

CITY OF SANTA ROSA'S EMERGENCY OPERATIONS PLAN

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Basic Plan Introduction

This Emergency Operations Plan (EOP) Basic Plan outlines how the City of Santa Rosa—its government, stakeholder agencies, community-based organizations, business community and residents—coordinate their response to major emergencies and disasters. The EOP identifies operational strategies and plans for managing inherently complex and potentially catastrophic events. City assets, resources, and departments are potentially vulnerable and may become overwhelmed. With this in mind, the EOP is designed to promote flexibility whenever possible and is not intended to limit the use of good judgment and common sense.

In alignment with SB-160: Emergency Services Cultural Competence¹, the city has adopted a “Whole Community” approach in which the inclusion and integration of community partners, neighbors, and other stakeholders are actively promoted in all phases of emergency management. Through these collaborative efforts, the city will be better prepared to meet the needs of its residents and daytime populace alike, especially those with disabilities and others with access and functional needs.

This plan also demonstrates how the City complies with and implements the requirement of the California Emergency Services Act² and the Americans with Disabilities Act (ADA)³ in order to protect the lives, property, and environment of the residents of Santa Rosa.

The EOP is organized and defined as follows:

- Basic Plan: presents the planning assumptions, policies, and concept of operations that guide the responsibilities for emergency preparedness, response, recovery, and mitigation for the City of Santa Rosa.
- Functional Annexes: outlines the scope and procedures utilized for specific technical functions of an emergency such as Care and Shelter (A), Alert and Warning (Annex B), and Damage Assessment (Annex C). Each Functional Annex is published separately.
- Hazard Specific Annexes: outlines the scope and procedures utilized for hazard-specific responses impacting the City such as Earthquake (Annex D), and Wildfire (Annex E). Each Hazard Specific Annex is published separately.

There are a number of City plans, procedures and other documents that support or relate to the EOP. These plans provide additional detail and guidance for specific hazards, functions, or operations.

- Continuity of Operations Plan/Continuity of Government (COOP/COG)
- Emergency Operations Center Manual (includes EOC Position Checklists)
- Multijurisdictional Hazard Mitigation Plan (MJHMP)
- Department Emergency Plans and other related procedures

The City’s Emergency Operations Center (EOC) provides a centralized location for the implementation of the processes and procedures outlined in this plan. It is where emergency management coordination and decision making can be supported during a critical incident, major emergency, or disaster. When activated, the EOC provides support for a number of critical tasks related to communications, coordination, resource management, and executive leadership.

¹ See https://leginfo.ca.gov/faces/billTextClient.xhtml?bill_id=201920200SB160

² See California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code).

³ See <https://beta.ada.gov/>

Purpose, Scope, Situation Overview, and Assumptions

Purpose

The primary purpose of the EOP is to:

- 1) Provide the framework, concepts and policies that will ensure the effective management and coordination of the City's response to major emergencies and disasters.
- 2) Identify roles and responsibilities for City departments as they pertain to preparedness, response, recovery, and mitigation activities.
- 3) Codify the City's understanding and adoption of state and federal policies and guidance⁴ through which operational coordination, mutual aid, and other requests for support will be integrated.
- 4) Serve as a foundational document for supporting City plans, as well as support emergency plans of other governments, CBOs, and others (e.g., private businesses, etc.).
- 5) Comply with state and federal laws and regulations such as the California Emergency Services Act⁵.

Scope

The EOP serves as the foundational document for the City's emergency management activities. While all City resources may be called upon as needed, specific departmental responsibilities are outlined in the EOP Basic Plan and associated annexes. To ensure the City is adequately prepared, all City departments are required to actively participate in preparedness and planning activities to include the development and review of departmental plans, policies, procedures, resource information and contact information as necessary to fulfill their assigned roles and obligations.

Limitations

While many of the elements outlined in the EOP are designed for flexibility and can be used as needed to address a number of emergency and non-emergency events, some activities require special activation or a formal disaster proclamation by the City Council. Similarly, the EOP is not meant to outline procedures for routine incidents or minor emergencies which are adequately addressed through existing processes.

The EOP identifies operational strategies and plans for managing inherently complex and potentially catastrophic events. City assets, resources, and departments are potentially vulnerable and may become overwhelmed. Deviations from the organizational and response structures outlined in the EOP may be required, based upon evolving needs and available resources. With this in mind, the EOP is designed to promote flexibility whenever possible and is not intended to limit the use of good judgment and common sense in matters not foreseen or adequately addressed by elements of the EOP and its associated annexes, and supporting plans.

⁴ For example: This EOP is based on the functional elements of SEMS. SEMS is established by State Law (Chapter 1 of Division 2 of Title 19 of the California Code of Regulations).

⁵ California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code).

Situation

The city and surrounding region are susceptible to a number of hazards such as natural disasters and human-caused events, as well as technological failures and pandemics. Accordingly, the EOP uses an "all-hazards" approach to ensure the city is able to prepare for, respond to, recover from, and mitigate (to the extent possible) all potential hazards and critical incidents.

Emergency management is based on an understanding of community risk. The City has undergone multiple hazard analysis processes per FEMA's "Comprehensive Preparedness Guide 201 (CPG 201)."⁶ This current best practice places risk into three categories: natural, technological (accidental), and human-caused (deliberate). Detailed information regarding Santa Rosa's geography, demographics, and potential hazards are contained in the City's Multijurisdictional Hazard Mitigation Plan (MJHMP).

Planning Assumptions

The following assumptions were used during the development of the EOP and are recommended for the readers' own plans:

1. The City of Santa Rosa is susceptible to hazards and risks that may result in critical incidents.
2. Critical incidents include natural, technological, or human-caused emergencies and disasters.
3. Emergencies may occur at any time with little or no warning and may exceed capabilities of local, state, federal, and tribal governments, and the private sector in the affected areas.
4. The City of Santa Rosa is committed to the preservation of life, property, and the environment.
5. All City departments will participate in planning and preparedness activities as required.
6. City personnel will be adequately trained to perform the roles in which they are assigned.
7. The City's EOC will be partially or fully activated to support operations during critical incidents.
8. City personnel may be unable or unavailable to report to work or as assigned.
9. Non-essential City operations may be reduced or cancelled in order to prioritize resources.
10. The city will commit its resources to a reasonable degree before requesting mutual aid assistance.
11. Emergencies may result in casualties, fatalities and displace people from their homes.
12. Communications equipment and infrastructure may be damaged or disrupted.
13. Transportation infrastructure may be disrupted and access to critical facilities may be blocked.
14. Critical infrastructure and utilities (natural gas, water, and electricity) may be severely impacted.
15. Residents, businesses, and other entities may need to be self-sufficient for one week or more.
16. Additional planning, resources, and support will be needed to support people with disabilities and others with access and functional needs.

⁶ See <https://www.fema.gov/sites/default/files/2020-04/CPG201Final20180525.pdf>

Concept of Operations

In accordance with state and federal laws, the City of Santa Rosa has officially adopted and integrated the following emergency management, response, and coordination systems:

- Incident Command System (ICS)⁷
- Standardized Emergency Management System (SEMS)⁸
- National Incident Management System (NIMS)⁹

Together, these operational systems outline how critical incidents, emergencies, and disasters will be coordinated in the field, at the local level, and up through the county, region, state, and federal levels.

As the cornerstone of California's emergency response system, SEMS integrates the concepts and principles of both NIMS and ICS. Jurisdictions within the State are required to adopt its use. SEMS unifies all elements of California's emergency management community into a single integrated structure. SEMS ensures that local communities retain the authority and responsibility for managing and coordinating responses within their jurisdictions, while promoting situational awareness and facilitating the prioritization of resource requests.

The five SEMS coordination levels expand outward from the impacted area at the field level, with each successive level representing a larger geographic area. The six coordination levels include: Field Response, Local Government, Operational Area, Regional, State, and Federal.

1. Field Response

- As mandated by both SEMS and NIMS, the City utilizes ICS to manage response activities in the field and in the EOC. ICS provides for common terminology, processes, and position titles, while allowing the delegation of functions (or tasks) to subordinate positions in order to promote proper span of control and unity of command. ICS is applicable to any size incident and is designed to be expandable as the needs of an incident expand or contract.
- Field response includes on-scene activities and coordination, consistent with ICS, and includes the use of an Incident Command Post (ICP). Resource requests and situation reports are routed from the field to the next SEMS organizational level, either through participating response agencies or the local EOC if activated.

2. Local Government

⁷ More information can be found at <http://training.fema.gov/emiweb/is/icsresource>

⁸ State authority is to be found, in part, in California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code). California State and local jurisdictions use SEMS as outlined in California Code of Regulations (Title 19, Divisions 2, Chapter 1) and the California Government Code (§8607).

⁹ Federal authority is found in the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended, 42 U.S.C. 5121) and in Homeland Security Presidential Directive ([HSPD 5](#), "Management of Domestic Incidents" and [HSPD 8](#), "National Preparedness." The emergency management system used nationally is NIMS.

- The City of Santa Rosa, as the local government, retains the responsibility and authority for managing response activities within its jurisdiction. To support these efforts, the City may activate its EOC and Department Operations Centers (DOCs). The EOC provides agency coordination, provides logistical support, establishes common operating procedures, identifies overarching priorities, and prioritizes available resources. Additionally, the EOC coordinates with the Sonoma County Operational Area (OA) / County EOC.

3. Operational Area (OA)

- The OA provides response coordination for all political subdivisions within the county's geographic borders. The OA coordinates response activities within the county's geographic area through the County EOC, if activated. The OA also serves as a link to regional level and all other OAs within the region.
- The City of Santa Rosa is part of the Sonoma County OA and coordinates closely with the Sonoma County Office of Emergency Services (OES). The City participates in Sonoma County OA planning and, during a critical incident, coordinates with the OA through either the Sonoma County OES or the Sonoma County EOC, if activated.

4. Regional

- The State of California is divided into three regions that each maintain Regional Emergency Operations Centers (REOC) to coordinate resource requests, support mutual aid, and promote situational awareness between their respective OAs. The City of Santa Rosa and the Sonoma County OA are within the Coastal Administration Region.

5. State

- When required, California's State Operations Center (SOC) is activated to facilitate state agency response, mobilize mutual aid, and coordinate with other regions, states, and the federal government.

6. Federal

- NIMS provides a comprehensive national framework for incident management applicable at all jurisdictional levels and across all functional disciplines. The majority of NIMS requirements applicable to the City of Santa Rosa, including the adoption of ICS, are satisfied by the adoption of SEMS. Additional elements of NIMS outline coordination between federal agencies and the use of federal assets and resources.
- The National Response Framework (NRF) is built upon the premise that incidents are typically handled at the lowest jurisdictional level. The NRF provides the framework for federal interaction with state, local, tribal, private sector, and non-governmental entities in the context of domestic incident management to ensure timely and effective federal support.

