Public)
- Water control facilities
- Public buildings and related equipment
- Public utilities
- Facilities under construction (all facilities or only public facilities)

- Recreational and park facilities
- Educational institutions (Public)
- Certain private non-profit facilities

Earthquake debris removal and emergency response costs incurred by the affected entities should also be documented for cost recovery purposes under the federal programs. It will be the responsibility of the County, local jurisdictions, and special districts to collect documentation of these damages.

The information documented should include the location and extent of damage, estimates of costs for debris removal, emergency work and repairing or replacing damaged facilities to a non-vulnerable and mitigated condition. The cost of compliance with building codes for new construction, repair and restoration will also be documented. The cost of improving facilities may be provided under federal mitigation programs.

Documentation must begin at the field level and continue throughout the operation of the EOC as the disaster unfolds. Documentation is the key to recovering expenditures related to emergency response and recovery operations.

Potential Resource Requests

Regardless of preparation, Burlingame and Hillsborough will experience shortages of critical resources necessary to respond to the earthquake. Assumptions regarding necessary resources are described below. These resources may be available through the Mutual Aid system, the State and Federal governments, or the private sector.

- Teams to support fire-fighting operations and search & rescue
- Law enforcement resources for security
- Vehicles to move first responders, evacuees, and displaced residents
- Medical health professionals and resources
- Vehicles to move the injured and medically fragile
- Bedding, food, water, generators, medical supplies, sanitation supplies, qualified staff, and security for shelters
- Additional shelter space
- Mental health professionals and counselors
- Building inspectors
- Heavy equipment and operators for emergency shoring and debris removal, reduction, transport, and disposal
- Equipment, staff, and supplies for handling fatalities
- Water, food, supplies, sanitation facilities, and generators to support emergency operations and to support residents
- Fuel
- Qualified emergency managers and other staff to support EOC and DOC operations
- Public Information Officers (PIOs)
- Interpreters and translators
- Structural and civil engineers
- Utility restoration teams (power, gas, water, sewer)
- Communication restoration teams (satellite, cellular, wired, voice/data/video)

This document has been reviewed and accepted by:

Mike Matteucci

3/26/2018

Burlingame Police Department

Date

Hillsborough Police Department

Date

Rob Mallick

3/1/2018

Burlingame Public Works Department

Date

Daniel Gonzales, PE

3/1/2018

Hillsborough Public Works Department

Date

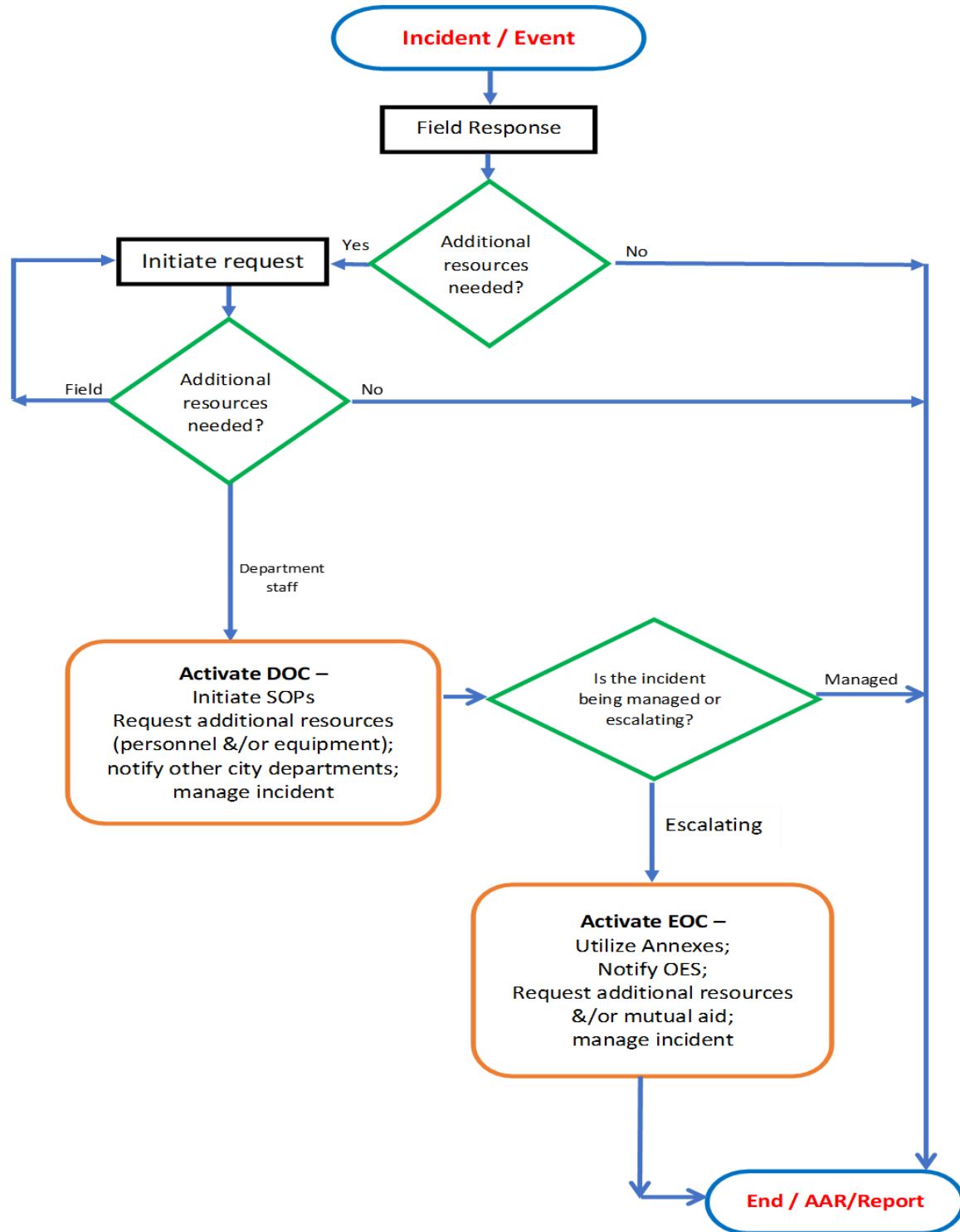
Drew Flinders

3/1/2018

Central County Fire Department

Date

Severe Weather Annex



Purpose

This Annex provides information and guidance that are specific to mitigating, planning, response, and recovery actions that may be necessary to manage severe weather situations in either Burlingame and/or Hillsborough. To be used following the need to activate the EOC.

1. Multiple DOCs have been activated and better coordination is warranted, or
2. Conditions are such that overall coordination would be beneficial at a higher level

Overview

Severe weather usually occurs during the fall and winter months and is accompanied by wind and rain and potentially associated with flooding, slides, downed trees, and utilities outages.

Lead agency: Burlingame or Hillsborough Public Works Department

Support agencies: Burlingame or Hillsborough Police Department

Burlingame Parks & Recreations

Central County Fire Department

San Mateo County OES

BEFORE

Mitigation

Weather history has shown that weather patterns change. The actual start date and intensity of winter weather varies; however, knowing that the area tends to experience winter storms regularly allows for actions that could mitigate their impact. This could include the following:

- Maintaining and clearing storm drains inlets and pipelines
- Maintaining and clearing of creeks, trash ramps, and trash bars
- Maintaining creek and drain monitoring equipment
- Continual street sweeping activity to prevent the intrusion of debris into storm drain system
- Regular maintenance, repairs and upgrades of storm water and sanitary sewer pumps, pump stations and related equipment
- Drafting of storm response plans
- Removal of debris or dead plants or trees in advance of storm season
- Ensure tree and branch maintenance near power lines
- Ensure needed storm response supplies are stocked, including sandbag equipment, generators have been serviced and fuels and barricades are workable and in stock
- Encourage residents to register for SMC Alert
- Reminding residents to “storm ready” their property, check and restock emergency supplies, and have plans in case of power outages; utilizing community groups to educate public on storm preparations
- Maintain updated information on shelters and evacuation centers

- Provide staff with seasonal weather outlook from National Weather Service (NWS)
- Remind residents who live adjacent to a creek to minimize flow impact by keeping the creek clean and clear of debris

Mitigation efforts should be coordinated and in concert with the Hazard Mitigation Plan (2016).

Preparation

During winter storm season, it is important that people are prepared for and know how to respond.

Since various departments are designated as first responders (fire, police and public works), they should stay updated on current and upcoming weather conditions; the emergency preparedness division can augment this information. When a storm is predicted for the area, departments should make appropriate plans based on the potential impact. This could include:

- Staging of resources or material at strategic locations
- Staffing personnel to ensure adequate coverage
- Notifying residents
- Staff meetings or planning sessions
- Monitoring of storm's progress
- Contacting NWS
- Interacting with county allied agencies
- Checking equipment and supplies
- Refueling of vehicles in accordance with storm readiness plans
- Inspect known local "hot spots"
- Review local tide charts

Lead agency: Burlingame or Hillsborough Public Works Department

Support agencies: Burlingame or Hillsborough Police Department

Central County Fire Department

San Mateo County OES

Once activated, use the following for EOC operations:

DURING

Response

Response will depend on the actual intensity of and impact from the storm. First responder units and departments will respond according to their respective Standard Operating Procedures (SOPs).

All EOC Sections

- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

Management

- 1) Orchestrate support of field operations
- 2) Manage EOC operations - establish objectives and operational periods
- 3) Draft and distribute relevant and timely media and public information releases
- 4) Communicate with respective city council
- 5) Liaison between EOC and allied agencies

Operations

- 1) Monitor and support all field operations
- 2) Ensure departments and responders follow appropriate protocols and procedures
- 3) Field crews should monitor prone / problem areas
 - a. Flood prone
 - b. Creeks, streams and waterways
- 4) Manage downed trees and other debris
- 5) Monitor Effectiveness of pump stations
- 6) Prioritize storm related response to incidents
- 7) Keep PIO informed of urgent and important information
- 8) Keep Logistics Section updated on equipment requests (current and anticipated needs)
- 9) Public Works Branch Director updates OPS Section Coordinator especially when significant changes occur
 - a. Change in intensity of storm
 - b. Significant utility outages
 - c. Roadway closures
- 10) CERT activation; community groups assistance
- 11) Support any mass care and shelter operations
- 12) Request additional resources (internal and/or external) [personnel and/or equipment]
- 13) Assist with damage assessment
- 14) Support any field evacuation operations
- 15) Complete appropriate documentation

Planning

- 1) Draft Emergency Action Plan (EAP) – facilitate input from all EOC Sections
- 2) Support field evacuation operations
- 3) Consider need for evacuation centers
 - a. Location
 - b. Staffing
 - c. Water and food
 - d. Informing residents
 - e. Transportation
 - f. Pet care
 - g. Use tracking system
- 4) Monitor current and predicted weather conditions
- 5) Document necessary and appropriate damage for possible claims/reimbursement
- 6) Collect damage assessment documentation

- 7) Update Web EOC as warranted with relevant information
- 8) Initiate planning process for transition from Response phase to Recovery

Logistics

- 1) Make contact with vendors
- 2) Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests
- 3) Support any field evacuation operations

Finance

- 1) Track expenditures of personnel, equipment, and related purchases
- 2) Track receipts and financial records
- 3) Pay for any immediate storm related costs

AFTER

Recovery

Planning for recovery should start during the response phase. While there is no specific time when the response phase transitions to the recovery phase, it will probably occur after the storm has passed through the area. Even though there may still be a number of calls for service because of the impact, the intensity has subsided. The EOC should continue to document storm related expenses for potential reimbursement.

Management

- 1) Orchestrate support of recovery efforts
- 2) Ensure needed city operations/services are in place
- 3) Continue to release relevant public information and media reports
- 4) Review EOC operations and staffing and adjust appropriately

Operations

- 1) Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
- 2) Oversee damage clean up and debris removal
- 3) Continue support of any shelter locations until shelter or EOC is closed
- 4) Oversee re-opening of closed roadways and removal of barricades and other traffic notification devices
- 5) Oversee restoration of utilities
- 6) Assist in collecting damage assessments
- 7) Support re-entry process of evacuated resident

Planning

- 1) Continue to document and track recordings of activities

BURLINGAME/HILLSBOROUGH EMERGENCY OPERATIONS PLAN

- 2) Draft EOC deactivation plan
- 3) Monitor any relevant weather-related activity
- 4) Coordinate re-entry process and operations of any evacuated residence
- 5) Collect damage assessment reports

Logistics

- 1) Support local assistance centers, Small Business Administration (SBA) assistance
- 2) Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid
- 3) Support reentry process of evacuated residents
- 4) Support any evacuation or sheltering operation and assist in transition for closing

Finance

- 1) Pay for any outstanding incident related expenses
- 2) Collect expense reports, prepare summary reports; submit forms for possible claims and/or reimbursement
- 3) Support local assistance centers, Small Business Administration (SBA) assistance

An After-Action Report should be generated; these should include any improvement suggestions and plans. Suggestions and plans should have an effect on mitigation and preparation efforts.

This annex has been reviewed and accepted by:

Rob Mallick

Burlingame Public Works

2/14/18

Date

Daniel Gonzales

Hillsborough Public Works

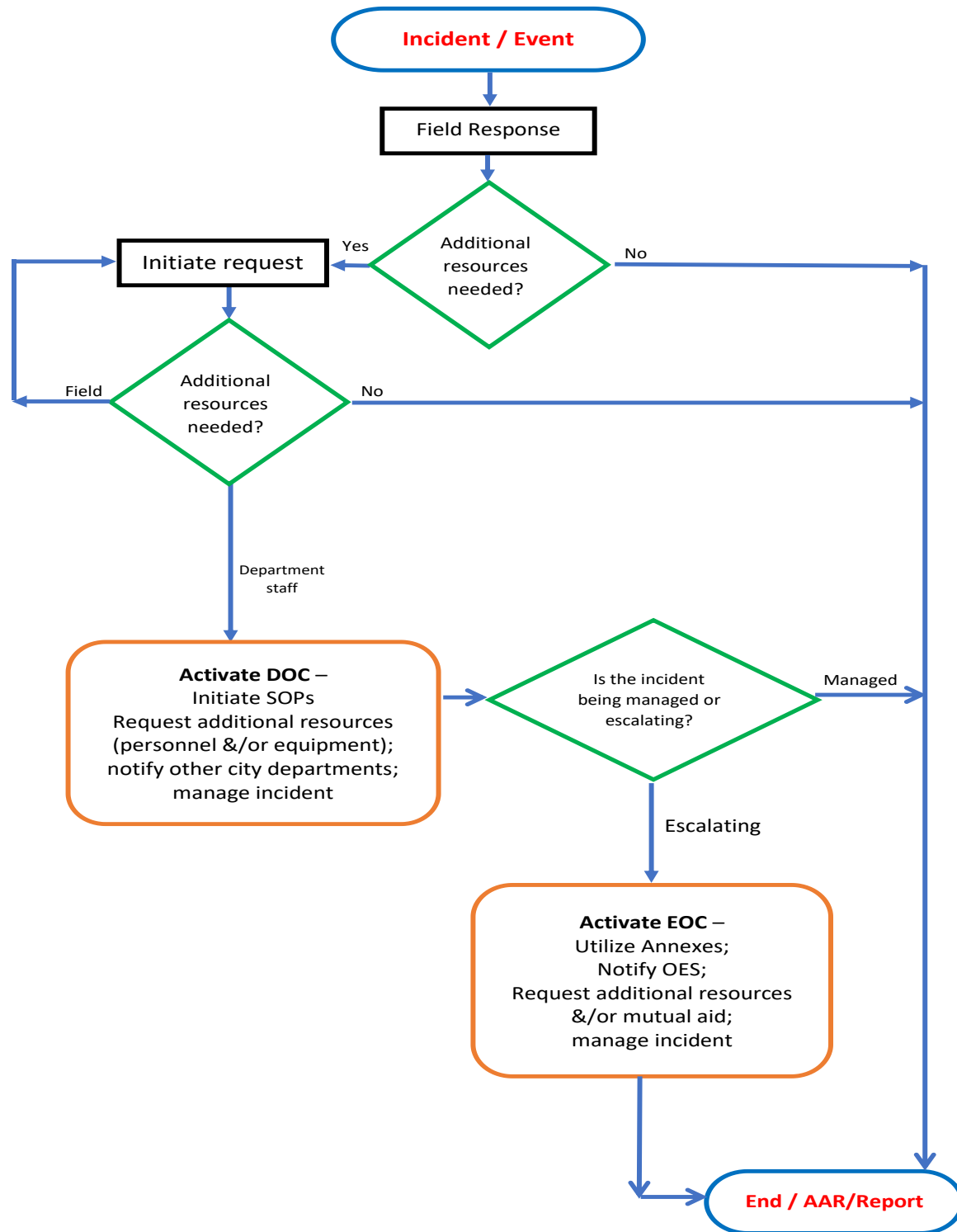
2/13/18

Date

Potential incident timetable

Flood/ Winter Storm	Incident			
	+1 Hour	+2 Hours	+6 Hours	+10(+) Hours
Management	Activate EOC	Policy meeting to determine next steps	Press Release/press conference	Determine when "All clear" Plan for next cycle of operations if needed Emergency declaration if needed
Operations	Activate section Order Public Works equipment CERT activation Support field incidents responders	Enforce road closure Deploy 1 st responders CERT deployment	Enforce road closure Begin damage assessment	Enforce road closure Report damage assessment Inspect buildings/tag Clear debris/roadways Plan for next cycle of operations if needed
Planning	Activate section Brief Section Coordinators on NWS update Calculate and map inundation area	Brief Section Coordinators on NWS update Calculate inundation area	Brief Section Coordinators on NWS update Collect damage assessment data	Brief Section Coordinators on NWS update Collect damage assessment data Plan for next cycle of operations if needed
Logistics	Activate section Request PW equipment Establish contact w/ vendors if necessary	Arrange delivery of needed PW assets	Continue to support	Continue to support Plan for next cycle of operations if needed
Finance	Activate section Account for activated personnel (EOC & field personnel assigned to incident) Establish contact w/ vendors if necessary	Start process of keeping track expenditures	Continue to support	Tabulate damage costs and expenditures of County resources Plan for next cycle of operations if needed
Liaison (EOC)	Activate position Contact employees Update EOC staff on status of operations	Assist in communication with outside agencies	Update EOC staff on status of operations Begin damage assessment	Update EOC staff on status of operations Report damage assessment Plan for next cycle of operations if needed

Slide Annex



BEFORE

Mitigation

In concert with the Hazard Mitigation Plan and Annexes, efforts to minimize impacts can include:

- Updating General Plan, associated building and land use codes and regulations
- Updated fire codes including wildland urban fire interface
- Employing soil erosion testing, tools and techniques
- Monitoring problematic and identified areas
- Informing residents of potential hazards and mitigation efforts they may choose to employ
- Develop and maintain plans for responses to slides
- Practice rescue procedures in event of needed trapped or stranded individuals
- Homeowners should explore coverage options with their insurance companies

Preparation

Since many of the area slides occur during severe winter weather, first responder agencies and residents should have an awareness of changing conditions and make necessary preparations.

Fire, law, and public works should have sufficient equipment and personnel to manage incidents and request mutual aid as needed. Plans should be in place to address a slide situation should one occur. This could include:

- Road closures
- Utility disruptions or outages – gas leaks, downed power lines, water main breaks
- Multiple affected buildings
- Trapped or stranded residents
- Evacuated residents
- Portable water shutoff and bypassing

DURING

Response

Slides may occur without warning. Field responders should respond according to the response protocols and practices. Escalating situations or number of incidents may warrant additional city resources. On site incident commanders or DOC (if activated) leaders will determine the need for escalating the incident.

If the EOC has been activated:

Response agencies will follow standard operating protocols and procedures.

EOC Section Roles and Responsibilities

All EOC Sections

- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

Management

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases
4. Communicate with respective city council
5. Liaison between EOC and allied agencies

Operations

1. Monitor and support all field operations
2. Ensure departments and responders follow appropriate protocols and procedures (SOPs)
3. Communicate with incident command post (ICP)
4. Support non-incident related operations
5. Support any field evacuation operations
6. Support any mass care and shelter operations
7. Keep PIO informed of urgent and important information
8. Keep Logistics Section updated on equipment requests (current and anticipated needs)
9. Request additional resources (internal and/or external) [personnel and/or equipment]
10. Complete appropriate documentation

Planning

1. Facilitate and draft Emergency Action Plan (EAP)
2. Consider and plan for incident impact on city
3. Monitor current and predicted weather conditions
4. Coordinate any field evacuation operations
5. Document necessary and appropriate damage for possible claims/reimbursement
6. Update Web EOC as warranted with relevant information
7. Initiate planning process for transition from Response phase to Recovery

Logistics

1. Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests
2. Support any evaluation or sheltering operations
3. Support any field evacuation operations

Finance

1. Track expenditures of personnel, equipment, and related purchases
2. Track receipts and financial records

AFTER

Recovery

Depending on the extent of the damage property owners may be displaced and need assistance in relocation efforts. If the damage is minimal, residents may consult with city officials and subject matter experts as well as their insurance companies on ways to repair the area. However, severely damaged building may be unusable and not suitable for occupancy in which case city officials and expects may be called upon to determine what actions are necessary to address the situation.

If the slide has affected roadways, public works is charged with overseeing the clearing and clean up. Working with the police department, access to impacted areas may be limited to neighborhood traffic only.

EOC Section Roles and Responsibilities

Management

1. Orchestrate support of recovery efforts
2. Ensure needed city operations/services are in place
3. Continue to release relevant public information and media reports
4. Review EOC operations and staffing and adjust appropriately

Operations

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee restoration of normal city operations
3. Oversee re-opening of closed roadways and removal of barricades and other traffic notification devices
4. Support any re-entry process of evacuated residents
5. Support any evacuation or sheltering operation and transition to closing facility

Planning

1. Continue to document and track recordings of activities
2. Monitor any related weather or environmental conditions
3. Coordinate and support any re-entry operations of evacuated residents
4. Collect documentation for AAR

Logistics

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid
2. Support any evacuation or sheltering operation and transition to closing facility
3. Support any re-entry process of evacuated residents

Finance

1. Collect expense reports, time costs; prepare summary reports; submit forms for possible claims and/or reimbursement

After action reports should be generated; these should include any improvement suggestions and plans. Suggestions and plans should influence future planning and preparation efforts.