Mutual Aid

The California Mutual Aid System operates within the framework of the California Master Mutual Aid Agreement (MMAA)¹⁰ and under the authority of the California Emergency Services Act¹¹. The system allows for the mobilization of resources to and from emergency response agencies, local governments, OAs, regions, and the state with the intent to provide requesting agencies with adequate resources. Mutual aid is utilized by four primary response disciplines:

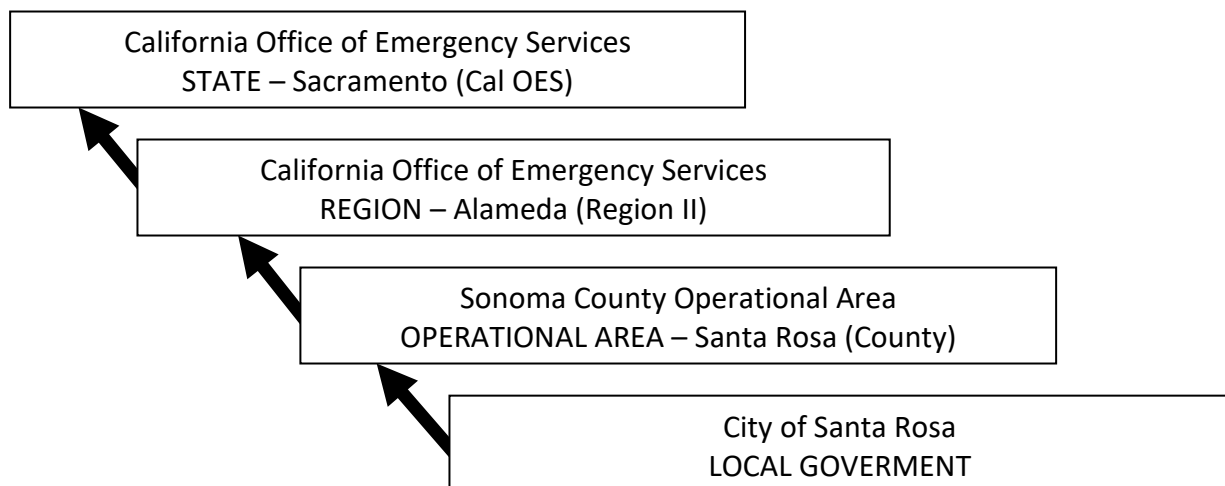
- Fire and Rescue
- Law Enforcement
- Coroner
- Emergency Management

The California Mutual Aid System includes six mutual aid regions in order to facilitate the coordination and flow of mutual aid requests. As part of the Coastal Administration Region, the Sonoma County OA and the City are part of Mutual Aid Region II. The system includes a number of discipline-specific mutual aid systems that operate through designated mutual aid coordinators at the OA, regional, and state levels. Mutual aid requests are coordinated within their geographic area before unfilled requests are forwarded to the next level. See Figure 1 (Mutual Aid Request Process) below.

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system and by emergency management staff at the local government, OA, regional, and state levels.

The City will assume responsibility for the support of mutual aid personnel and their equipment.

Figure 1: Mutual Aid Request Process



¹⁰ See the California Master Mutual Aid Agreement (Chapter 7 of Division 1 of Title 2 of the Government Code).

¹¹ See the California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code).

Phases of Emergency Management

Mitigation

The mitigation phase includes actions and measures taken to reduce or eliminate the degree of long-term risk from natural and technological hazards. Whereas preparedness activities increase the City's ability to respond to the impacts of a hazard, mitigation activities reduce the potential for those impacts in the future, thereby reducing overall risk.

The City participates in local and regional mitigation activities such as the development of risk assessments and mitigation plans. The City's Multi-Jurisdictional Hazard Mitigation Plan (MJHMP) contains detailed hazard assessments and potential mitigation strategies. The City's Comprehensive Plan (General Plan) also includes mitigation approaches and elements.

Preparedness

The preparedness phase of emergency management includes activities undertaken prior to an emergency in order to improve the City's ability to coordinate, respond, and recover from a critical incident. These activities focus on maintaining or improving capabilities that will be used in the response or recovery phases. The City's preparedness activities emphasize emergency planning, training, and exercises as well as public education and outreach. The City conducts drills and exercises regularly in order to validate ongoing activities, identify areas for improvement, and prioritize or justify future effort and funding.

- **Planning**

Emergency planning includes a wide variety of plans at the strategic, operational, and tactical levels. Strategic plans include the EOP and many of its associated hazard-specific or functional annexes, while operational and tactical planning includes more detailed information such as standard operating procedures (SOP), checklists, personnel assignments, notification rosters, resource lists, and forms.

All City departments are required to participate in the development of relevant strategic and operational plans while ensuring that internal tactical planning is sufficient to meet the needs of their outlined roles and assigned objectives. This includes the development of department-specific SOPs required to meet the objectives outlined for each department.

- **Training**

Training is an essential component of preparedness and greatly impacts the City's ability to respond to, and recover from, a critical incident. The City works with City departments and other stakeholders to provide training for staff. The City actively manages training activities and allocates funding in relation to fluctuating needs, personnel turnover, and course availability. In addition, the City consistently prioritizes training that promotes staff understanding and familiarity with the following concepts:

- ICS
- SEMS
- NIMS
- California Disaster Service Worker (DSW)

- EOC functions

The City also partners with residents through its Citizens Organized to Prepare for Emergencies (COPE) program, local businesses, Community Based Organizations and other entities to develop and provide training and public safety public education.

- **Exercises**

Exercises are the primary tool for assessing preparedness activities and identifying areas for improvement while allowing all levels of personnel to simulate their response and recovery roles in a learning environment. The City follows the best practices of the Homeland Security Exercise and Evaluation Program (HSEEP), including the building block concept of seminars, small-scale tabletop exercises, functional exercises, and full-scale exercises.

- **Public Awareness and Education**

The City and its partners actively promote public awareness and education in order to strengthen overall preparedness and community resilience. By providing community education, outreach, training, and coordination, the City increases the ability of community members and organizations to adequately prepare for and meet their own needs. In promoting self-reliance and individual preparedness, the City reduces the overall burden on limited resources and competing needs that emerge during critical incidents.

- **Whole Community Approach**

The City's ability to respond and recover from significant emergencies and major disasters is highly dependent upon planning for the unique needs and specific requirements of the City's residents and non-resident commuters and visitors. To further identify and meet these needs, the City has adopted a "Whole Community" approach in which the inclusion and integration of community partners, neighbors, and other stakeholders are actively promoted in all phases of emergency management. Through these collaborative efforts, the City will become more resilient and better prepared to meet the needs of its residents and daytime populace alike, especially those with disabilities and others with access and functional needs.

- Residents

Residents of Santa Rosa play a fundamental role in emergency management by ensuring that they are prepared for emergencies and disasters. In most disasters, City residents will be the first to respond—family members caring for one another, neighbor helping neighbor. In a major disaster, residents may not have access to City services for days. Individual preparedness will ensure that the City's limited resources can go where they are most needed.

The City recommends that all residents prepare for disaster by taking first aid and CPR training, maintaining disaster supplies of food and water, and safekeeping personal documentation (e.g., personal identification and individual medical records). These actions will better prepare residents to evacuate or shelter-in-place for up to a week. Those families or residents with disabilities and others with access and functional needs may require additional personal planning before, during, and after an emergency to accommodate their need for assistance with communication, maintaining health and medical supplies, independence, support and safety, or transportation.

More information on how to prepare yourself and your home can be found at (srcity.org/readysr) – which is the city’s permanent preparedness resources webpage.

- Citizens Organized to Prepare for Emergencies (COPE)

The COPE program encourages family, neighborhood, and community preparedness for emergencies such as earthquake, fire, flood and other major events by training individuals and families to be self-sufficient after an emergency. COPE also educates participants to have food, water, tools and medical supplies to help family and neighbors survive even if electricity, gas, water, phones and other utilities are disrupted.

- People with Disabilities

People with disabilities may require additional planning and support to ensure they receive equal access and services as required under the Stafford Act as well as other state and federal legislation such as the ADA of 1990. Covered disabilities are not always apparent and may include impairments of mobility, vision, and hearing as well as some cognitive disorders and mental illnesses.

The City has a diverse population which includes a wide variety of people with disabilities. To meet the needs of these individuals, the City is committed to supporting efforts and activities designed to improve and develop capabilities in support of people with disabilities, including but not limited to:

- Notification and warning procedures (ex. non-verbal communications for the deaf and hard of hearing community)
- Evacuation, transportation, and sheltering considerations (ex. use of appropriate vehicles and transportation for those with mobility issues or special equipment)
- Accommodations for service animals (ex. shelter or mass care settings when safety of others can be developed)
- Accessibility to information (ex. use of existing community and social networks to extend communications beyond social and traditional media systems)

The City requires vendors and third party vendors providing services in an emergency to comply with Title II of the ADA. In addition, the City looks to integrate people with disabilities and their advocates directly into preparedness activities such as plan development and review. These efforts have included targeted outreach to publicize the development of this EOP and solicit input and participation in the subsequent development and review of associated operational annexes and appendices.

- Individuals with Access and Functional Needs

In addition to people with disabilities, the City recognizes that supplementary or adjusted support may also be needed to support those persons with access and functional needs. Access and functional needs are not necessarily related to a specific condition, diagnosis, or impairment and are based upon functional areas such as:

- Maintaining independence
- Effective communication
- Transportation
- Supervision
- Medical care

Individuals with access and functional needs may not have access to support networks outside of their immediate communities or be able to self-evacuate. As a result, they may have additional needs before, during, and after an incident. Those with functional needs often include children, the elderly, tourists, and other segments of the population, including:

- People with disabilities
- People living in institutionalized settings
- People from diverse cultures
- People with limited English proficiency
- People without transportation
- People who are economically disadvantaged

The City participates in the Sonoma County Emergency Management and Access and Functional Needs Engagement committee to ensure its plans, policies, and resources are developed in the full context of the Whole Community. When the City EOC is activated, the position of Access and Functional Needs Liaison may be established in the Planning Section. The EOC Public Information unit will provide messaging in multiple formats and coordinate messaging with community stakeholder organizations. The City may utilize paratransit resources to conduct evacuations if needed and available.

○ Considerations for Pets and Other Animals

As a result of deficiencies in emergency planning uncovered in the aftermath of Hurricane Katrina, the federal government passed the Pets Evacuation and Transportation Standards (PETS) Act in 2006 as an amendment to the Stafford Act. Recognizing the unwillingness of many displaced individuals to take advantage of evacuation or shelter resources without accommodating for their pets or companion animals, the PETS Act directs that state and local preparedness plans address the needs of individuals with pets and companion animals during a disaster or emergency.

The City works to include considerations for the needs of pets and companion animals in plans as appropriate. Furthermore, although not required under the PETS Act, additional resources for the evacuation of larger animals and livestock, such as horses, may be available through coordination and requests through the County.

○ Private Sector

The City of Santa Rosa is home to a diverse and vibrant business community including traditional retail, entertainment, technology, and agriculture sectors as well as many nationally recognized companies. Representing tens of thousands of employees, the business community swells the City's daytime population and serves as a foundation for economic prosperity.

The City actively engages with the private sector to better understand their needs, identify resources, and develop partnerships. Many of the City's private sector partners proactively address preparedness planning internally as a way to minimize business disruptions, to support the wellbeing of their employees and also offer their resources and technical capabilities to the larger community. The City acknowledges this valuable

support and will continue collaborative efforts with the private sector as an integral component of the City's overarching emergency management program. Much of the City's critical infrastructure is owned or maintained by businesses and must be protected during a response to ensure a quick and complete recovery from an emergency. This includes communications, utilities, medical care facilities, transportation, and food supplies. These businesses provide valuable resources before, during and after an emergency and play a critical role in meeting the needs of those impacted by an emergency. The City recommends that all businesses develop comprehensive emergency plans that include employee injury and illness prevention programs, business resumption and continuity of operations elements.