This document has been reviewed and accepted by:

Rob Mallick

Burlingame Public Works Department

2/14/18

Date

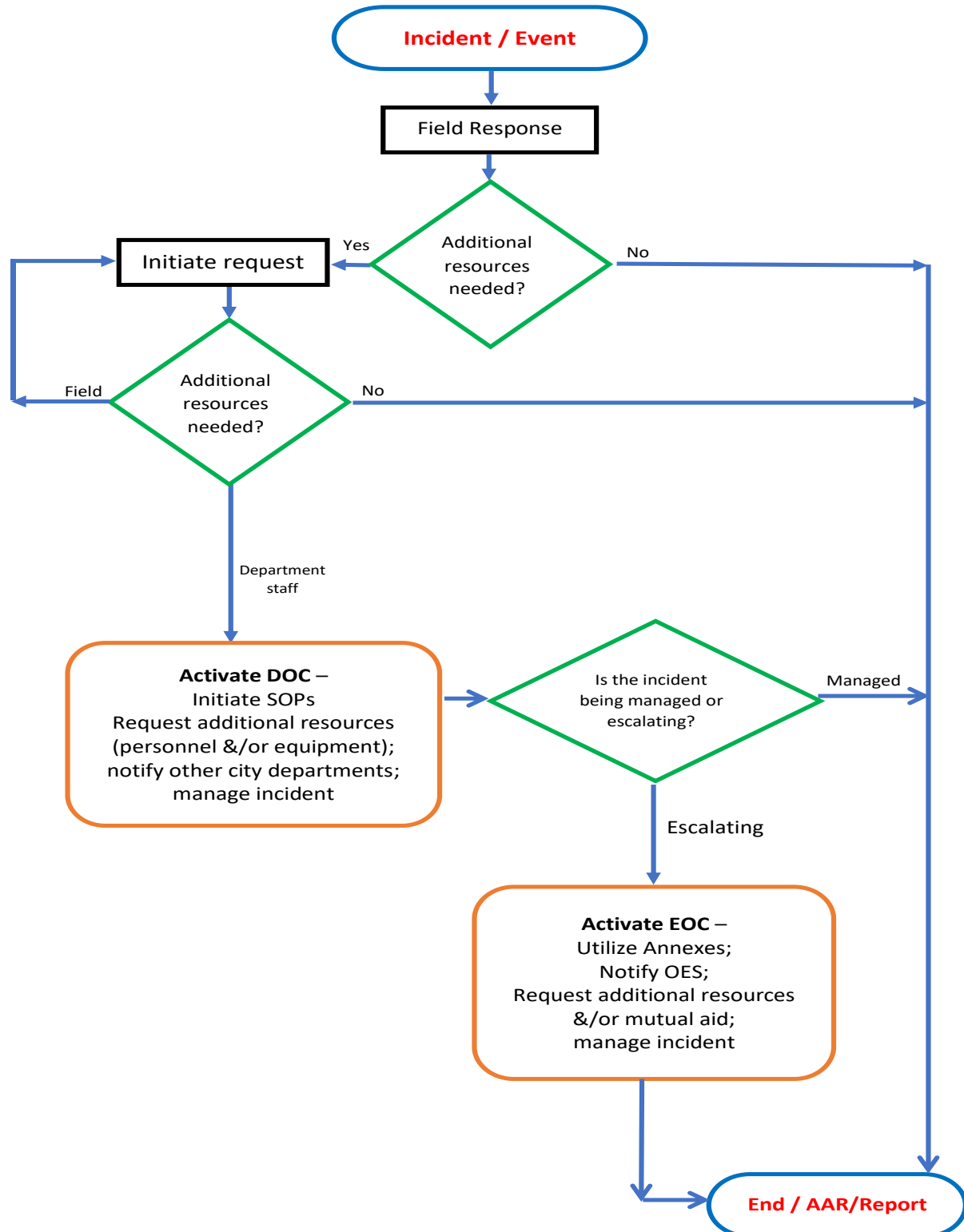
Daniel Gonzales

Hillsborough Public Works Department

2/13/18

Date

Civil Disturbance Annex



Overview

Civil disturbances are public crises that occur with or without warning and may adversely impact portions of Burlingame and/or Hillsborough. This Annex outlines planning methods and response roles and responsibilities.

Purpose

This Annex provides information and guidance that are specific to planning, response and recovery actions that may be necessary to manage civil disturbance situations in either Burlingame and/or Hillsborough.

Lead agency:	Burlingame or Hillsborough Police Department
Support agencies:	Burlingame or Hillsborough Public Works Department
	Central County Fire Department
	San Mateo County EMS
	San Mateo County OES
	Allied and/or neighboring law enforcement agencies (local, state, federal)

BEFORE

Mitigation

Various departments are tasked with efforts to maintain and ensure our communities are safe and secure. While law enforcement may be the lead agency in maintaining safety and security, other departments play a role in supporting these efforts.

Fire, EMS, public works, and emergency management share support roles either through resources, response, or planning and intelligence. Awareness of roles and maintenance of equipment and supplies; reviewing and updating response plans; trainings and exercises are ways of practicing and preparing for potential scenarios.

Preparation

Since civil disturbances occur with or without warning, preparations take the form of having sufficiently trained and exercised staff, adequate supplies, operating procedures, and mutual aid agreements in place.

If there is prior intelligence of a crisis, personnel and resources can respond quickly with law enforcement being the lead agency. Additional supplies and personnel may be staged in support of or to supplement responders.

DURING

Response

Field response will be rapid to minimize escalation with law enforcement being the lead. Fire's response will include suppression in secure areas and initial medical care; EMS will transport any injuries from safe and secure perimeters; public works may be tasked to close roadways and set up barricades and reroute traffic.

Response agencies will follow standard operating protocols and procedures.

If the EOC is activated, it will support field operations and manage any impact to other areas of the city.

All EOC Sections

- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

Management

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases
4. Communicate with respective city council
5. Liaison between EOC and allied agencies

Operations

1. Monitor and support all field operations
2. Ensure departments and responders follow appropriate protocols and procedures (SOPs)
3. Communicate with incident command post (ICP)
4. Support non-incident related operations
5. Keep PIO informed of urgent and important information
6. Support any displaced residents / evacuation centers
7. Keep Logistics Section updated on equipment requests (current and anticipated needs)
8. Request additional resources (internal and/or external) [personnel and/or equipment]
9. Complete appropriate documentation

Planning

1. Facilitate and draft Emergency Action Plan (EAP)
2. Consider and plan for incident impact on city
3. Monitor current and predicted weather conditions
4. Support any displaced residents
5. Document necessary and appropriate damage for possible claims/reimbursement
6. Update Web EOC as warranted with relevant information
7. Initiate planning process for transition from Response phase to Recovery

Logistics

1. Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests
2. Support any displaced residents

Finance

1. Track expenditures of personnel, equipment, and related purchases
2. Track receipts and financial records

AFTER

Recovery

Following the crisis, attempts should be made to return the City and/or Town to regular operations. This would include the re-opening of roads, notifying residents, cleaning of the affected area, deactivating the DOC or EOC, writing an after-action report, returning and restocking any City or Town resources, following up with any affiliated agencies for after action details, and documenting related costs associated with incurred by the City and/or Town.

Management

1. Orchestrate support of recovery efforts
2. Ensure needed city operations/services are in place
3. Continue to release relevant public information and media reports
4. Review EOC operations and staffing and adjust appropriately

Operations

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee restoration of normal city operations
3. Support re-entry of displaced residents; support closing of evacuation centers
4. Oversee re-opening of closed roadways and removal of barricades and other traffic notification devices

Planning

1. Continue to document and track recordings of activities
2. Coordinate re-entry of displaced residents
3. Collect documentation for AAR

Logistics

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid
2. Support re-entry of displaced residents

Finance

1. Collect expense reports, prepare summary reports; submit forms for possible claims and/or reimbursement

After action reports should be generated; these should include any improvement suggestions and plans. Suggestions and plans should have an effect on future planning and preparation efforts.

This document has been reviewed and accepted by:

Mike Matteucci

Burlingame Police Department

3/26/2018

Date

Hillsborough Police Department

Date

Drought Annex

Overview

Drought is one of the most complex natural hazards due to its slow-moving nature, ability to persist for years and its cascading effects. Drought can be a recurring hazard in California that causes devastation to vegetation, depletes water supply reservoirs and provides fuel for wildfires, making it extremely dangerous and costly.

Weather patterns change from season to season and water usage varies depending on the size of the population, public perception, and regulations.

This annex describes activities that help minimize the potential impacts of drought and its cascading effects on industry, the water supply and public health and safety. It outlines an Effective mechanism for proactive monitoring and assessment, as well as a coordinated state response to reduce the impacts of a prolonged and severe drought.

Reference: San Mateo County EOP Drought Annex (2014)

Purpose

This Annex provides information and guidance that are specific to mitigation, planning, response and recovery actions that may be necessary to prepare for and manage drought situations in either Burlingame and/or Hillsborough.

Lead agency:	Burlingame or Hillsborough Public Works Department Burlingame or Hillsborough Water Division
Support agencies:	Burlingame or Hillsborough City Departments Burlingame Parks & Recreation Department / Tree Division (City Arborist) Central County Fire Department / Fire Prevention Division

BEFORE

Mitigation

Recent history illustrates that drought can have a substantial impact on the availability of water for use. efforts to minimize and restrict water usage include:

- Drafting local ordinances and codes
- Impact fees from water supplying agencies
- Encourage drought tolerant planting
- Strengthening fire codes and regulations
- Creating fire defensible space around structures
- Removing debris; removal of dead/dying trees and vegetation
- Public awareness
- Modify water use by local government agencies

- Coordinate with PG&E about dead/dying trees that are in the immediate vicinity of power lines

Preparation

Since weather patterns and conditions tend to vary from year to year, general preparations should follow mitigation efforts so that consistency is maintained. Early predictions of a “wet” winter should not alter general plans nor should the opposite be true. Residents should maintain emergency supplies that includes water. Planning efforts should include reusing or recycling water for other use.

Burlingame and/or Hillsborough may enact ordinances, guidelines, policies, or rules that relate to water use and water conservation.

Residents should be encouraged to manage their property vegetation remove dead plants, trees or shrubs.

In preparation for a water related shortage, consideration should be given to the following:

- Pre-designate water points of distribution locations
- Conduct pre-incident planning related to drought and determine vulnerabilities in various drinking water systems
- Pre-designate alternative sources of drinking water in case of drought or other water shortage event

DURING

Response

Since drought tends to be a slow-moving situation, no immediate response from first responder agencies is warranted. However, cities may assemble a water or drought crisis team, that includes staff from planning, public works, administration and fire, to address the situation. This team may be tasked with developing a plan to address immediate and potential long-term conditions. Agencies may be charged with various assignments in management of the situation and to develop plans for long-term impact.

The EOC may be activated for consolidated coordination efforts and/or to declare an environmental state of emergency.

If the EOC has been activated roles and responsibilities may include:

All EOC Sections

- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Orchestrate plans for duration of EOC operations

Management

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases
4. Communicate with respective city council
5. Liaison between EOC and allied agencies

Operations

1. Monitor and support any field operations
2. Ensure departments and responders follow appropriate protocols and procedures (SOPs)
3. Communicate with any incident command post (ICP)
4. Fire should ensure adequate water supply for any needed operations
5. Support non-incident related operations
6. Keep PIO informed of urgent and important information
7. Keep Logistics Section updated on equipment requests (current and anticipated needs)
8. Request additional resources (internal and/or external) [personnel and/or equipment]
9. Complete appropriate documentation

Planning

1. Facilitate and draft Emergency Action Plan (EAP)
2. Consider and plan for incident impact on city
3. Monitor current and predicted weather conditions
4. Document necessary and appropriate damage for possible claims/reimbursement
5. Update Web EOC as warranted with relevant information

Logistics

1. Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests

Finance

1. Track expenditures of personnel, equipment, and related purchases
2. Track receipts and financial records

Public works is tasked with checking on city areas to minimize potential debris and removal of dead vegetation.

CCFD, in conjunction with water suppliers and other fire agencies, should coordinate efforts to ensure adequate water supply for firefighting efforts. CCFD is charged with overseeing and enforcing the vegetation management program.

AFTER

Recovery

The Recovery period from an actual emergency may be a defined time period. However, recovery from a drought may occur over several weather seasons. Since weather patterns evolve, a drought pattern may exist for several years as recent history has shown. However, a rainy season could follow several years of drought. In which case, residents and agencies should make necessary plans for adjusting to change. Also, one rainy season may not eliminate the effects of drought. Vegetation rehydration may take several seasons.

Management

1. Orchestrate support of recovery efforts
2. Ensure needed city operations/services are in place
3. Continue to release relevant public information and media reports
4. Review EOC operations and staffing and adjust appropriately

Operations

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee restoration of normal city operations
3. Oversee re-opening of closed roadways and removal of barricades and other traffic notification devices

Planning

1. Continue to document and track recordings of activities
2. Collect documentation for AAR

Logistics

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid

Finance

1. Collect expense reports, prepare summary reports; submit forms for possible claims and/or reimbursement

After action reports should be generated; these should include any improvement suggestions and plans. Suggestions and plans should have an effect on future planning and preparation efforts.

BURLINGAME/HILLSBOROUGH EMERGENCY OPERATIONS PLAN

This annex has been reviewed and accepted by:

Rob Mallick

2/14/18

Burlingame Public Works Department

Date

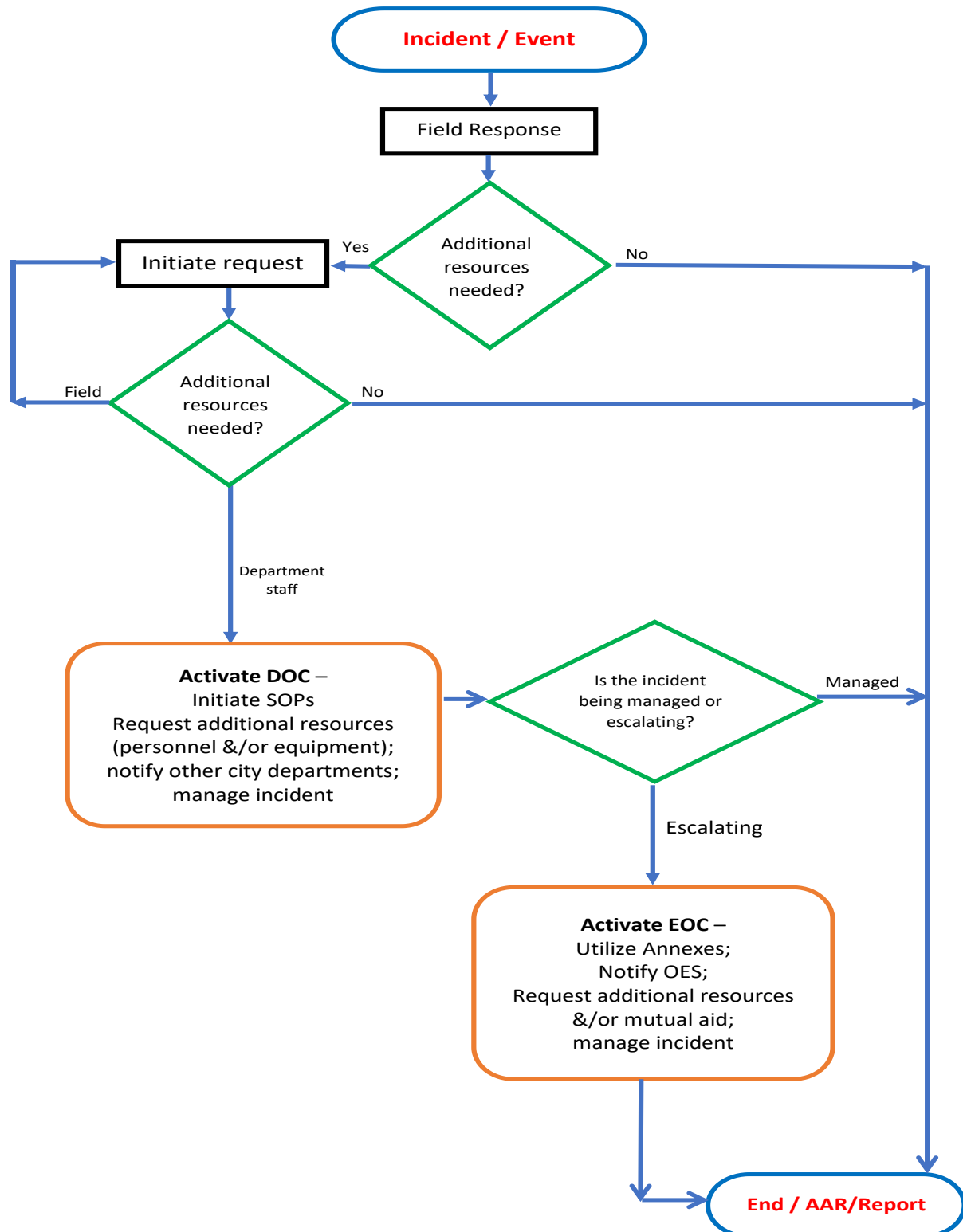
Daniel Gonzales

2/13/18

Hillsborough Public Works Department

Date

Cyber Security Annex



Overview

Networked technologies touch every corner of the globe and every facet of human life. They have driven innovation, nurtured freedoms, and spurred economic prosperity. Even so, the very technologies that enable these Benefits offer new opportunities for malicious and unwanted cyber activities.

PPD-41 recognizes that the frequency of cyber incidents is increasing, and this trend is unlikely to be reversed anytime soon. The most significant of these incidents, those likely to result in demonstrable harm to the national security interests, foreign relations, or economy of the United States or to the public confidence, civil liberties, or public health and safety of the American people, necessitate deliberative planning, coordination, and exercising of response activities, in order to minimize the threat and consequences to the Nation, infrastructure, and way of life.

Purpose

This Annex provides information and guidance that are specific to mitigation, planning, response and recovery actions that may be necessary to manage preparing for and managing cyber security or related situations in either Burlingame and/or Hillsborough.

Lead agency:	Burlingame or Hillsborough Information Technology Department Burlingame Police Department / IT Division Central County Fire Department / IT Division
Support agencies:	Burlingame or Hillsborough Police Departments Burlingame or Hillsborough City Departments Central County Fire Department / Emergency Management Division Allied law enforcement agencies (local, state, federal)

BEFORE

Mitigation

Our technology plays a vital role in the storage of information, communications and ability to operate. An intrusion may specifically target Burlingame and/or Hillsborough or be part of a larger event that affects both cities. While it may be impossible to completely establish a system security, there are steps that can be taken to minimize an intrusion such as:

- Establishing network security protocols and access
- Establishing regulations of network usage
- Creating secure redundancy – servers and data systems in different locations
- Implementing safety protocols, best practices, and guidance such as NIST and cyber security standards
- Implementing programs and safeguards meant to minimize or prohibit intrusion into network systems, including programs that require the changing of passwords periodically
- Work closely with IT vendors to review their protocols and procedures

Preparation

Because the possibility of an intrusion or breach is ever present, preparations take the form being vigilant and aware of this possibility. The Information Technology (IT) division is the lead group for installing safeguards on to network systems and implementing monitoring protocols and programs. IT working with Human Resources will develop employee protocols and procedures for network and Internet usage. New employees will be informed of appropriate usage during new employee orientation.

IT will employ and utilize tools and programs that prevent the most common and prevalent issues such as phishing, spear phishing, Dropbox phishing, malware, and similar applications.

DURING

Response

Intrusion or breach of network systems may trigger a notification and/or alarm. Response will be to safeguard existing unaffected systems and separate, disconnect or repair effected systems.

PPD 41 defines Cyber incidents as the following:

Incident	Definition
Cyber incident	AN event occurring on or conducted through a computer network that actually or imminently jeopardizes the confidentiality, integrity, or availability of computers or information is communications systems or networks, physical or virtual infrastructure controlled by computers or information systems, or information resident thereon.
Significant Cyber Incident	A cyber incident that is (or group of related cyber incidents that together are) likely to result in demonstrable harm to the national security interests, foreign relations, or economy of the United States or to the public confidence, civil liberties, or public health and safety of the American people.

Depending on the scope, depth, impact and source of the intrusion, addition state and federal law enforcement resources may be required or included.

The EOC may be activated to coordinate response and/or support an emergency declaration.

All EOC Sections

- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

Management

1. Orchestrate support of IT operations
2. Manage EOC operations - establish single set of incident objectives
3. Establish operational periods as necessary
4. Draft and distribute relevant and timely media and public information releases
5. Communicate with respective city council

Operations

1. Monitor and support all IT field operations
2. Ensure departments and responders follow appropriate protocols and procedures
3. Ensure and support communication between IT divisions and IT vendors
4. Support non-incident related operations
5. Keep PIO informed of urgent and important information
6. Complete appropriate documentation

Planning

1. Facilitate and draft Emergency Action Plan (EAP)
2. Consider and plan for incident impact on city
3. Document necessary and appropriate damage for possible claims/reimbursement
4. Update Web EOC as warranted with relevant information
5. Initiate planning process for transition from Response phase to Recovery

Logistics

1. Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests

Finance

1. Track expenditures of personnel, equipment, and related purchases
2. Track receipts and financial records

AFTER

Recovery

IT will be the lead for systems and network restoration and recovery. IT will explore options for implementing protocols, procedures and software to prevent similar future intrusions. IT will also work with Human Resources to ensure adequate employee standards are current and compliant.

Law enforcement (local, state and/or federal) will be the lead agency(s) for any criminal investigation.

Management

1. Orchestrate support of recovery efforts
2. Ensure needed city operations/services are in place
3. Continue to release relevant public information and media reports
4. Review EOC operations and staffing and adjust appropriately

Operations

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee restoration of normal city operations and IT operations
3. Ensure and support IT vendor support and monitoring

Planning

1. Continue to document and track recordings of activities
2. Collect documentation for AAR

Logistics

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid

Finance

1. Collect expense reports, prepare summary reports; submit forms for possible claims and/or reimbursement

After action reports should be generated; these should include any improvement suggestions and plans. Suggestions and plans should have an effect on future planning and preparation efforts.

BURLINGAME/HILLSBOROUGH EMERGENCY OPERATIONS PLAN

This annex has been reviewed and accepted by:

Sid Jackson

City of Burlingame

2/20/18

Date

Town of Hillsborough

Date

|
Rhonda Caine Alcantara

Burlingame Police Department

3/2/18

Date

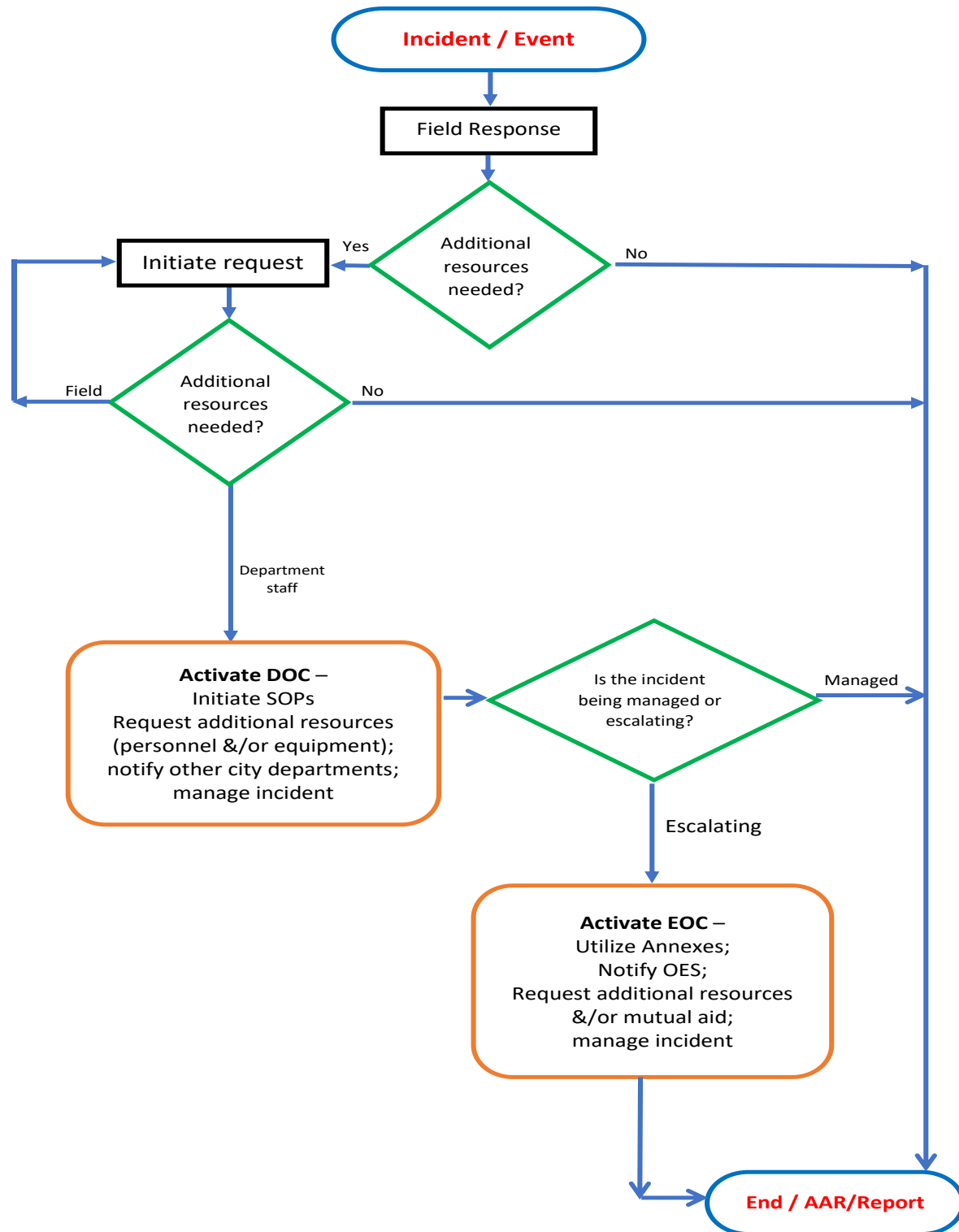
Tim Louis

Central County Fire Department

2/14/18

Date

VIP Visits Annex



Overview

From time to time Burlingame and Hillsborough have individual(s) visit who would be designated as Very Important Person (VIP). A VIP could be identified as someone whose presence may cause the need for increased security, disruption to regular city operations, or a significant increase of visitors to the area. Examples could include:

- High ranking government officials (President, Vice President, Cabinet Secretary, or Governor)
- Candidates for high political office
- Foreign heads of state or government
- Sports team
- Other popular individual

Background

The San Francisco Bay Area, including Burlingame and Hillsborough, have had a history of VIP visits which have included presidents and other heads of state, governors and senior state officials, and other various celebrities, teams, and individuals.