Response

The response phase includes any actions taken immediately before, during, or directly after a critical incident in order to minimize the potential or existing impacts of the incident.

- **Pre-Event Response**

Some incidents may provide sufficient warning to allow for pre-event or precautionary measures. Depending upon the probability and likelihood of significant impacts, pre-event response activities may include:

- Public Warning
- Evacuations
- Resource Mobilization
- Staging
- Mutual Aid Requests
- Proclamation of a Local Emergency

- **Emergency Response**

Emergency response activities are actions taken during, or in the immediate aftermath, of a critical incident to reduce actual impacts. While these activities are most often associated with traditional response agencies including law enforcement, fire protection, EMS, utilities, and public works, the size and complexity of an incident may require robust support from additional governmental agencies, NGOs, and other partners.

When coordinating emergency response activities and addressing competing needs and objectives, the City has established the following broad response priorities:

1. Support Life Safety
2. Protect Property and Infrastructure
3. Reduce Impacts to the Environment

Emergency response may also include activities related to short-term recovery and often overlaps with long-term recovery operations.

Recovery

The recovery phase includes short-term activities focused on returning the community to pre-incident conditions. In some instances when a state or federal disaster declaration has been made, recovery activities include the critical task of identifying, documenting, and quantifying response, and recovery costs eligible for reimbursement.

Task Forces

The City established a task force model for recovery in order to ensure that key aspects of recovery are addressed. The primary task forces that are established that focus on both external and internal recovery operations.

Damage Assessment

Damage assessment activities involve identifying, recording, compiling, and analyzing damage information in order to determine the type of recovery assistance needed. Following major disasters, a process known as a Preliminary Damage Assessment (PDA) is used to determine preliminary eligibility for certain state and federal financial assistance and reimbursement programs. More information on Damage Assessment can be found in Annex D: Damage Assessment

Disaster Assistance Programs

If the disaster is significant enough to warrant a gubernatorial and a presidential federal disaster declaration, additional state and federal assistance may become available. If determined to be eligible, the City and its residents may be able to participate in state and federal disaster assistance programs for the following:

- Individuals - may be eligible for loans and grants for housing assistance programs (for homeowners and renters), and uninsured disaster-related necessities (including personal property, medical, dental, and transportation expenses). Other Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) programs including crisis counseling, disaster unemployment assistance, and legal services, may be available.
- Businesses - may be eligible for low-interest loans to assist with uninsured physical damage through the U.S. Small Business Administration (SBA).
- Government - assistance may be available through state assistance under the California Disaster Assistance Act (CDAA), as well as several federal programs including the FEMA Public Assistance (PA) Grant Program and the Hazard Mitigation Grant Program (HMGP).
- Non-profit Organizations - assistance may be available through the state CDAA, as well as several federal programs including FEMA PA Grant Program for eligible non-profit organizations.

Recovery 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. Various state and federal assistance programs require different types of documentation for eligible costs and in addition to structural damage, may include staff time, equipment, and materials used in response to the incident. To support the maximum recovery of eligible reimbursement, City departments and agencies must identify and support internal mechanisms for tracking and documenting appropriate costs.

After Action Report

As part of the recovery phase, and in accordance with SEMS, the State of California requires any city and/or county proclaiming a local emergency for which the Governor proclaims a State of Emergency, to complete and transmit an after action report (AAR) to the California Office of Emergency Services (Cal OES) within 90 days of the close of the incident period.

Organization and Assignment of Responsibilities

Emergency Management Organization

As defined by Santa Rosa Municipal Code 2-24.060¹², the City's emergency management organization includes:

- All officers and employees of the City
- All volunteer forces enrolled to aid the City during an emergency (properly registered Emergency Services Volunteers)
- All groups, organizations, and persons who may (by agreement or operation of law) be charged with duties incident to the protection of life and property in the City

Director of Emergency Services

Per Santa Rosa Municipal Code 2-24.060, the City Manager serves as the City's Director of Emergency Services and is provided with additional authorities in the event of a proclaimed "local emergency." During an emergency when the EOC is activated, the City Manager manages and directs all aspects of the City's emergency response and recovery operations and may delegate authority and tasks to staff. In the absence of the City Manager, designated staff may assume that role per the City's COOP/COG Plan.

Assistant Director of Emergency Services

Santa Rosa Municipal Code also establishes the position of the Assistant Director of Emergency Services reporting to the City Manager. The Emergency Manager(s) serves this function, directing the City's day-to-day preparedness activities including associated planning, training, and exercises. The Emergency Manager(s) —with the assistance of department heads—assists in developing emergency plans, annexes, operating procedures and other powers and duties as assigned.

To achieve this mandate, the Emergency Manager(s) leads or coordinates planning, intelligence, and coordination, not only internally but also with allied agencies such as the Sonoma County OES, the private sector, and the community to promote, coordinate, and advance the four phases of emergency management: preparedness, response, recovery, and mitigation.

City Employees

One of the greatest resources the City of Santa Rosa possesses is its employees. California Government Code designates that all public employees are Disaster Services Workers (DSWs).¹³ Any employee of the City of Santa Rosa may be assigned to perform activities which promote the protection of public health and safety or the preservation of lives and property. Such assignments may require service at locations, times, and under conditions that are significantly different than the normal work assignment and may continue into the recovery phase of the emergency.

As Disaster Service Workers, the City has established the following two policies for its employees:

¹² See http://qcode.us/codes/santarosa/view.php?topic=2-2_24-2_24_060

¹³ See https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=3100.&lawCode=GOV

- In the event of a no-notice emergency such as an earthquake during regular business hours, City employees are directed to remain at their workplace until released by the City Manager. Department heads may exercise discretion and release employees on a case-by-case basis in extraordinary circumstances.
- In the specific instance that an earthquake of magnitude 5.0 or greater occurs during non-business hours and telephone service is disrupted, and if not contacted by mass media or alerting systems, non-public safety City employees are directed to report to work at their next scheduled shift. Employees are directed to check local radio stations, secure their homes, and prepare to report for work.

City Organization

All City Departments have a role in emergency response. Table 1 (below) details City department responsibilities for key response functions in the EOC, either as a Primary (P) or Secondary (S) responsibility.

Table 1: City Department Emergency Response Function Responsibilities

Function	City Attorney	City Manager	Communications & Intergovernmental Relations	Community Engagement	Finance	Fire	Housing & Community Services	Human Resources	Information Technology	Planning & Economic Development	Police	Recreation	Parks	Transportation & Public Works	Water	City Council & Mayor
Alert & Warning		S	S			S					P					
Communications			P			S			P		S					
Situation Analysis		S	S	S	S	P	S		S	P	P	S		S	S	S
Management	S	P				S					S					
Public Information		P	P	S		S					S					S
Legal Considerations	P	S														
Fire Suppression						P										
Search & Rescue						P					S				S	
Emergency Medical						P										
Law Enforcement											P					
Movement & Evacuation						S					P			S		
Access Control											P			S		
Care & Shelter							S	S		S		P		S		

Construction & Engineering							S			P				P	S	
Supply & Procurement	S	S			P								P			
Personnel					S			P								
Transportation														P		
Utilities														S	P	
Finance & Administration		S			P											
Damage Assessment						S	S			P			S	S	S	
Debris Clearance		S											S	P	S	
Recovery Planning		P		S	S	S	P	S	S	P	S	S	S	S	S	S

P = Primary
S = Secondary

Assignment of Responsibilities

The following lists summarize the primary and significant disaster response roles and responsibilities for each City department and stakeholder organization. To the extent resources are available, departments may aid other departments.

City Attorney

- Support proclamations of local emergency
- Assess City operations and provide legal counsel as needed

City Clerk

- Facilitate and administer proclamations of local emergency
- Oversee preservation of vital records
- Monitor continuity of government
- Administer loyalty oath to Disaster Service Worker volunteers as needed

City Manager's Office

- Coordinate incident management and response efforts
- Establish response priorities
- Authorize proclamations of local emergency
- Direct resources and human capital
- Develop and maintain communication with Mayor and City Councilmembers

- Lead emergency public information
- Manage media and community relations

City Council / Mayor

- Support public information efforts as needed
- Support community engagement
- Attend public meetings as needed
- Review potential or threatened litigation as needed
- Serve as a liaison with other city, county, state and/or federal representatives as needed
- Review and approve the Proclamation of Local Emergency
- Visit impacted areas, shelters, and other temporary facilities
- Review requirements for special legislation and development of policy
- Consider short- and long-term recovery staff recommendations

Communications and Intergovernmental Relations

- Support emergency public information
- Develop and maintain communication with Mayor and City Councilmembers

Community Engagement

- Support and facilitate community relations

Finance

- Provide emergency procurement support for life-saving and emergency protective measures
- Provide resource support (facility space, office equipment/supplies, contracting services, etc.)
- Provide parking support to police department for access and traffic control
- Anticipate, obtain, and track resources for city staff, mutual aid resources, and volunteers
- Develop financial mechanisms, procurement vehicles, and contracts to support procurement
- Oversee staff time-keeping
- Oversee compensation and claims
- Provide fiscal oversight and track expenses

Fire

- Conduct wildland, rural, and urban firefighting operations
- Conduct EMS operations and liaison with County EMS regarding hospital functions
- Lead mass casualty/fatality management

- Conduct Search and Rescue operations
- Conduct hazardous materials response operations
- Support emergency public warning as needed
- Activate and coordinate EOC operations
- Conduct assessment of facilities with underground storage tanks with fuel
- Conduct assessment of facilities with hazardous materials
- Lead Fire and Rescue Mutual Aid coordination
- Emergency Management Staff Lead Emergency Management Mutual Aid (EMMA) coordination
- Support damage assessment efforts
- Provide incident planning and management support as needed

Housing and Community Services

- Coordinate and provide emergency assistance
- Develop and coordinate interim and long-term disaster housing
- Support damage assessment efforts
- Coordinate social services
- Lead initial planning for long-term recovery
- Assist with damage assessment efforts

Human Resources

- Protect, restore, and sustain City staff
- Develop and coordinate human resources including contractors
- Recruit, screen, provide, and track volunteers
- Establish internal City staff communications
- Identify any employee needs (ex. childcare, shelter)

Information Technology

- Protect, restore, and sustain City cyber and information technology resources
- Oversee communications within the incident management and response structures
- Coordinate with telecommunications service providers
- Restore and repair telecommunications infrastructure
- Provide GIS mapping support as needed

Planning and Economic Development

- Manage and conduct post-event city facility safety assessments
- Manage structural safety assessment function and establish structure re-entry standards
- Coordinate and direct Safety Assessment Program (SAP) resources
- Lead damage assessment efforts

Police

- Conduct law enforcement operations
- Lead evacuation operations
- Conduct emergency public warning as needed
- Provide facility and resource security
- Establish liaison with Coroner
- Lead Law Enforcement Mutual Aid coordination
- Conduct security planning and technical resource assistance
- Impose and enforce curfew as directed
- Provide public safety and security support
- Provide traffic control
- Provide support to access, traffic management, and crowd control at mass care facilities
- Support damage assessment efforts
- Provide incident planning and management support as needed