The amount of lead preparation and involvement by local officials has depended on the VIP, venue, and the extent of their visit.

Purpose

This Annex provides information and guidance that are specific to actions that may be necessary to manage VIP visits to either Burlingame and/or Hillsborough.

Lead agency:	Burlingame or Hillsborough Police Department
Support agencies:	Central County Fire Department
	Burlingame or Hillsborough Public Works Department
	San Mateo County EMS
	San Mateo County OES
	Allied and/or neighboring law enforcement agencies (local, state, federal)

BEFORE

Preparation

In preparation of an upcoming VIP visit, local emergency services and public safety agencies should coordinate operations including what impact it might have on local traffic, businesses, and other entities. The local police department will be the lead agency with support from various departments and organizations. The police department should also liaison with a representative of the event venue.

The police department will assemble an action plan (IAP) that should include input from fire, public works, emergency management, and other appropriate agencies (e.g. Secret Service, FBI, etc.) and be distributed in advance designated as “sensitive or confidential material” for limited distribution.

Intelligence should include weather information, supportive and opposition crowds, news media, and any other useful information that may impact or effect security operations. The Action Plan should also include the accommodations for staging of personnel (and sheltering during inclement weather), food and drink, rest rooms, transportation, and detainee locations. Event briefings should be scheduled prior to the event.

Pre-established protocols and procedures may already exist in which case local public safety agencies will collaborate with either federal or state law enforcement agencies in determining operating guidelines and executions.

The police department will designate an incident commander to oversee and coordinator field operations. Based upon intelligence and information and potential impact to the cities, the incident commander or Police or Fire Chiefs may request EOC activation to better coordinate field support efforts and manage the event's effect on the city or town.

DURING

Response

As identified in the IAP, the incident commander (or unified command) will implement necessary and appropriate actions including traffic management, alerts and notifications, mustering and deployment of personnel, staging of resources, and establishing specific locations (e.g. media and PIO briefings, command post, protest areas).

During the event, the incident commander will maintain necessary communication with city officials. Throughout the event, the incident commander will monitor the situation and determine if additional field or support resources are needed or if any can be released.

The EOC may be activated because of the impact on the city and/or extensive use of resources. If activated:

All EOC Sections

- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

Management

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases
4. Communicate with respective city council

5. Liaison between EOC and allied agencies

Operations

1. Monitor and support all field operations
2. Ensure departments and responders follow appropriate protocols and procedures
3. Communicate with incident command post (ICP)
4. Support non-incident related operations
5. Keep PIO informed of urgent and important information
6. Keep Logistics Section updated on equipment requests (current and anticipated needs)
7. Request additional resources (internal and/or external) [personnel and/or equipment]
8. Complete appropriate documentation

Planning

1. Facilitate and draft Emergency Action Plan (EAP)
2. Consider and plan for incident impact on city
3. Monitor current and predicted weather conditions
4. Document necessary and appropriate damage for possible claims/reimbursement
5. Update Web EOC as warranted with relevant information
6. Initiate planning process for transition from Response phase to Recovery

Logistics

1. Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests

Finance

1. Track expenditures of personnel, equipment, and related purchases
2. Track receipts and financial records

AFTER

Recovery

Following the visit, attempts should be made to return the City and/or Town to regular operations. This would include the re-opening of roads, notifying residents, cleaning of the affected area, deactivating the EOC, writing an after-action report, returning and restocking any City or Town resources, following up with any affiliated agencies for after action details, and documenting related costs associated with incurred by the City and/or Town associated with the visit.

The EOC Director will determine the need for staffing, support of field resources and impact to the city.

Management

1. Orchestrate support of recovery efforts
2. Ensure needed city operations/services are in place
3. Continue to release relevant public information and media reports
4. Review EOC operations and staffing and adjust appropriately

Operations

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee restoration of normal city operations
3. Oversee re-opening of closed roadways and removal of barricades and other traffic notification devices

Planning

1. Continue to document and track recordings of activities
2. Collect documentation for AAR

Logistics

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid

Finance

1. Collect expense reports, prepare summary reports; submit forms for possible claims and/or reimbursement

After action reports should be generated; these should include any improvement suggestions and plans. Suggestions and plans should have an effect on future planning and preparation efforts.

This annex has been reviewed and accepted by:

Mike Matteucci

Burlingame Police Department

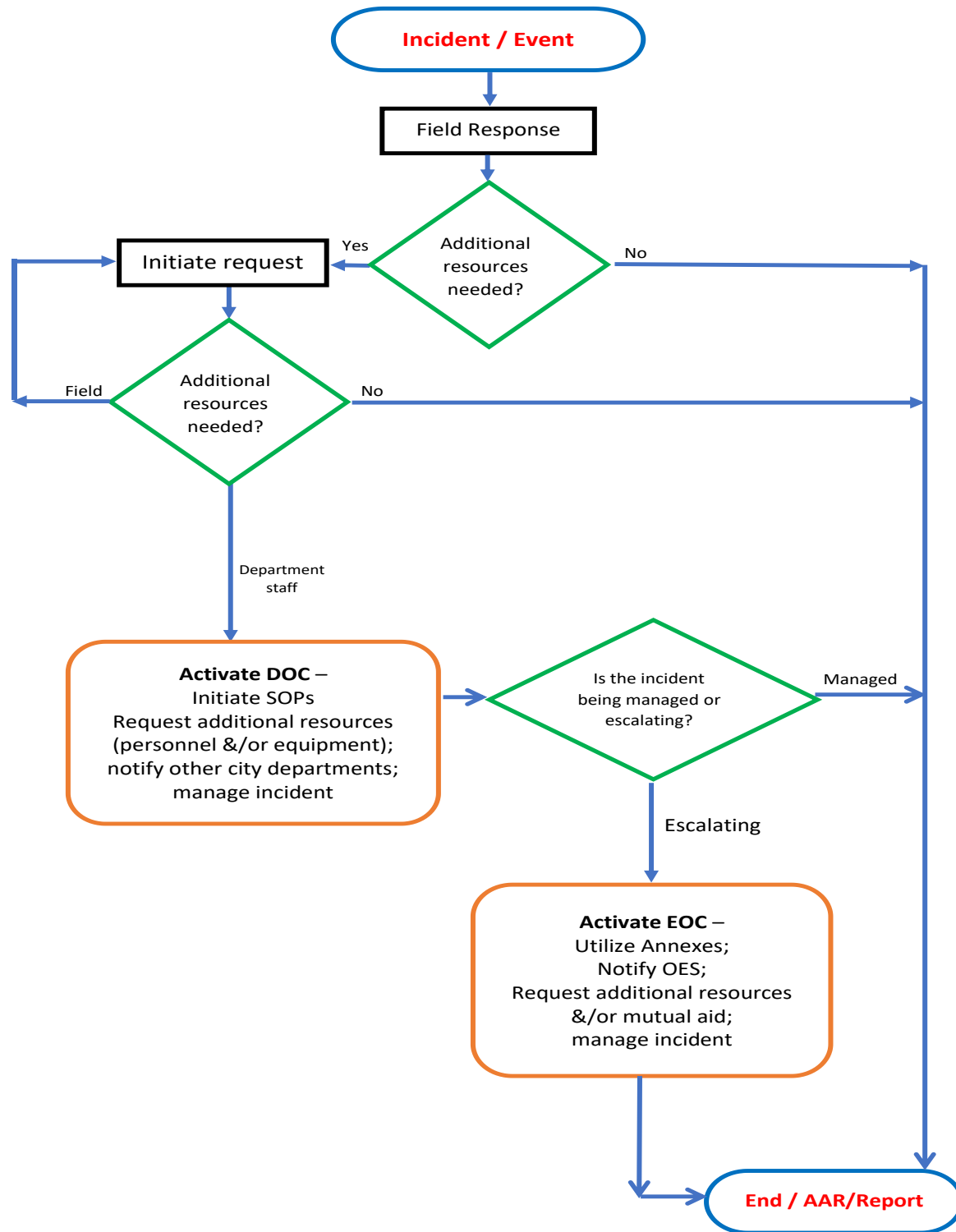
3/26/2018

Date

Hillsborough Police Department

Date

Hazardous Material Annex



Overview

“Hazardous materials” is a general term intent to mean hazardous substance, pollutants, contaminants as defines in the National Contingency Plan. Hazardous material includes chemical, biological, and radiological substance, whether accidentally or intentionally released. It includes the appropriate actions to prepare for, respond to, and recover from a threat to public health, welfare, or the environment caused by actual or potential oil and hazardous materials incidents. Appropriate general actions can include, but are not limited to: actions to prevent, minimize, or mitigate a release; efforts to detect and assess the extent of contamination (including sampling and analysis and environmental monitoring); actions to stabilize the release and prevent the spread of contamination; analysis of options for environmental cleanup and waste disposition; implementation of environmental cleanup; and storage, treatment, and disposal of oil and hazardous materials. Examples of specific actions may include: sampling a drinking water supply to determine if there has been intentional contamination; stabilizing the release through the use of berms, dikes, or impoundments; capping of contaminated soils or sludge; use of chemicals and other materials to contain or retard the spread of the release or mitigate its effects; decontaminating buildings and structures; using drainage controls, fences, warning signs, or other security or site-control precautions; removing highly contaminated soils from drainage areas; removing drums, barrels, tanks, or other bulk containers that contain oil or hazardous materials; and other measures as deemed necessary.

This annex addresses spills or releases that have substantial impact on the community.

Purpose

This Annex provides information and guidance that are specific to mitigation, planning, response and recovery actions that may be necessary to manage hazardous material situations in either Burlingame and/or Hillsborough.

Lead agency: Central County Fire Department

Support agencies: Burlingame or Hillsborough Public Works Department
Burlingame or Hillsborough Police Department
San Mateo County HAZMAT Unit
San Mateo County EMS
San Mateo County OES
Allied agencies (local, state, federal)

BEFORE

Mitigation

The State and Federal government are responsible for drafting codes and regulation on the transportation of hazardous materials. Local government may supplement state codes on the storage and use of hazardous materials.

Hazardous materials are to be used in the manner for which they are designed and designated. Warning labels should be affixed to buildings and vehicles and properly stored in accordance with applicable codes and regulations. Hazardous material should be handled by appropriately and properly trained individuals. Vehicles used for the transportation of such materials should be in good working order with the material properly secured.