Parks

- Protect and restore natural/cultural resources and historic properties
- Provide tree clearance from public rights of way
- Support infrastructure restoration

Recreation

- Manage emergency shelter operations
- Manage mass care operations
- Manage pet care and shelter operations

Transportation and Public Works

- Conduct infrastructure protection and emergency repair
- Conduct infrastructure restoration

- Support evacuation operations including individuals requiring assistance
- Establish and support movement restrictions
- Conduct debris clearance and manage debris operations
- Conduct flood fight operations
- Coordinate restoration/recovery of TPW Electrical Infrastructure
- Lead Public Works Mutual Aid coordination
- Provide engineering services and construction management
- Provide facility repairs and maintenance in support of mass care and emergency shelter operations
- Coordinate with CalTrans regarding state and federal highways
- Restore transportation infrastructure
- Support damage assessment efforts
- Manage City facilities and coordinate use of non-City facilities
- Supervise transit safety and accessibility
- Support transportation function

Water

- Coordinate potable water system resources for prioritized public safety operations
- Monitor potable water quality and perform sampling/testing as needed
- Restore/maintain water and wastewater infrastructure
- Restore/maintain wastewater treatment plant operations
- Coordinate with Sonoma County Water Agency regarding aqueduct operations within the City
- Provide potable water in support mass care operations as possible
- Support damage assessment efforts
- Ensure compliance with regulatory permits

Direction, Control, and Coordination

Emergency Operations Center (EOC)

The City of Santa Rosa EOC provides a centralized location where emergency management coordination and decision making can be supported during a critical incident, major emergency, or disaster. When activated, the EOC provides support for a number of critical tasks related to communications, coordination, resource management, and executive leadership.

Primary and Alternate EOC Locations

The primary EOC for the City of Santa Rosa is located at the Municipal Service Center – North (MSCN) at 55 Stony Point Road. If the primary EOC is threatened, inoperable, or inaccessible, an alternate EOC may be established at another facility including the Laguna Treatment Plant at 4300 Llano Road.

EOC Activation and Deactivation

The EOC facility and equipment are maintained and used regularly by the City Emergency Manager(s) and other City EOC staff and may be used for coordination and monitoring activities at any time without the need for a formal activation (“steady state”). However, depending upon the need and circumstances, an official EOC activation may be appropriate to support a number of activities, including:

- Field response
- Pre-planned events
- Local Proclamation of Emergency
- Governor’s Proclamation of Emergency
- Presidential Declaration of a National Emergency
- State of War

Detailed EOC activation and notification criteria and procedures are contained in the City of Santa Rosa’s EOC Manual.

EOC Activation Authority

The EOC may be activated by the following City officials:

- City Manager
- Deputy City Manager
- Fire Chief
- Police Chief
- Other City department heads in consultation with the Emergency Manager(s).

EOC Activation Levels

EOC activation levels are scalable based on the nature of the incident and the evolving needs of the City. Activation may include full or partial staffing as required. Activation and staffing levels are established by the EOC Director. When the City’s EOC is activated, the Sonoma County OA and other partners will be notified (as practicable). The three levels of EOC activation include:

1. Full Activation: All Command and General Staff positions and support unit positions are filled.
2. Partial Activation: Command and General Staff positions are filled, based on incident need.

3. Monitor: City Emergency Management staff begin setup of the EOC and provide assistance as requested.

The City may also establish DOCs for specific departments (e.g., Transportation/Public Works, Water, etc.), as required to support field operations and coordinate other functions within their respective departments.

Similarly, the deactivation of the EOC will be scaled based on the decreasing needs of the City. Appropriate EOC functions and roles will be demobilized as the situation permits.

EOC Activation Triggers

The decision points used to determine the level of EOC activation needed are outlined in Table 2 (EOC Activation Triggers) below:

Table 2: EOC Activation Triggers

Event	Decision Points for EOC Activation
Wildfire Weather	The City will use the criteria outlined in the <u>City of Santa Rosa Fire Weather EOC Triggers Plan</u> for deciding if conditions require activating the EOC and to what level.
PSPS or Extended Power Outage	<p>The City will activate its EOC if a PSPS occurs. The level of activation will be dependent on the number of customers impacted and any other factors effecting the community at that time.</p> <p>The activation levels are used as a guide to aid in decision-making, and are not precedent setting:</p> <ul style="list-style-type: none"> • EOC Activation Level 3 (Monitor): <ul style="list-style-type: none"> ○ Up to 5% of city population without power • EOC Activation Level 2 (Partial): <ul style="list-style-type: none"> ○ \geq 5-10% of city population without power • EOC Activation Level 1 (Full): <ul style="list-style-type: none"> ○ \geq 10% of city population without power <p>The City will activate the EOC to a Level 3 at a minimum: If the Laguna Treatment Plant is within 12 hours of running out of generator fuel or an outage lasting over 24 hours.</p>
Earthquake	<p>The City will activate the EOC to a Level 2 at a minimum:</p> <ul style="list-style-type: none"> • If an earthquake \geq M5.0 occurs and/or if there are any reported damages from city departments.

Flood	<p>The City will activate the EOC to a Level 3 at a minimum:</p> <ul style="list-style-type: none">During a period of predicted significant rainfall as forecasted by the National Weather Service.When Santa Rosa Creek reaches or threatens to reach 15-year flood levels, as outlined in the table below. <table><tr><td rowspan="3">15-year flood</td><td colspan="3">6-hour precipitation accumulation</td><td colspan="3">12-hour precipitation accumulation</td><td colspan="3">24-hour precipitation accumulation</td></tr><tr><td>Min</td><td>Mean</td><td>Max</td><td>Min</td><td>Mean</td><td>Max</td><td>Min</td><td>Mean</td><td>Max</td></tr><tr><td>2.43</td><td>2.77</td><td>3.60</td><td>3.38</td><td>3.96</td><td>5.32</td><td>4.63</td><td>5.59</td><td>7.77</td></tr></table> <ul style="list-style-type: none">When the Lift Station at Mohawk is flooded.When the Laguna de Santa Rosa at Stony Point Road reaches major flood level flood level (89.0').When flooding at Laguna Treatment Plant that interrupts processes, requires all employees to be called in, or water reaches the top of the curb in front of the Administration building.	15-year flood	6-hour precipitation accumulation			12-hour precipitation accumulation			24-hour precipitation accumulation			Min	Mean	Max	Min	Mean	Max	Min	Mean	Max	2.43	2.77	3.60	3.38	3.96	5.32	4.63	5.59	7.77
15-year flood	6-hour precipitation accumulation			12-hour precipitation accumulation			24-hour precipitation accumulation																						
	Min		Mean	Max	Min	Mean	Max	Min	Mean	Max																			
	2.43	2.77	3.60	3.38	3.96	5.32	4.63	5.59	7.77																				
Landslide	<p>The City will activate the EOC to a Level 3 at a minimum:</p> <ul style="list-style-type: none">If a landslide occurs that requires the Public Works DOC to activate.If a landslide results in injuries or loss of life.																												
Human Caused	<p>The City will activate the EOC to a Level 3 at a minimum:</p> <ul style="list-style-type: none">If Santa Rosa Police or Fire Department request mutual aid outside of county resources.																												
Water Quality / Water System Issues	<p>The City will activate the EOC to a Level 3 at a minimum:</p> <ul style="list-style-type: none">If there were a main break that affects a critical service, such as a hospital.If there were a main break that has the potential to cause a landslide or enter a roadway.																												
DOC Activation	<p>The City will activate the EOC to a Level 2 if requested by any of the city DOC's.</p>																												
COOP/COG	<p>The City will activate the EOC to a Level 2 at a minimum:</p> <ul style="list-style-type: none">If any of the City's Essential Functions are disrupted.																												

EOC Organization

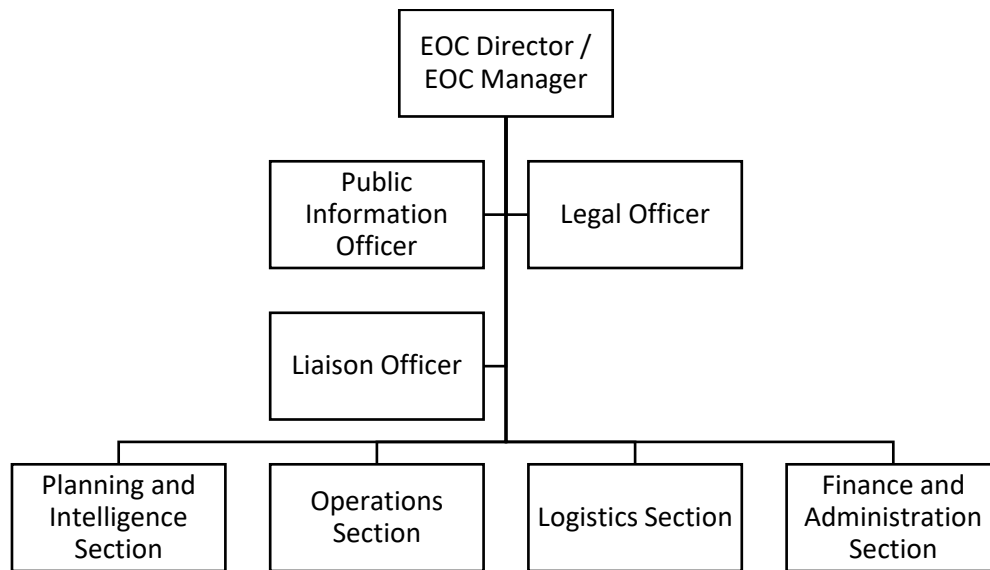
The EOC is organized by the five major functional areas outlined in SEMS:

- Management
- Planning and Intelligence
- Operations
- Logistics

- Finance/Administration

See the “City of Santa Rosa EOC Manual” for position descriptions. Key EOC positions are outlined in Figure 3 (Key EOC Positions) below.

Figure 3: Key EOC Positions



City Department Responsibilities for EOC Staffing

Table 3 (City Department EOC Function Responsibilities) below summarizes City department responsibilities for staffing key EOC functions.

Table 3: City Department EOC Function Responsibilities

Position	City Attorney	City Manager	Communications & Intergovernmental Relations	Community Engagement	Finance	Fire	Housing & Community Services	Human Resources	Information Technology	Planning & Economic Development	Police	Recreation	Parks	Transportation & Public Works	Water
MANAGEMENT SECTION															
EOC Director		P				S					S				
Public Information Officer			P			P					P				
Emergency Manager						P					S				
Legal Officer	P														
Safety Officer								P							
Access & Functional Needs				P				S							
OPERATIONS SECTION															

Operations Section Chief						P					P				
Fire & Rescue						P									
Law Enforcement											P				
Public Works														P	
Water															P
Care & Shelter											P				
PLANNING & INTELLIGENCE SECTION															
Planning & Intel Section Chief											P				
Situation Analysis											P				
Damage Assessment							S				P				
GIS / Mapping									P						S
Message Center										S	P				
Advance Planning							P			S					
Technical Specialist					S		S			S	S	S		S	S
LOGISTICS SECTION															
Logistics Section Chief														P	
Communications									P						
Supply/Procurement					P										
Transportation														P	
Human Resources								P							
Volunteers					P				S				P		
Facilities														P	
Resource Status													P		
FINANCE & ADMINISTRATION SECTION															
Finance & Admin Section Chief						P									
Payables						P									
Time Keeping / Claims						P			P						
Documentation & Cost						P			P		P				
<div> <div></div> <div>P = Primary</div> <div>S = Secondary</div> </div>															

Emergency Powers

Local Proclamation of Emergency

The State of California Government Code allows a local emergency to be proclaimed by a city council, county, or by an official designated by ordinance adopted by the governing body¹⁴.

If the City of Santa Rosa determines that the effects of an emergency are, or may become, beyond the capability of local resources, a local emergency can be proclaimed. The Santa Rosa City Council has empowered the City Manager as the Director of Emergency Services to issue a proclamation of

¹⁴ See California Government Code (Sections 8630-8634) authorizing local government proclamations and Santa Rosa Municipal Code (Section 2-24.050) authorizing the City Manager or Director of Emergency Services to declare a local proclamation of emergency, if the City Council is not in session.

local emergency when the City Council is not in session. Such a proclamation of local emergency is invalid after seven days, unless ratified by the City Council. Proclamations must be made within 10 days of occurrence to qualify for assistance under the CDAA and must be renewed every 30 days until terminated.

A local proclamation of emergency allows the City Manager and the Director of Emergency Services to take measures necessary to protect and preserve public health and safety, and supports requests for state and federal assistance. A local proclamation clearly communicates to City residents, staff and other stakeholders the severity of the emergency. A proclamation also provides City staff with additional powers and authorities to increase the speed and effectiveness of City response activities.¹⁵

A local proclamation of emergency does not automatically make the City eligible for state or federal disaster assistance. The City may simultaneously proclaim a local emergency and request a gubernatorial (state) or presidential (federal) disaster proclamation/declaration. See Attachment 2 for sample emergency proclamations.

Sonoma County can proclaim an emergency separately from the City. Their proclamation may also make the City eligible for future participation in state or federal disaster response/recovery efforts.

State of Emergency

After a proclamation of a local emergency, the governing body of the City, having determined that local resources are not sufficient to mitigate the situation, may request by letter or resolution that the Governor proclaim a state of emergency¹⁶ in the area to fully commit state and mutual aid assistance and provide resources to assist the local government.

To support its request for a gubernatorial proclamation, it is essential that the City forward an estimate of damage and financial loss to Cal OES through the Sonoma County OA as quickly as possible. Estimates of loss are an important part of the criteria that Cal OES considers when making a determination to proclaim a state of emergency and request a presidential declaration of emergency or disaster. A copy of the request for a Governor's proclamation, with the following supporting data, must be forwarded to the Sonoma County OA Coordinator for transmission to the Cal OES Director: Copy of the local emergency proclamation Initial Damage Estimate (IDE) summary that estimates the severity and extent of the damage.

The Cal OES prepares a recommendation as to the action that should be taken by the Governor. If the action recommends a Governor's proclamation, Cal OES prepares the proclamation. The Governor may also proclaim a State of Emergency without a local request if the safety of persons and property in the state are threatened by conditions of extreme peril, or emergency conditions are beyond the emergency response capacity and capabilities of local authorities.

State of War Emergency

¹⁵ See [Emergency Proclamations: A Quick Reference Guide for Local Government](#), California OES, 2014

¹⁶ See California Government Code (Sections 8625-8629) authorizing actions and power of the Governor to declare a State of Emergency.

In addition to declaring a State of Emergency, the Governor can proclaim a State of War Emergency¹⁷ whenever the state or the nation is attacked by an enemy of the United States, or upon receipt by the state of a warning from the federal government indicating that such an enemy attack is probable or imminent. The provisions of the Governor granted under a State of War Emergency are the same as those granted under a State of Emergency.

Presidential Declaration

Following the proclamation of a State of Emergency, and with or without the City's request to do so, the Cal OES Director may recommend that the Governor request a Presidential Declaration¹⁸ of a major disaster under the authority of Public Law 93-288. The Governor's request to the President is submitted through the FEMA. Supplementary justification data may be required to accompany the state and local proclamations and initial damage estimate. Note: a Presidential Declaration of Major Disaster is required in order to access the bulk of federal disaster assistance programs.

Other Powers

Other local, state, and federal authorities such as public health emergencies or quarantines may grant broad powers to certain government officials to restrict movement or impose other restrictions in proclaimed emergencies.

Curfew

The City Council or whomever the City Council has authorized to restrict the movement of people and property during an emergency is primarily responsible for ordering an evacuation, quarantine, curfew, or other restriction on travel. This authorization may be in the form of an ordinance, resolution, or order that the Council has enacted. Curfews may be initiated as a crime prevention measure depending on the intensity of the disaster and the level of damage sustained.¹⁹ The decision to implement a curfew and the duration rests with the City Council, but said curfews should be coordinated through the Sonoma County OA. Curfews may be implemented City-wide, or within specific areas depending on the emergency.

The Chief of Police also has curfew authority: "For the suppression of riot, public tumult, disturbance of the peace, or resistance against the laws or public authorities in the lawful exercise of their functions, the chief of police has the powers conferred upon sheriffs by general law and in all respects is entitled to the same protection." Specifically, "The Sheriff shall prevent and suppress any affrays, breaches of the peace, riots and insurrections which come to his knowledge, and investigate public offenses which have been committed."²⁰ The Sheriff also has the responsibility for closing areas to the public and consequently to order an evacuation.²¹ Although the regulation uses the term "Sheriff", the Chief of Police is provided with the same authority.

Fire Marshal

¹⁷ See California Government Code (Sections 8620-8624) outlining the powers of the Governor under a State of War Emergency

¹⁸ See Robert T. Stafford Disaster Relief Act (Public Law 93-288) as the statutory authority for most federal disaster response activities.

¹⁹ See Legal Guidelines for Controlling Movement of People and Property During an Emergency, California Governor's Office of Emergency Services, 1999

²⁰ California Government Code Section 26602

²¹ California Penal Code Sections 409, 409.5, 409.6

In accordance with the California Code of Regulations Title 24, Part 9 the Fire Code Official/Fire Marshal²² is authorized to enforce provisions of the Fire Code and to render interpretations of the Fire Code, and to adopt policies, procedures, rules and regulations in order to clarify the application of those code provisions related to structures, processes, premises and safeguards regarding all of the following:

1. The hazard of fire and explosion arising from the storage, handling or use of structures, materials, or devices.
2. Conditions hazardous to life, property, or public welfare in the occupancy of structures or premises.
3. Fire hazards in the structure or on the premises from occupancy operation.
4. Matters related to the construction, extension, repair, alteration or removal of fire suppression or alarm systems.
5. Conditions affecting the safety of fire fighters and emergency responders during emergency operations.

While the Fire Marshal's authority does not expand in a proclaimed local emergency, their code enforcement efforts may be used to ensure public safety throughout the City with the exception of Single Family Dwellings.

Certified Unified Program Agencies (CUPA)

The City of Santa Rosa Fire Department is the Certified Unified Program Agency (CUPA) for the City of Santa Rosa. As the CUPA, the Fire Department regulates and enforces all laws that provide protection from hazardous waste and hazardous materials. On behalf of five State agencies; Department of Toxic Substance Control, Water Board, Cal EPA (Environmental Protection Agency), State Fire Marshal's Office and Office of Emergency Service.

Depending on the nature of the emergency or disaster, the department may gain access to facilities to ensure there are no threats to public safety or the environment.

Information Collection, Analysis, and Dissemination

During emergencies and major disasters, physically having agency representatives—from responding agencies—in the EOC to actively facilitate communication is crucial. The EOC will incorporate agency representatives from City Department to facilitate interagency communication. Each agency representative will coordinate between the EOC and their respective organizations at both the administration-level and/or with personnel in the field, as required.

The EOC has the equipment and capability to communicate and coordinate with a broad array of internal (field personnel, incident commanders, DOCs) and external stakeholders (response partners, critical infrastructure, and key resources, outside agencies).

Information Collection

Information collection is crucial for successful emergency operations, for both incident management in the field and the EOC. The EOC and other emergency operations/coordination centers need updated information to assess whether the needs of field personnel are being met. Without this information, those

²² See <https://codes.iccsafe.org/content/CFC2019P1>

facilities are unable to assist or resupply the needs of an Incident Commander (IC). Conversely, ICs and other field personnel need to know when they can expect requested support. The EOC actively collects information concerning conditions observed throughout the City from all available sources, such as: phone calls from residents, updates from impacted communities, and reports from the news media. These information sources help with the initial response, delegating resources, assisting residents, and positioning damage assessment teams. Additionally, the EOC's Planning Section analyzes and compiles information regarding developing conditions and disseminates to stakeholders in order to support the development of incident objectives and decision-making.

Internal Communications and Coordination

Coordination with field elements from the EOC may be coordinated through relevant DOCs or directly with an Incident Commander.

Additionally, the City of Santa Rosa EOC will communicate and coordinate with the Sonoma County OA EOC and other cities within the Sonoma County OA. Each city, including Santa Rosa, will provide situational awareness and relevant resource status to the Sonoma County OA EOC, and in turn the Sonoma County OA EOC will push aggregated county-wide information back to each city. In some cases, mutual aid for disciplines with other established mutual aid systems (such as law enforcement) will use such systems while in other cases (commonly known as single-point ordering), the requests will go from the City of Santa Rosa EOC Logistics section to the Sonoma County OA EOC.

External Communications and Coordination

The City EOC will also coordinate with outside agencies such as special districts, public utilities, volunteer organizations and/or private agencies. These agencies will communicate directly with the City and may provide a representative to the City EOC, as outlined in the City of Santa Rosa's EOC manual. The level of involvement of special districts, public utilities, volunteer organizations, and private agencies will vary considerably depending upon the type of incident. EOC staff will make use of existing voice and data systems as available.

The City EOC also utilizes a system called CodeRed to provide alert and warning messages to the public within the City limits in the event of an imminent threat requiring the public to take a specific action. Details about public alert and warning can be found in Annex B: Alert and Warning.

The Joint Information Center/Joint Information System (JIC/JIS) is the central distribution point for communicating with the news media and the public. News media channels on radio and television communicate public information provided the JIC, as does the City's Information Webpage that becomes active during incidents.

Coordination with the Field Responders

In a major emergency, the City EOC may be activated to coordinate and support the overall response while field responders use ICS. The Incident Commander will initially be the most senior officer of the first responding agency. Responding agencies will determine the most appropriate agency and officer to assume Incident Command. Field coordination occurs under the leadership of the Incident Commander at the ICP.