Preparation

Fire departments throughout the county routinely train on managing hazardous material incidents. Additional resources exist in neighboring counties.

Business and industry which house and store hazardous material will be inspected in accordance with current protocols, ordinances, and regulations.

Once activated, use the following for EOC operations:

DURING

Response

First responders will determine the extent of the impact and subsequent action and will implement appropriate protocols and operating procedures.

Field command will assess the situation and make the determination on how to best manage the situation and the need to escalate. Command will follow protocols on need for EOC activation.

All EOC Sections

- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

Management

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases
4. Communicate with respective city council
5. Liaison between EOC and allied agencies
6. Liaison with any affected schools

Operations

1. Monitor and support all field operations
2. Ensure departments and responders follow appropriate protocols and procedures
3. Communicate with incident command post (ICP)
4. Support any rerouting of traffic and road closures
5. Support any field evacuation or displacement of residents / evacuation centers
6. Support non-incident related operations
7. Keep PIO informed of urgent and important information
8. Support any shelter and/or evacuation center operations
9. Keep Logistics Section updated on equipment requests (current and anticipated needs)
10. Request additional resources (internal and/or external) [personnel and/or equipment]
11. Complete appropriate documentation

Planning

1. Facilitate and draft Emergency Action Plan (EAP)
2. Consider and plan for incident impact on city
3. Support any field evacuation or displacement of residents
4. Monitor current and predicted weather conditions
5. Document necessary and appropriate damage for possible claims/reimbursement
6. Update Web EOC as warranted with relevant information
7. Initiate planning process for transition from Response phase to Recovery

Logistics

1. Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests
2. Support any field evacuation or displacement of residents
3. Support any sheltering operations

Finance

1. Track expenditures of personnel, equipment, and related purchases
2. Track receipts and financial records

AFTER

Recovery

Standard operating policies will dictate field operations on how to contain and remove the material. If the incident area has been designated a crime scene or possible crime scene, it will not be accessible to the general public and may be secured for further investigation.

Management

1. Orchestrate support of recovery efforts
2. Ensure needed city operations/services are in place
3. Continue to release relevant public information and media reports
4. Review EOC operations and staffing and adjust appropriately

Operations

1. Support any fire and law investigations related to incident
2. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
3. Oversee restoration to normal city operations
4. Oversee re-opening of closed roadways and removal of barricades and other traffic notification devices
5. Oversee shelter location / evacuation centers and support plans for deactivation
6. Support any re-entry process for evacuated or displaced residents
7. Support any damage assessment documentation

Planning

1. Continue to document and track recordings of activities
2. Collect documentation for AAR
3. Support shelter deactivation plans
4. Support any damage assessment documentation

Logistics

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid
2. Support shelter operations deactivation plans
3. Support any re-entry process of evacuated or displaced residents

Finance

1. Collect expense reports, time costs, prepare summary reports; submit forms for possible claims and/or reimbursement

After action reports should be generated; these should include any improvement suggestions and plans. Suggestions and plans should influence future planning and preparation efforts.

This annex has been reviewed, accepted, and endorsed by:

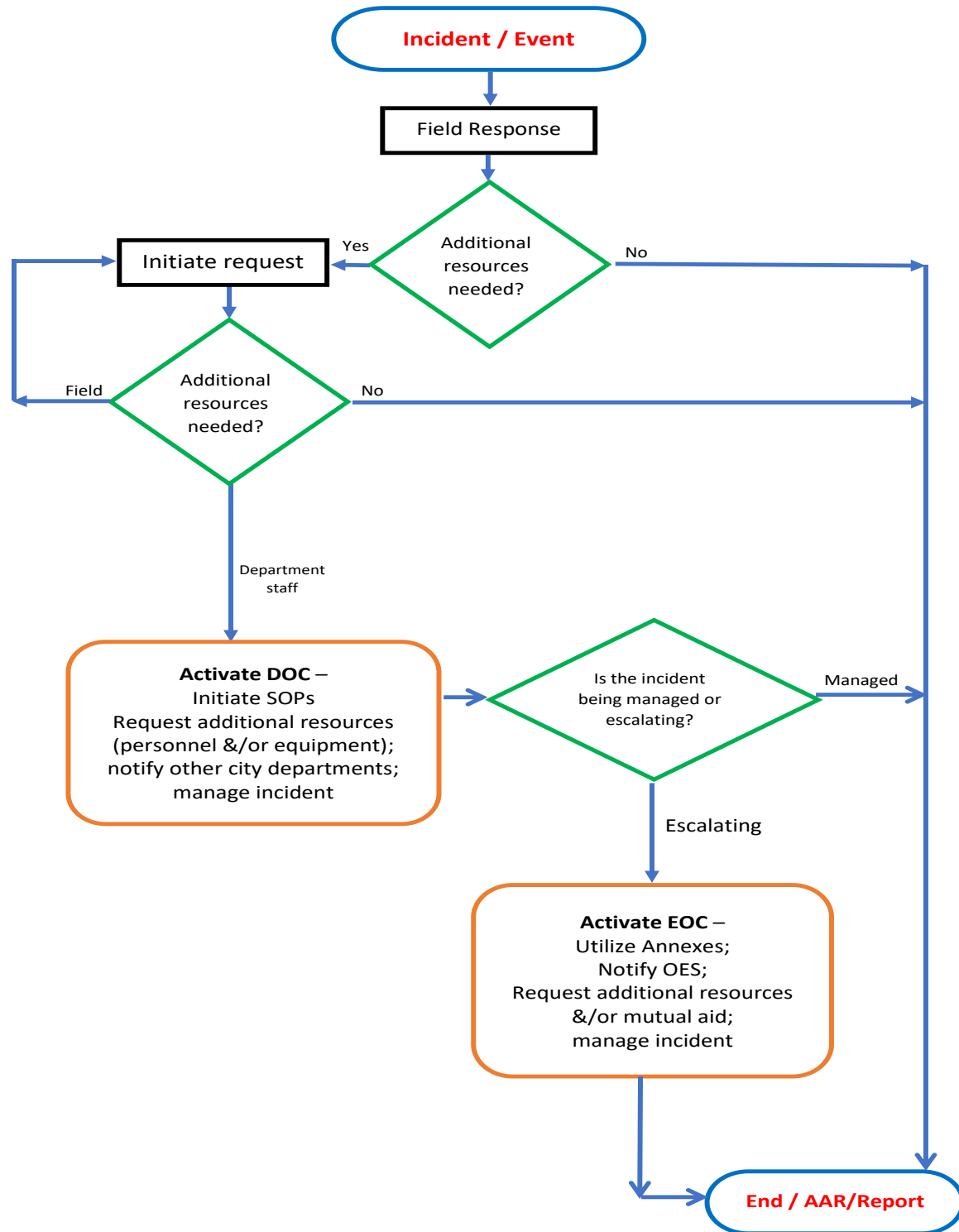
Drew Flinders

Central County Fire Department

2/12/18

Date

Flood Annex



Overview

Floods are one of the most common natural hazards in the United States. They can develop slowly over a period of days or occur quickly with disastrous effects that can affect Burlingame, Hillsborough or the region. A flood is defined as the inundation of normally dry land resulting from rising and overflowing of a body of water. Heavy rains are the most frequent cause of flooding in the County with flood problems occurring primary along streams located on the bayside. Storm water and overland flows can exacerbate flooding and create shallow zones in parts of the County.

The Hazard Mitigation Plan (2016) identifies various types of floods:

- Storm water runoff – a result of local draining issues and high groundwater levels. Locally, heavy precipitation, especially during high lunar tides, may induce flooding. Urban drainage flooding is caused increased water runoff due to urban development and drainage systems.
- Riverine – is overbank flooding of river and streams.
- Flash flooding – “a rapid and extreme flow of high water into a normally dry area, or rapid water level rise in a stream or creek above a predetermined flood level beginning within 6 hours of the causative event.” NWS 2009

Most area floods occur during or following winter storms in the winter months. Flood can be as the result of a substantial amount of rainfall in a short period of time or when the ground has become saturated from numerous storms and can no longer absorb additional rainwater.

Purpose

This Annex provides information and guidance that are specific to mitigation, planning, response and recovery actions that may be necessary to manage flooding situations in either Burlingame and/or Hillsborough.

Lead agency:	Burlingame or Hillsborough Public Works Department
Support agencies:	Burlingame or Hillsborough Police Department
	Central County Fire Department
	San Mateo County OES

Response

The degree of impact will dictate the degree of response.

Field responders will maintain communication and report on status of conditions. Incident commanders will determine the need for any escalation using respective policies and procedures.

BEFORE

Mitigation

Mitigation efforts, consistent with the Hazard Mitigation Plan (2016) focus on maintaining and managing channels, waterways, creeks, drains, spillways, and storm drains from any debris, erosions, vegetation, or anything that might impede or restrict water flow and runoff. Waterways that empty in to the San Francisco Bay should also be clear of any obstruction.

The Public Works Departments of Burlingame and Hillsborough are responsible for managing programs for city owned properties and facilities. Property owners are responsible for waterways which flow through private properties.

Storm management systems, including pump stations, should be regularly maintained and closely monitored during winter storms. Adequate alerting and notification systems should be in place.

Mitigation efforts should include:

- Enacting, updating and enforcing any land use and vegetation management codes
- Building and new and redevelopment use codes to mitigate impacts to waterways
- Regular inspection, maintenance and upgrading of storm drains, spillways, waterways (creeks and channels)
- Regular inspection, maintenance and improvements of retaining walls and breakwaters

Preparation

As the winter season approaches, departments should be aware of current and upcoming weather conditions. Department should stage any appropriate equipment and supplies needed.

Residents should be reminded to clear any debris and vegetation on their property that might be adjacent to a creek, stream or waterway.

Public works should pre-identify hazard prone areas and share that information with fire, police and emergency management. Emergency management will monitor incoming weather information and distribute it to fire, police and public works. Burlingame Parks and Recreation should refresh intelligence regarding shelter locations and condition in case of any evacuations.

DURING

If the EOC has been activated:

All EOC Sections

- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

Management

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases
4. Communicate with respective city council
5. Liaison between EOC and allied agencies

Operations

1. Monitor and support all field operations
2. Ensure departments and responders follow appropriate protocols and procedures (SOPs)
3. Communicate with incident command post (ICP)
4. Support non-incident related operations
5. Keep PIO informed of urgent and important information
6. Support field evacuation operations
7. Support any mass care and shelter operations
8. Keep Logistics Section updated on equipment requests (current and anticipated needs)
9. Request additional resources (internal and/or external) [personnel and/or equipment]
10. Complete appropriate documentation

Planning

1. Facilitate and draft Emergency Action Plan (EAP)
2. Consider and plan for incident impact on city
3. Monitor current and predicted weather conditions
4. Support any field evacuation operations
5. Document necessary and appropriate damage for possible claims/reimbursement
6. Update Web EOC as warranted with relevant information
7. Initiate planning process for transition from Response phase to Recovery

Logistics

1. Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests
2. Support any evacuation or sheltering operations

Finance

1. Track expenditures of personnel, equipment, and related purchases
2. Track receipts and financial records

Recovery

Recovery process may take some time depending on the extent of damage, water level in effected waterway, and current and upcoming weather conditions. Public works will be the lead for overseeing repairs to waterways and storm related management systems.

In addition to channel maintenance, repair to soil erosion may be necessary. While the cost of such might be covered in flood or storm incidents, the management of repair may occur outside of the immediate incident.

AFTER

Management

1. Orchestrate support of recovery efforts
2. Ensure needed city operations/services are in place
3. Continue to release relevant public information and media reports
4. Review EOC operations and staffing and adjust appropriately

Operations

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee restoration of normal city operations
3. Support any re-entry process
4. Support closure of any shelter operations and assist in transition of displaced residents
5. Oversee re-opening of closed roadways and removal of barricades and other traffic notification devices

Planning

1. Continue to document and track recordings of activities
2. Collect documentation for AAR
3. Coordinate and support re-entry process of any evacuated areas

Logistics

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid
2. Support any re-entry process
3. Support any evacuation or sheltering operation and transition to closing facility

Finance

1. Collect expense reports, time costs; prepare summary reports; submit forms for possible claims and/or reimbursement

After action reports should be generated; these should include any improvement suggestions and plans. Suggestions and plans should have an effect on future planning and preparation efforts.

This Annex has been reviewed and accepted by:

Rob Mallick

Burlingame Public Works Department

2/14/18

Date

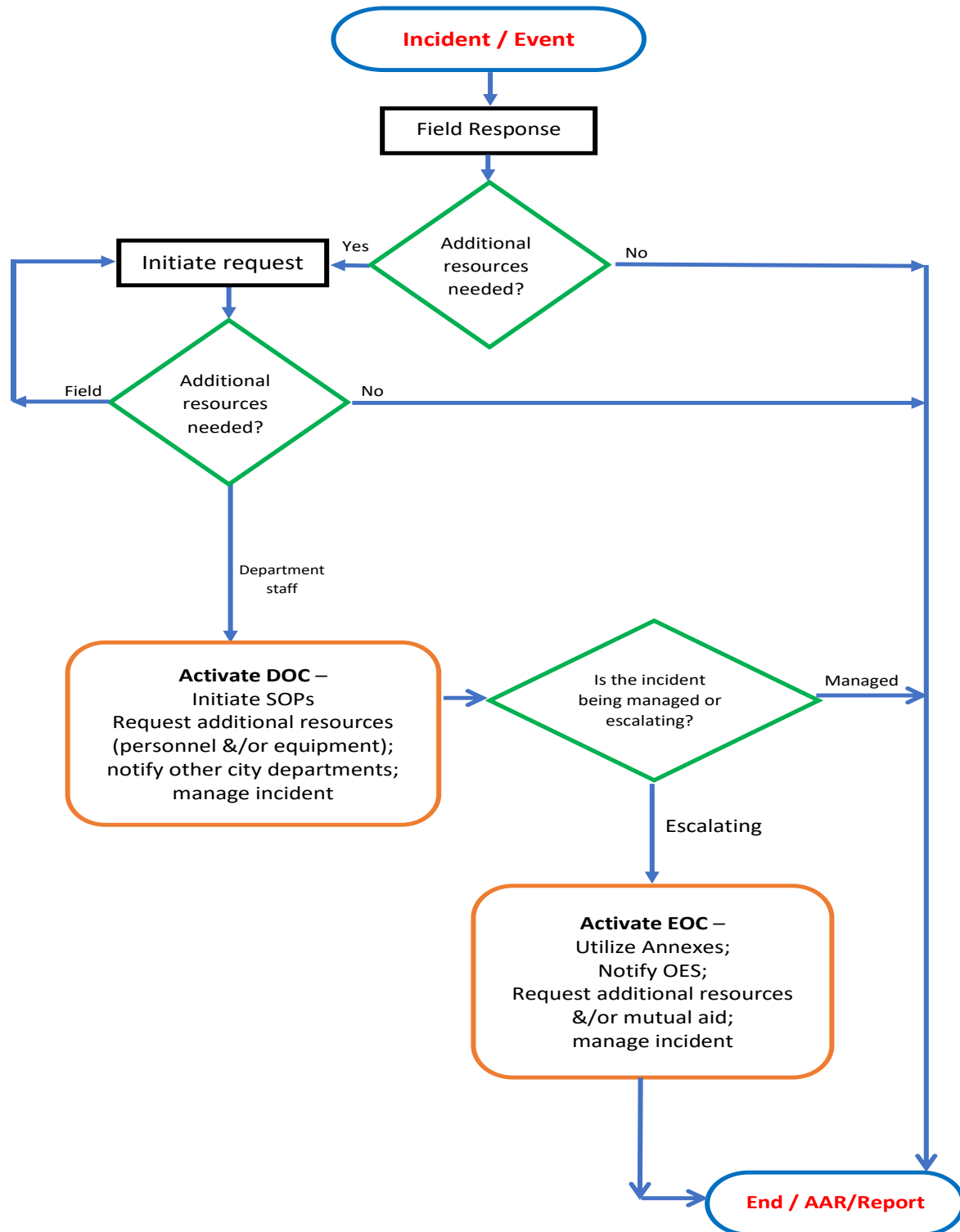
Daniel Gonzales

Hillsborough Public Works Department

2/13/18

Date

Evacuation Annex



Purpose

The Evacuation Annex is to establish a framework to prepare for the possibility of a significant evacuation and support government leaders in the decision-making process.

This Evacuation Annex adopts an all-hazards approach to preparing for and managing evacuations. It establishes a methodology that is applicable to any threat, hazard, or event that results in the need to evacuate. Events precipitating the evacuation may include foreign and domestic terror attacks, hazardous materials incidents or natural disasters. These events can occur with or without advanced warning.

The goal of the Evacuation Annex is to lessen the loss of life and injury to people and their animals by conducting an orderly evacuation and exclusion from specified areas.

This annex addresses sizable or mass evacuation operations. Emergencies (daily) may necessitate the need for sheltering in place or temporary evacuation (e.g. hazardous material incident or active shooter). While the City Manager may be informed of the incident, the decision to activate the EOC and significant evacuation should be based upon current and projected area impact and number of people affected.

Situation

City residents and commuters who work in the city but reside elsewhere, make up the majority of persons who may need to be evacuated. However, consideration must be made for all population groups who might be present and who may need to evacuate the city in response to any hazard or threat.

1. Certain populations will face challenges receiving evacuation-related information and may require special or additional notification methods that may include functional and access groups, pet owners, and visitors unfamiliar with the area.
2. Evacuated areas will require added safety/security measures to deter theft and looting.
3. Large scale and/or citywide evacuations will be ordered by the City Manager or his/her designee.

Assumptions

Various assumptions exist during evacuations that may have an impact on operations.

1. Areas other than Burlingame and/or Hillsborough may be affected and may also be evacuating
2. A citywide evacuation would quickly overwhelm city's resources
3. Areawide evacuation would need to be coordinated by the Operational Area (OES) and will likely include local, county and state agencies. Initial evacuation may be limited to local resources.
4. Traffic flow and congestion will create gridlock
5. Some owners/residents may refuse to evacuate including those with pets or companion animals
6. Areas or people with greater needs will tax resources
7. Difficulty ensuring delivery / receipt of evacuation warning messages
8. Heightened levels of anxiety, frustration, confusion, concern, and unknowns

Concept of Operations

While it is difficult to imagine an emergency or disaster situation that would trigger the need for a large-scale evacuation, should such an incident occur, pre-planning will aid in the city's ability to successfully respond and recover. The following provides an outline of the primary planning considerations required when an incident of such magnitude and destruction forces the decision to evacuate all or part of the city:

1. The EOC will be activated
2. Public notification with updated information should be occurring
3. Emergency Declaration will be drafted
4. When an evacuation is a considered option, the City Manager, acting as the Director of Emergency Services, will receive input from the Police Chief, Fire Chief and Public Works Director (or their designees) regarding the situational awareness to assess whether an evacuation is advisable, and if so, determine the scope and type of evacuation. This Annex identifies three strategies based upon the scale of the incident.
 - a. Recommended evacuation: A situation in which the public is advised that city leaders have assessed the situation and recommend that it is in the public's best interest to evacuate a threatened area.
 - b. Deliberate evacuation: A threat where there is advance warning, providing ample time to make a thorough needs analysis, warn the community, and execute an orderly evacuation.
 - c. Immediate evacuation: the catastrophic trigger for this evacuation is either imminent or has already occurred, with little or no advanced notice. There is little time to deliberate or customize the subsequent actions; evacuation execution must occur as quickly as possible, probably with the likelihood of the general public self-initiating evacuation movement.
5. Evacuation orders may be given as either voluntary or mandatory.
 - a. If a mandatory evacuation is ordered, law enforcement will not use force to remove persons who choose to remain in the affected area. California Penal Code Section 409.5 does not authorize forcible evacuations, but rather authorizes officers to refuse admittance of others into the impacted area. Possible exceptions can be made for adults who will not evacuate minors from immediately dangerous environments; the children can be removed under child endangerment laws.
 - b. Responders must clearly inform people that failure to evacuate may result in physical injury or death and that a future opportunity to evacuate may not exist. People must be informed that there is no guarantee that resources to rescue them will be available. Law enforcement should have those that refuse to evacuate sign a waiver and document where these persons are located. Once an evacuation order is given, it is critical that the public information system provide clear instruction through all available alert and warning systems and mechanisms.
6. Director of Emergency Services and Unified Command will consider options. They will need to identify the scope of the evacuation. The size and duration should be constantly monitored, and adjustments should be made to minimize casualties in a dynamic and changing environment.
 - a. A small-scale evacuation is identified as an event that displaces less than 2,000 people. Normally, small-scale evacuations will be ordered by the incident commander (typically a police or fire commander). Incidents that may require a small-scale evacuation include

police actions (e.g. hostage situations, sniper incidents), large fires, minor hazardous material spills and other lesser threat situations.

- b. A large-scale evacuation is identified as an event that displaces more than 2,000 people. Incidents that may require a citywide evacuation include foreign and domestic CBRNE/WMD terror attacks, natural disasters (weather anomalies, wildfires, earthquake and the like), and hazardous materials spills/industrial accidents. The Director of Emergency Services will also be responsible for declaring a state of emergency.
- c. A citywide or dual city evacuation has not yet been defined. Estimation is that it would cause over 15,000 persons or more to be displaced.

Lead field agency: Burlingame or Hillsborough Police Department

Support agencies: Central County Fire Department

Burlingame or Hillsborough Public Works Department

San Mateo County EMS

San Mateo County OES

Allied agencies from San Mateo County, State of California or the U.S. government

BEFORE

Preparation

Management

1. Pre-draft emergency evacuation order
2. Pre-draft disaster declaration
3. Pre-draft messaging for evacuation and re-entry information
4. Review Evacuation Annex

Operations

1. Pre-identify possible evacuation routes for various scenarios
 - a. Major corridors include Interstate 280, El Camino Real, US 101.
 - b. Secondary routes are California Drive, Trousdale Ave., Chateau Dr./Ralston Ave., Crystal Springs Rd., Burlingame Ave., Peninsula Ave., and Broadway Ave.
2. Pre-identify potential staging area for resources and equipment
3. Review Evacuation Annex

Planning

1. Review EOP, Emergency Action Plan, and Evacuation Annex
2. Review weather and environmental conditions
3. Anticipate needs and plan for contingencies

- a. Some residents may choose to not evacuate
- b. Sheltering of pets
- c. Access and functional needs population
4. Pre-draft possible evacuation plan
5. Pre-draft re-entry plan

Logistics

1. Pre-identify possible resource needs and various locations including:
 - a. Signage, traffic makers, barricades
 - b. Transportation
 - c. Pet sheltering
 - d. Access and functional needs population
 - e. Potential sheltering / evacuation centers site options
2. Pre-forecast possible resource needs

Finance

1. Ensure appropriate record keeping forms are available

DURING

Response

All EOC Sections

- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

Management

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases, especially those regarding evacuation information (what, where, why, when)
 - a. If incident is large scale, Joint Information Systems (JIS) should be established; participate with Joint Information Center (JIC)
4. Communicate with respective city council
5. Liaison between EOC and allied agencies

Operations

1. Monitor and support all field operations
2. Ensure departments and responders follow appropriate protocols and procedures

3. Communicate with incident command post (ICP)
4. Support non-incident related operations
5. Keep PIO informed of urgent and important information - Ensure adequate public notifications are being sent
6. Establish Evacuation Unit within the Law Branch to support specific field evacuation operations; work with field operations for designating evacuation routes and movement strategy
 - a. Develop routes for self-evacuation
 - b. Location of evacuation staging area
 - c. Coordination of evacuation routes and possible sheltering locations
 - d. Information to PIO
 - e. Work with Public Works to determine traffic management and road closures
7. Support designated evacuation route operations
8. Support local or designated shelter operation
9. Assist in facilitating pet sheltering needs
10. Liaison or interact with designated volunteer groups (CERT, HAMs, neighborhood groups, faith-based organizations, businesses, chamber of commerce)
11. Ensure protection of evacuated areas
12. Keep Logistics Section updated on equipment requests (current and anticipated needs)
13. Request additional resources (internal and/or external) [personnel and/or equipment]
14. Complete appropriate documentation

Planning

1. Facilitate and draft Emergency Action Plan (EAP)
2. Consider and plan for incident impact on city
3. Monitor current and predicted weather conditions
4. Plan for and assist in facilitating city evacuation routes
5. Document necessary and appropriate damage for possible claims/reimbursement
6. Update Web EOC as warranted with relevant information
7. Initiate planning process for transition from Response phase to Recovery

Logistics

1. Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests
2. Support field requests for resources including transportation of affected residents
3. Anticipate future needs

Finance

1. Track expenditures of personnel, equipment, and related purchases
2. Track receipts and financial records

AFTER

Recovery

Following the incident and evacuation, attempts should be made to return the City and/or Town to regular operations. This would include the re-opening of roads, notifying residents, cleaning of the affected area, deactivating the EOC, writing an after-action report, returning and restocking any City or Town resources, following up with any affiliated agencies for after action details, and documenting related costs associated with incurred by the City and/or Town associated with the visit.