Incident Commanders for transportation/public works, water, fire, and police may communicate with their respective DOC, which in turn will coordinate with the City EOC. Incident Commanders may also report

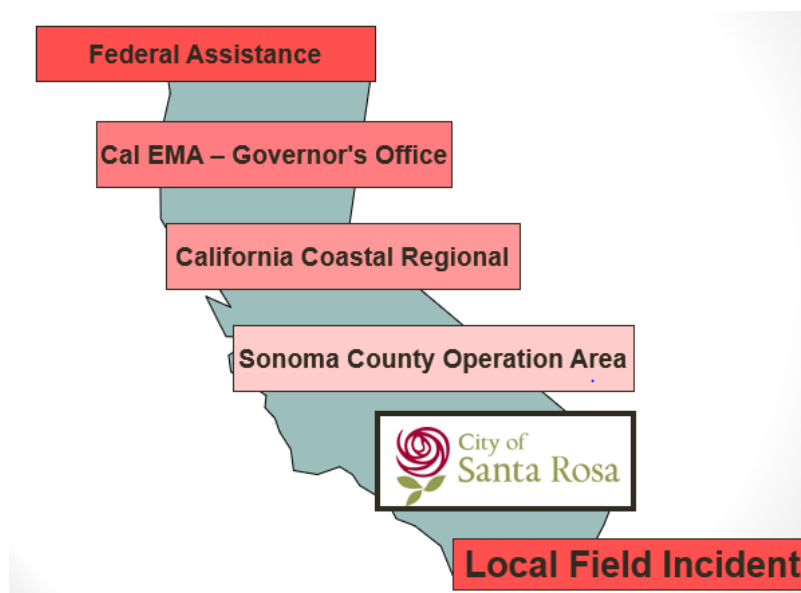
directly to the City EOC, usually to their counterpart in the Operations Section. When the City EOC is directly overseeing Incident Command teams, the EOC is operating in a centralized coordination and support mode.

Coordination with the Sonoma County Operational Area

Coordination and communications should be established between the activated City of Santa Rosa EOC and the Sonoma County OA EOC. Sonoma County uses an Operational Area Multi Agency Coordination System (MACS) concept when developing response and recovery operations. When and where possible, Sonoma County will include jurisdictional representatives in planning for jurisdictional support.

Figure 2 (Hierarchy of Disaster Response in Santa Rosa, California) below shows the different levels of government emergency response during large-scale disasters and how they relate to one another under SEMS (lines of communications and coordination).

Figure 2: Hierarchy of Disaster Response in Santa Rosa, California



Administration, Finance, and Logistics

Administration and Finance

Any eligible entity desiring federal disaster assistance is responsible for tracking, compiling, and submitting accurate and complete disaster-related expenditures incurred during the incident period to the EOC Finance Section Chief. The City will add this information to the State's Preliminary Damage Assessment for requesting supplemental federal assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act).

During the disaster recovery process that follows a federal declaration approved under the Stafford Act, the Director of Emergency Services is designated as City of Santa Rosa's "applicant agent." As applicant agent, the Director of Emergency Services - or the Chief Financial Officer - as the alternate applicant

agent—is authorized to submit incident-related reimbursement requests from eligible entities of county government for federal disaster assistance provided under the Stafford Act.

Logistics

Resource acquisition and distribution is divided into pre-incident—which is usually preventative, although can also be in anticipation of a specific event—incident specific, and post-incident phases. Grants typically fund pre-incident resource acquisition; procurement for such follows the normal rules for purchases established in City of Santa Rosa centralized procurement policy located in City Code 3-08 for goods and general services. Grant or FEMA procedures are implemented by centralized procurement staff, utilizing either federal/grant or City policy for procurement, whichever is more restrictive. Incident-specific acquisitions for an impacted entity typically begin with a localized declaration of emergency, resource requests from field personnel, such as an Incident Commander, or in anticipation of an event by an authorized official. Procurement of both incident specific (exigent) and post-incident resources may occur through processes allowed via City Code 3-08, either by quoted process, direct purchase (from a supplier/vendor) when appropriate, through local government mutual aid, or existing contracts if established with correct terms/conditions for the particular incident.

During EOC activations, the EOC’s Logistics Section - under the direction of the EOC Manager - manages resources provided in support of emergency operations. When there are multiple competing resource requests for a limited supply of resources, the EOC Manager prioritizes resource acquisition and/or distribution according to the EOC Action Plan, and under advisement from the Operations Section Chief. The scale or complexity of incident, competing requests, ongoing threats to life safety or property and the environment, current or expected conditions (such as weather), location of the resource relative to the incident scene, and the means of distribution/delivery are several of the factors that can influence prioritization of resource requests.

The EOC will track all resources provided for responding to and recovering from emergencies and major disasters. Whenever possible, resources are returned to their original configuration/condition upon demobilization.

Plan Development and Maintenance

The City Manager, through the efforts of the City’s Emergency Preparedness Manager, is responsible for the review, revision, management, and distribution of the EOP. The EOP will be reviewed on a biennial basis but may be modified at any time as a result of a post-incident or post-exercise evaluation, and changes in responsibilities, procedures, laws, or regulations.

This EOP Basic Plan is subject to five year formal review and approval by the City Council, whereas the Hazard Specific and Functional Annexes are revised as needed and are not subject to formal review. The annexes are considered an extension of this EOP. The EOP will be distributed to City staff, key stakeholder organizations, and will be posted on the City’s website for public reference.

This shall be the official “Emergency Operations Plan for the City of Santa Rosa” and shall supersede previous plans. Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan or any appendices

Record of Changes

Change Number	Description of Change	Page Number
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1	Reformatting of 2017 EOP to align with CPG 101 and EMAP planning standards.	All
2	Development of new Annexes that support the EOP Basic Plan, to include: <ul style="list-style-type: none"> • PSPS Annex • Alert & Warning Annex • Damage Assessment Annex 	N/A
3	Addition of Administration, Finance, and Logistics Section	26-27
4	Updated Emergency Preparedness Coordinator title to Emergency Manager(s) to reflect staffing changes	All
5	Updated responsibilities in Tables 1 and 3 to reflect organizational changes within the City.	10 and 20

Authorities and References

Local

Per Santa Rosa Municipal Code Section 2-24.070, this EOP is promulgated under the authority of the City Manager and adopted by the City Council.

The following authorities and references are applicable:

- Santa Rosa Municipal Code Chapter 2-24 Emergency Organization and Functions

State

State authority is to be found, in part, in California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code). California state and local jurisdictions use SEMS as outlined in Chapter 1 of Division 2 of Title 19 of the California Code of Regulations and the California Government Code §8607 et sec.

The following authorities and references are also applicable:

- Standardized Emergency Management System Regulations: California Code of Regulations, Title 19, Division 2, Chapter 1
- Disaster Assistance Act Regulations: California Code of Regulations, Title 19, Division 2, Chapter 6
- Local Emergency Prevention Measures for County Health Official: California Health and Safety Code §101040
- California Disaster and Civil Defense Master Mutual Aid Agreement
- California Disaster Assistance Act
- SB-160: Emergency Services Cultural Competence
- Orders and Regulations that may be promulgated by the Governor during a State of Emergency or a State of War Emergency

Federal

Federal authority is found in the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288), Homeland Security Presidential Directive 5, "Management of Domestic Incidents" and Homeland Security Presidential Directive 8, "National Preparedness". The emergency management system used nationally is NIMS.

The following authorities and references are applicable:

- Robert T. Stafford Emergency Disaster Relief and Emergency Assistance Act (42 U.S.C. §5121 et seq., as amended)
- Code of Federal Regulations: Title 44, Part 206
- Homeland Security Presidential Directive 5, Management of Domestic Incidents, National Incident Management System, February 28, 2003
- National Response Framework, Second edition, U.S. Department of Homeland Security, July 2014

Acronym List

• ADA	Americans with Disabilities Act
• AFN	Access and Functional Needs
• CBO	Community Based Organization
• COOP/COG	Continuity of Operations Plan / Continuity of Government
• COPE	Citizens Organized to Prepare for Emergencies
• DOC	Department Operations Center
• DSW	Disaster Service Worker
• EMMA	Emergency Management Mutual Aid
• EMS	Emergency Medical Services
• EOC	Emergency Operations Center
• EOP	Emergency Operations Plan
• FEMA	Federal Emergency Management Agency
• ICS	Incident Command System
• ICP	Incident Command Post
• JIC/JIS	Joint Information Center / Joint Information System
• MJHMP	Multijurisdictional Hazard Mitigation Plan
• NIMS	National Incident Management System
• NRF	National Response Framework
• OA	Operational Area
• OES	Office of Emergency Services
• PSPS	Public Safety Power Shutoff
• REOC	Regional Operations Center
• SEMS	Standardized Emergency Management System
• SOP	Standard Operational Procedure

Functional Annexes (Published Separately)

A: Care & Shelter Annex

B: Alert & Warning Annex

C: Damage Assessment Annex

Hazard Specific Annexes (Published Separately)

D: Earthquake Annex

E: Wildfire Annex

F: Storm Annex

G: Terror / Active Shooter Annex

H: PSPS Annex

Emergency Operations Plan (EOP)

Care and Shelter Annex

Purpose:

This Annex to the City of Santa Rosa's Emergency Operations Plan (EOP) serves as a guide for the City of Santa Rosa operations for the care and sheltering of individuals who have been displaced by a major emergency or disaster, including those persons with access or functional needs.

Mass care and shelter services are intended to address the immediate, disaster-caused needs of individuals and families (including household pets) through the provision of the following essential services:

- Sheltering
- Feeding / Water / Sanitation
- Distribution of emergency supplies
- Family reunification services
- Immediate health, behavioral health, social and spiritual care services
- Access to information

This plan is designed to accomplish the following:

- Identify City departments, allied agencies, and other stakeholders with roles in mass care and sheltering operations and define their responsibilities
- Serve as a planning document to support further development of coordinating procedures and tools by City departments and agencies.

Scope:

The City of Santa Rosa is charged with the responsibility to act on behalf of the health, welfare, and safety of its residents. In a major emergency or disaster, the City will expand the scope and level of services it provides to its residents. The City may partner with non-governmental and community-based organizations to ensure the best possible resources are quickly provided to those with the greatest need. Such groups may include the American Red Cross and the Salvation Army. However, the City retains the primary responsibility for the care of its residents.

The Recreation Department is assigned the lead role in coordinating the provision of care and shelter services. A variety of other City staff, volunteers, community organizations and vendors will be engaged to identify needs and deliver resources. Care and shelter operations must integrate and provide resources for individuals with Access and Functional Needs.

The EOP defines the City's general emergency response organization, authorities, policies, priorities, and procedures. In the event of a major emergency or disaster event, this annex provides potential specific mass care and shelter objectives that the emergency response organization may integrate into its operations. This annex is primarily focused on response and short-term recovery operations.

The following issues related to mass care and sheltering are addressed in detail by the annex:

- Providing care and sheltering for people who have been displaced by the disaster
- Providing care and sheltering for persons with access and functional needs
- Transitioning displaced residents out of shelters into interim housing

The Plan briefly describes the following mass care and shelter operations:

- Mass feeding
- Bulk distribution of supplies and packaged goods to people outside of shelters
- Providing animal care when people with animals present themselves at shelters

This annex does not alter existing City department emergency response standard operating procedures (SOPs), processes, or resources. Emergency response agencies (such as fire, law enforcement, and emergency medical services) will adhere to existing department SOPs in accordance with all legal requirements.