The EOC Director will determine the need for staffing, support of field resources and impact to the city.

Management

1. Orchestrate support of recovery efforts
2. Ensure needed city operations/services are in place
3. Continue to release relevant public information and media reports including re-entry and recovery information
4. Review EOC operations and staffing and adjust appropriately

Operations

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee restoration of normal city operations
3. Oversee re-opening of closed roadways and removal of barricades and other traffic notification devices
4. Ensure necessary services have been restored to evacuated areas
5. Support closure of shelter operations and assist in transition of displaced residents
6. Support identification and facilitation of re-entry routes
7. Support field operation of any closed or restricted areas

Planning

1. Continue to document and track recordings of activities
2. Facilitate drafting of reentry plan
3. Coordinate re-entry plans working with field operations
4. Collect documentation for After Action Report

Logistics

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid
2. Support re-entry into evacuated areas
3. Support outside and allied government agencies in their recovery efforts

Finance

1. Collect expense reports, prepare summary reports; submit forms for possible claims and/or reimbursement
2. Support any recovery efforts through government agencies and programs (e.g. Small Business Administration, Local Assistance Centers, insurance claims, utility bills, and disaster loans)

After action reports should be generated; these should include any improvement suggestions and plans. Suggestions and plans should have an effect on future planning and preparation efforts.

A crisis debriefs or check in for staff (field and support) who have been involved and/or affected by the incident may be indicated.

This document has been reviewed and accepted by:

Mike Matteucci

4/18/2018

Burlingame Police Department

Date

Hillsborough Police Department

Date

Syed Murtuza & Rob Mallick

4/20/2018

Burlingame Public Works Department

Date

Daniel Gonzales

4/20/2018

Hillsborough Public Works Department

Date

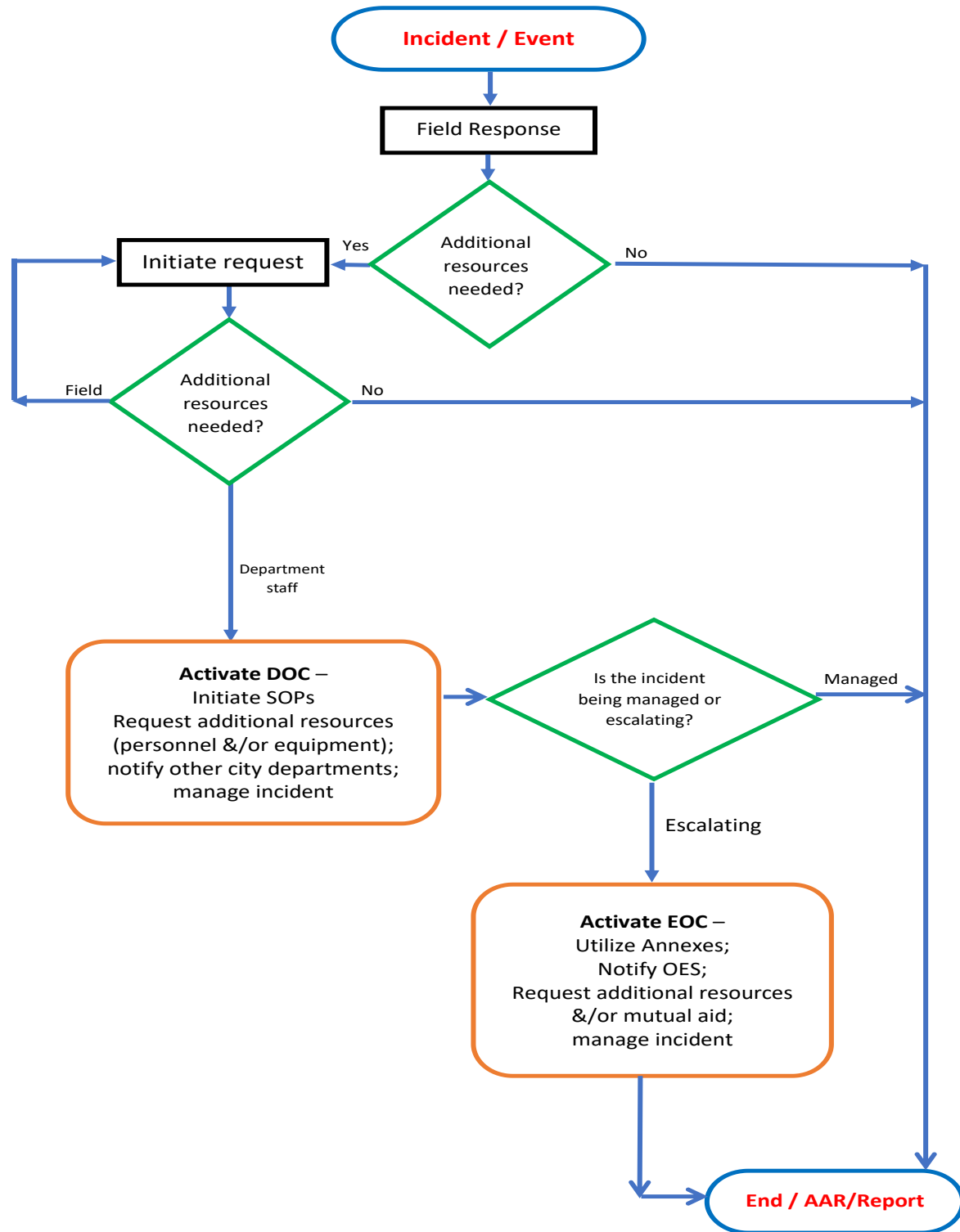
Drew Flinders

4/18/2018

Central County Fire Department

Date

Care and Shelter Annex



Overview

Following a major disaster many residents may be unable to use or return to their residents, have no alternate housing and/or transportation to another location may be impossible or delayed. Therefore, it may necessary for the Burlingame and/or Hillsborough to provide temporary sheltering locations. The Care and Sheltering of local residents reside with the respective municipality. Burlingame and Hillsborough working collaboratively with County OES and the local Red Cross chapter have identified locations that comply with established guidelines for either evacuation centers or shelter locations.

Reference: San Mateo County Mass Care & Shelter Annex (2017)

Purpose

This Annex provides information and guidance that are specific to planning, response and recovery actions that may be necessary to manage car and sheltering situations in either Burlingame and/or Hillsborough. This annex applies to large scale disaster or catastrophic situations and not day -to-day emergencies.

Preparation

In advance and in preparation working in collaboration with San Mateo County Office of Emergency Services, San Mateo County Human Services Agency, and the local American Red Cross chapter, Burlingame and Hillsborough will pre-designate suitable, acceptable and qualified care and shelter locations which comply with current standards.

Shelter staff members will receive appropriate training on care and management from San Mateo County Human Services Agency and American Red Cross.

Accommodations will take in consideration people with disabilities and access and functional needs.

Response

Burlingame Parks and Recreation Department will be the lead agency responsible for overseeing and managing shelter operations.

Lead agency: Burlingame Parks and Recreation Department
Hillsborough Public Works

Support agencies: Burlingame or Hillsborough Police Department
Central County Fire Department
Burlingame Public Works
Burlingame High School (shelter)
San Mateo County OES
American Red Cross
San Mateo County Human Services Agency (HSA)

Shelter operations may be supported by community-based organizations and non-profit organizations.

Duration and scope of local shelters will be proportional to the situation's severity and assistance needed.

Activation

During an emergency or disaster, the EOC will be monitoring the situational status of the current incident and the displacement of residents. Based upon intelligence and information from field operations sent to the EOC Planning Section and other section, the EOC Director will determine the need to activate and direct the Care and Shelter Branch to oversee and support the opening of shelters for affected residents.

Notification

The EOC Public Information Officer (PIO), working with the Care and Shelter branch to coordinate messages and notifications, will communicate the location shelters and other relevant information.

Set Up and Staffing

Various facilities in San Mateo County have been designated as general population shelters capable of being set-up to receive residents. The American Red Cross maintains the National Shelter System (NSS) database of qualified shelter locations. Burlingame High School has been designated as a shelter location for the City of Burlingame and Town of Hillsborough.

A local Care and Shelter Coordinator will be designated. Additional staff will be supplied by the city and supplemented by Red Cross and Human Services Agency volunteers. CERT team members who have been shelter trained may also assist.

Care should be taken for individuals requiring shelter including those that may require additional assistance which may include the following:

1. Seniors residents
2. Medically fragile or dependent
3. Limited English proficiency or non-English speakers
4. Limited mobility; access and functional needs
5. Unaccompanied minors

Service animals are allowed to accompany individuals throughout all stages of a disaster.

During a disaster, mass care operations will require an influx of resources from outside the area to be fully operational. A full complement of resources will be contingent on the severity of the event, impact to transportation infrastructure and the ability to move resources and supplies into the affected area.

The Red Cross maintains Shelter Management Coordinators to support local officials and volunteers in the staffing of shelters.

Other facilities, such as faith-based organizations, may offer assistance to their organization members and others in the community. While they may receive relief supplies, organization and management would be supplied by such facilities.

Long Term Sheltering - There will be groups (families and individuals) that may require long term sheltering. This will be dependent on factors that arise due to the type, severity and location of the disaster. If the need for long term sheltering is determined through the local assessment process, then a request for federal assistance is made so that temporary housing resources will be provided if a federal disaster is declared. FEMA defines long term sheltering as more than two weeks.

Demobilization

Once a shelter has been activated, the decision for the demobilization order will be a coordinated effort with the Red Cross and Burlingame/Hillsborough EOC. All evacuees must be returned to their homes, family member's homes, or moved to another facility before the shelter can be closed.

Factors that impact the decision to close a shelter include an urgency to return the shelter to its day-to-day use, availability of transportation, or the availability of long-term accommodations.

Recovery

During the recovery process, emphasis will be placed on cleanup, shelter demobilization, and critiquing operational performance. The Care and Shelter staff will participate in the demobilization and recovery process; coordinate provision of support for cleanup and recovery operations, as needed; and request the provision of financial and behavioral health services for individuals and emergency workers, where appropriate.

Most of the immediate needs of the population will have been provided, and if the disaster surpasses local available resources, federal and state governments will become heavily involved in providing financial aid to victims. Local Assistance Centers (LACs) will be set up to coordinate the delivery of needed services.

The EOC Care and Shelter Branch has responsibility for phasing out the shelter facilities and assisting displaced persons in obtaining next phase temporary housing and other aid. The demobilization plan of action, drafted by the Care and Shelter Branch, will outline public/private partnership roles, responsibilities, resources, and protocols for the recovery transition period.

This document has been reviewed and accepted by:

Margaret Glomstad & Nicole Acquisti

06/11/2018

City of Burlingame

Date

Town of Hillsborough

Date