Agencies, organizations, facilities, and individuals subject to statutory legal care and custody requirements are statutorily obligated to continue to provide care and custody in emergencies and disasters. When evacuation to a shelter is necessary they retain those obligations and may not delegate them to shelter staff or residents. For example:

- Anyone having care or custody of an elder or dependent adult may not desert or willfully forsake that person (Welfare and Institutions Code 15610). Anyone having such responsibilities must accompany the elder or dependent adult and continue to provide care if evacuation to a shelter is necessary. Abandoned elder or dependent adults will be referred to the County's Adult Protective Services program.
- Children under the age of 18 years are the responsibility of their custodial parents/legal guardians, who must accompany them and continue to provide care and supervision if evacuation to a shelter is necessary. Unaccompanied minors in a shelter will be referred to the County's Children's Protective Services program.
- Licensed care facilities retain responsibility for the care of their clients and must provide staff to accompany them and continue to provide care if evacuation to a shelter is necessary. The State Department of Health Services requires licensed facilities to adopt and exercise a written emergency plan that addresses possible evacuation of their facility (Health and Safety Code 1336.3). Title 22, California Code of Regulations, also requires community care facilities licensed by the state Department of Social Services to have a written disaster and mass casualty plan.

Planning Assumptions:

This Annex is based on a major emergency or disaster creating a significant demand for care and shelter services and resources. Each event is different and will result in a broad range of potential impacts and corresponding demands for services and resources. The following planning assumptions guide the concept of operations in this annex:

- Mass care and shelter services may be requested with little notice and some immediacy in an emergency or disaster situation.
- During evacuations, evacuees may opt for friends and relatives or commercial accommodations rather than a congregate shelter. This will vary based on the demographics, suddenness of the event, time of day, and other factors. However, in major events with extended power and water system outages, many will choose to relocate to an existing congregate shelter when their own resources are depleted.
- Hundreds of residents may require care and/or shelter services because of evacuations or damage to homes. Care and shelter services resources may also be needed by tourists, stranded travelers, and evacuees from areas outside the City.
- Approximately 25% of those seeking shelter will have functional and access needs. Every effort will be made to provide reasonable accommodations for those individuals. In the event that needed accommodations cannot be adequately addressed, the City may coordinate with the

Sonoma County Operational Area and/or the State of California to develop appropriate resources and services.

- Evacuees are encouraged to evacuate to the city operated Temporary Evacuation Point (TEP) at a Place to Play park to determine their next steps and/or request services from city staff.
- All evacuees are required to be screened at a TEP prior to arriving to a congregate shelter location. This ensures that evacuees receive services where most appropriate for their need.
- Most people who will require sheltering will not arrive at the shelter with a 72-hour supply of essential life-sustaining items. Many may not have essential medication, prescriptions, and other items they need to maintain health, safety and independence.
- Some displaced residents will converge on public parks and open spaces, as an alternative to using indoor congregate care shelters.
- Many residents who suffer some structural damage to their home, following a major disaster, may choose to remain on their property (i.e., camp-out), versus going to a public disaster shelter. Yet, they will still have needs and expectations for disaster assistance from local government.
- If a major emergency or disaster generates large-scale care and shelter operations day-to-day activities at schools, community centers, churches and other facilities used for these operations may have to be curtailed.
- Additional shelter and respite centers may be needed to support responders and other workers.
- An emergency or disaster could damage government facilities and/or disrupt communication, transportation, and utilities. This could result in the loss of, or inaccessibility to, customary operating resources, including staff.
- Community based and faith based organizations (CBOs) and private-sector organizations, e.g., local churches, civic clubs, local businesses, may respond spontaneously, outside of any organized response effort. These groups may be incorporated into mass care and shelter operations. However, they may not have the infrastructure, resources and/or capacity to sustain their operations and may need support to serve their communities.
- Some of these agencies, organizations and groups may subsequently request support and resources through the EOC.
- Sheltering-in-place, restriction of movement, and non-congregate sheltering are required to prevent the spread of contagious diseases during a pandemic incident which may occur concurrent to another natural or man-made disaster.
- Major disaster events could produce significant regional competition for resources. Local care and shelter resources will be limited as other jurisdictions face similar circumstances.
- The Governor may authorize the use of state agencies and military forces to support care and shelter operations if or when requested.
- State and Federal resources will take a minimum of 72 hours to arrive and become operational.
- Inquiries regarding the welfare of individuals believed to be within the impacted area could begin immediately after the general public is made aware of the emergency or disaster.
- The demand for emergency public information related to mass care and shelter services will be immediate and sustained. Social and traditional media coverage will be extensive.

- Interim housing needs will be driven by the timeline to restore damaged housing or construct new housing. Housing restoration timelines are highly dependent on the availability of financing; local, State, and Federal assistance; the availability of contractors; and local planning and permitting decisions.

Roles and Responsibilities:

The following lists summarize the primary and significant roles and responsibilities for each City department and stakeholder organization relative to the care and shelter function:

Recreation – Primary

- Lead coordination of mass care and shelter operations
- Assess status of critical Department facilities and potential shelter sites. Identify facilities suitable for emergency shelters, respite centers, mass feeding operations and commodity Points of Distribution (C-PODs)
- Prepare and establish emergency shelters and other mass care facilities as needed
- Assess shelter staff availability and assign teams
- Maintain an inventory of shelters, shelter supplies and equipment
- Conduct a twice-daily shelter census
- Coordinate with the American Red Cross, Salvation Army and other non-profit or community based organizations that are working in support of mass care and shelter operations
- Develop and coordinate mobile feeding operations
- Evaluate the need to activate or secure vendor agreements in support of sheltering activities
- Coordinate with Housing & Community Services for the delivery of social and health services to impacted residents at shelter sites
- Coordinate with the Sonoma County Operational Area for the care of unaccompanied minors

City Manager's Office

- Activate the EOP and EOC as needed
- Implement COOP as needed
- Establish and communicate policy regarding City staff reporting for assignments
- Lead and manage proclamations of local emergency
- Develop and maintain communication with Mayor and City Councilmembers
- Lead emergency public information
- Assess City operations and provide legal counsel as needed

Finance

- Provide emergency procurement support for mass care and shelter operations
- Oversee staff time-keeping
- Provide fiscal oversight and track expenses

Fire

- Provide support to ensure fire safety in mass care and shelter facilities
- Provide EMS support to large emergency shelters as available

Housing and Community Services

- Coordinate with the Sonoma County Human Services Department and the Department of Health Services to provide social and health services including medical evaluations, behavioral health

outreach, services for older adults, economic assistance, employment assistance, substance abuse education, domestic violence resources, and medical/health services

- Coordinate with Sonoma County Animal Control for animal services
- Coordinate with Sonoma County Department of Health for priority inspections of mass feeding and mass shelter facilities
- Coordinate and support the transition of disaster survivors from emergency shelters into interim and/or permanent housing.

Information Technology

- Support communications with mass care and shelter facilities
- Coordinate with telecommunications service providers

Planning and Economic Development

- Lead damage assessment efforts including critical facilities/infrastructure that supports mass care and shelter operations
- Coordinate with Recreation and Parks to estimate the potential number of displaced/evacuated residents and others that may require mass care and shelter services

Police

- Provide law enforcement and support for security at shelter facilities
- Provide support for access, traffic, and crowd control at mass care facilities

Transportation and Public Works

- Manage City facilities and coordinate use of non-City facilities in support of mass care and shelter operations
- Provide alternate or enhanced transportation services for displaced or evacuated residents

Water

- Estimate duration, impacted area and number of affected households for any potable water or wastewater systems disruptions
- Provide bulk or sourced potable water in support of mass care operations as possible

City Council / Mayor

- Support community engagement
- Provide feedback on identified unmet community needs

American Red Cross (ARC)

The ARC is federally mandated to provide mass care and shelter services in emergencies and disasters. ARC may establish and operate mass care and shelter services both independent of and in conjunction with other agencies and organizations. The City maintains an MOU with the local chapter. ARC mass care and shelter services may include:

Emergency Shelter

- Fixed and Mobile Feeding
- Emergency First Aid
- Mental Health Support
- Blood Drives
- Disaster Welfare Inquiry Services
- Vouchers for Clothing, Occupational Supplies, Basic Home Furnishings

Salvation Army

Through its various local organizations and with the assistance of divisional headquarters, the Salvation Army may provide the following services to individuals and families:

Mass care feeding (incl mobile kitchen units)

- Sheltering
- Clothing distribution

Concept of Operations:

As the City responds to a potential or actual major emergency/disaster, City departments and allied stakeholder organizations will carry out the care and shelter function simultaneously with all other readiness, response, and recovery operations:

Preparedness

If conditions permit advance notice of a potential major emergency or disaster, City departments will increase their readiness to conduct mass care and shelter operations. These efforts may include:

- Enhanced staffing
- Adjusting work hours
- Ready equipment and supplies
- Reducing non-critical operations
- Updating plans, references, and points of contact
- Reviewing MOUs and contracts with service providers
- Providing just-in-time training

The EOC may be activated to develop enhanced situational awareness, expedite decision making, conduct stakeholder notification and coordination, develop public information, and provide greater support to City departments.

Due to the frequency of critical fire weather in the City, automatic procedures for Care and Shelter staff to accomplish during a Red Flag Warning have been established in order to ensure operational readiness should a fire start in the city prompting the need to evacuate residents. These steps can also be used as initial activation steps to be taken by Care and Shelter staff during a no-notice incident.

When a Red Flag Warning is issued for the City of Santa Rosa:	
For the Temporary Evacuation Point (TEP):	
<input type="checkbox"/>	Contact portlet vendor to request 6 regular and 3 ADA port-a-potties as well as 5 reserved handwashing stations be delivered to the designated P2P location.
<input type="checkbox"/>	Request that Emergency Management notify staff for the P2P location, including requesting PIO support from the EOC. Ensure they are ready to deploy to the site immediately upon activation.
<input type="checkbox"/>	Verify that Parks has been in contact with Security for P2P for coordination of gate opening.
<input type="checkbox"/>	Provide any necessary just-in-time training for P2P staff on their roles and responsibilities.

<input type="checkbox"/>	Determine any resource needs and submit requests in DLAN: <ul style="list-style-type: none"> • Catholic Charities Staff • Portable lighting • Dumpsters • Non-perishable food & water, etc. • Electronic Signage
<input type="checkbox"/>	Ensure supply kit for P2P is fully stocked and ready to be deployed to the location when necessary.
<input type="checkbox"/>	Put out sandwich board signs on roadway to guide evacuees to parking lot prior to opening.
<input type="checkbox"/>	Set up information table with portable dry erase board for announcements prior to opening.
For Care & Shelter Operations:	
<input type="checkbox"/>	Contact the American Red Cross and Sonoma County Emergency Operations Center (EOC) Care and Shelter Branch to discuss shelter options (congregate and non-congregate) should an evacuation take place.
<input type="checkbox"/>	Request that Emergency Management notify the Shelter Support Team of the incident and ensure they are ready to deploy to the shelter site immediately upon activation.
<input type="checkbox"/>	Provide any necessary just-in-time training for Shelter Support Team on their roles and responsibilities.
<input type="checkbox"/>	Determine any resource needs and submit requests to EOC: <ul style="list-style-type: none"> • Shelter supplies • Staff food & water • Evacuee food and water • Catholic Charities Staff • Medical support for TEP/Finley
<input type="checkbox"/>	Ensure supply kit for Finley is fully stocked and ready to be utilized when necessary.
<input type="checkbox"/>	Put out sandwich board signs on roadway to guide evacuees to shelter prior to opening.

Response

Once an actual major emergency or disaster strikes, the City will activate the EOC, and the Care and Shelter Branch Director will be established in the Operations Section. The City's EOC will provide support to field personnel, coordinate the efforts of other City departments, and collaborate with the Sonoma County Operational Area and other allied stakeholders utilizing the Standardized Emergency Management System (SEMS).

Depending on the scope, severity and duration of the event, the City will assess the need for providing care and shelter services. Should the City decide to open a Temporary Evacuation Point (TEP) or congregate shelters, the Recreation Department shall lead the effort to locate, open, and manage care and shelter facilities. Other City departments will support these operations by providing staff, equipment, supplies, and transportation as directed. The American Red Cross, the Salvation Army, and other non-governmental organizations may provide support to City operations or directly to residents. Coordination – including allocation of resources - will occur via the EOC. Care and shelter is considered a critical function second only to life safety operations – resources will be allocated accordingly.

Emergency shelters will utilize management procedures and tools from either the American Red Cross or the FEMA Shelter Field Guide. Integration and support for persons with access and functional needs will take place in shelters in accordance with federal guidance or recommendations made by a visiting California Functional Assessment Service Team (FAST). The EOC Care and Shelter Branch Director will coordinate with the EOC Access and Functional Needs Coordinator to identify relevant issues and resources.

Independent, spontaneous shelters and mass care activities may also be established by community or faith-based organizations. The City will identify these and either monitor their status or integrate them into the care and shelter operation as appropriate.

In the event the City cannot support all care and shelter missions, the EOC will coordinate with the Sonoma County Operational Area EOC Care and Shelter Coordinator to procure sufficient personnel, resources, or supplies from the Operational Area, the State of California, or the federal government. Note: the state and federal agencies may provide support through Emergency Support Function (ESF) #6 (Mass Care).

The following detailed procedures have been put in place for the activation and operation of the city-operated Temporary Evacuation Point (TEP) or Congregate Shelter:

Temporary Evacuation Point (TEP)

- The first staff that arrive onsite should follow the TEP Opening Checklist (Attachment 1) to set up the site according to the pre-identified layout (Attachment 2).
- As staff arrive, assign the roles of TEP Manager (Attachment 3), TEP Greeter (Attachment 4), TEP Screener (Attachment 5), and support staff as available.

Congregate Shelter(s)

- The first staff that arrive onsite should follow the Shelter Manager checklist (Attachment 6) and begin setting up Finley to accept evacuees according to the Finley Shelter Floor Plan (Attachment 7).
- Once Finley is set up, notify the TEP that evacuees can begin being accepted. Ensure that each evacuee has been screened at the TEP using the TEP Screening Form (Attachment 8), and begin registering evacuees for residing in the shelter using the Sonoma County Shelter Intake Form (Attachment 9).

The TEP and Shelter Manager will provide regular updates to the Care and Shelter Branch Director in the EOC on the numbers of evacuees at each location, along with any resource needs.

Short-Term Recovery

As the City transitions to a phase in which recovery operations take precedence, impacted residents may require continued or even enhanced services and resources. Rapid initiation of recovery operations is critical to restoring confidence in the community and ensuring that impacted residents maintain access to vital services and resources.

Key care and shelter activities in this phase include initial or follow-on structural safety assessments, utilities restoration, resident re-entry, rapid permitting, and repair of housing units, sustained public

information, and coordination of non-governmental as well as local, state, and federal assistance programs.

The City may establish a temporary Local Assistance Center (LAC) to facilitate the ability of residents to access a broad range of community and government services. The LAC provides a “one-stop shop” for the consolidation and distribution of information and resources to residents and businesses affected by a disaster event. Representatives from many organizations meet with disaster victims and provide services at the LAC, which is located in as close proximity as possible to the location of the disaster. This enables affected people to obtain a wide range of information and services without spending considerable time traveling to visit many different office locations.

Depending up on the severity of the disaster and the damage or destruction of housing stock, a critical task will be transition shelter residents into interim and/or permanent housing. As residents leave the emergency shelters, some consolidation of shelters may occur as well as closing the shelters and demobilizing staff and resources.

Attachments:

- TEP Opening Checklist (Attachment 1)
- TEP Layout (Attachment 2)
- TEP Manager (Attachment 3)
- TEP Greeter (Attachment 4)
- TEP Screener (Attachment 5)
- Shelter Manager Checklist (Attachment 6)
- Finley Shelter Floor Plan (Attachment 7)
- TEP Screening Form (Attachment 8)
- Sonoma County Shelter Intake Form (Attachment 9)

TEP (Temporary Evacuation Point) at P2P (Place to Play)

OPENING CHECK LIST

- Pick up keys from Finley Community Center (only if you don't have your own set).
- Pick up Phone from EOC, & communicate the number to EOC & Shelter Manager.
- Unlock gates at P2P if needed.
- If you are the TEP Manager, refer to Manager Responsibilities list & complete.
- Drive through Park including back parking lot for safety check of facility.
- Open Concession Room.
- Put storage tubs up on inside counter top for easy access & open for set-up.
- Put on yellow City vest (one for each person).
- Set up x2 A-Frame signs at each driveway entrance, & attach light if dark.
- Set-up x2 ez-up 6ft tables outside Concession Room.
- Set-up 10x10 pop-up tent if needed over tables.
- Set-up x2 portable zero gravity staff chairs.
- Set up portable tripod light if dark & string lights through trees for more lighting.
- Put out 2 clipboards with stack of information sheet/maps.
- Put out 2 flashlights (1 for each clipboard).
- Set-up phone charging station on one of 6ft tables.
- Put out hand sanitizer and extra face shields for customers.
- Put out Information Whiteboard for customer Information.
- Set-up Staff Whiteboard inside Concession Room with staff /incident, staff schedule, info & important phone numbers (EOC, Shelter Manager, etc).
- Get screening clipboards ready with Screening Form & colored wrist bands.
- Put out sand filled buckets in smoking areas (see map for placement).

TEMPORARY EVACUATION POINT (TEP)

A Place to Play Park: 2375 W 3rd St, Santa Rosa, CA 95401

This Temporary Evacuation Point (TEP) provides a safe staging area for you to park and remain in your vehicle while displaced by the emergency. TEPs are only used on a short-term basis before you are permitted to return home, figure out your next move, or are referred to another location.



LEGEND:

- A** Parking Lot A
- B** Parking Lot B
- C** Parking Lot C
- D** Parking Lot D
- Dog Park
- i** Info Center
- Smoking Area
- R** Restrooms

TEP Guidelines:

- Dogs must be on leash unless in the enclosed dog park area.
- No pets allowed on sports fields – use pathways or undeveloped areas for walking. Please cleanup pet waste.
- Smoking allowed only in your vehicle or designated smoking area.
- No amplified sound, congregating, or littering – use trash & recycle receptacles located throughout park.
- Glass beverage containers are not allowed.
- Consumption of alcohol is not permitted.

Get Assistance:

Visit the Information Center and fill out a screening form if you need placement in a shelter or have other questions.

Updates regarding the current emergency can also be accessed at srcity.org/emergency or scan this QR Code with the camera on your mobile device:



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TEP (Temporary Evacuation Point) at P2P (Place to Play)

MANAGER RESPONSIBILITIES

Upon receiving activation call from EOC;

- Call shift 1 staff to meet you at P2P.
- ASAP drive to P2P and open facility using Opening Check List.
- Have staff sign-in on Staff Sign-in/Sign-out Form
- Assign & train staff job duties (hand out job descriptions - Greeters, Screeners, etc).
- Call EOC when TEP ready & open.
- Check in with Spring Lake Village staff in back parking lot to see if all is OK & if they have any needs.
- Set-up Staff Information white board in Concession Room with;
 - Day, Date & Time of TEP activation
 - Time & number of vehicles at TEP
 - Staff schedule with cell numbers
 - Contact names & numbers at EOC
 - Contact names & numbers at Finley Shelter (if open)
- Set-up Evacuee Information whiteboard outside by the table with;
 - Post Map & Info flyer
 - Post Resource Info flyer
 - Write any important announcements
- Assess if you have any needs, and if so call EOC to put in a request
 - Cases of bottled water
 - Snacks / food
 - Equipment
 - If night time (dark) request, if needed, extra lighting
 - Electronic signage for corner of Fulton & W 3rd and corner of Stony Point & W 3rd.
 - Security if needed or regular PD drive through
 - Medical support if needed
- Create staff schedule for next shift and call staff so they are informed and ready/able to work shift.
 - I have you assigned for next shift time _____ to _____ are you available & ready to go?
 - Make sure your family is taken care of & knows where you are & what you are doing.
 - Make sure you have your go bag with all your personal needs.
 - The weather and smoke conditions are _____ so be prepared.
 - If you need something, next shift staff may be able to pick it up on their way to P2P.
- Have staff fill in a 214 Form before end of shift.
- Have staff sign out at end of shift on Sign-in/Sign-out Form.
- Complete Manager report for shift & call EOC to report & check-out.
- Brief incoming next shift Manager & Staff.
- Go home & sleep/rest so you will be ready for another shift.

TEP (Temporary Evacuation Point) at P2P (Place to Play)

GREETER JOB DUTIES

- Check-in with TEP Manager.
- Sign-in on Staff Sign-in/Sign-out Form.
- Put on yellow vest.
- Get clipboard with Map & Info flyers, and Resource Info flyers ready to hand out to evacuees.
- Get hand held radio for communication with Info Center staff & TEP Manager.
- Get flashlight if night time (dark).
- Position yourself down the driveway ready to greet arriving cars of evacuees.
- Stop each car and greet them;
 - Welcome to Place to Play, my name is _____, are you OK?
 - Here is a map and other information that will help you.
 - Please drive down the driveway, turn right and go to parking lot C by the Info Center and park.
 - Staff are at the Info Center to help you and answer questions.
 - Keep conversations to a minimum, especially if cars are backing up.
 - Radio TEP Manager if anyone has a special need or concern.
- Radio TEP Manager if you get tired & need a break. TEP Manager will be switching you out with Info Center & Screening staff to give you a break off your feet.
- At end of shift
 - Hand in equip (yellow vest, radio, clipboard, flashlight, etc).
 - Fill out 214 Form.
 - Sign-out on Staff Sign-in/Sign-out Form.
 - Check-out with TEP Manager.
 - Go home & rest/sleep so you are ready for future shifts.
 - THANK YOU FOR YOUR HELP!!

TEP (Temporary Evacuation Point) at P2P (Place to Play)

SCREENER & INFO CENTER JOB DUTIES

- Check-in with TEP Manager.
- Sign-in on Staff Sign-in/Sign-out Form.
- Put on yellow vest.
- Get clipboard with TEP Screening Forms ready to screen evacuees that need to be placed in a shelter.
- Get hand held radio for communication with TEP Manager.
- Get flashlight if night time (dark).
- Position yourself at the table to answer questions for evacuees.
- TEP Manager will let you know what water or food/snacks are available to hand out to evacuees.
- Help TEP Manager update Evacuee Information whiteboard as needed.
- TEP MANAGER will assign other duties as needed;
 - Restocking TP to Porta Potties & paper towels to hand washing stations.
 - Walking parking lots to check on evacuees.
 - Setting up lighting when it gets dark.
 - Setting up or packing up equipment or supplies.
- Be familiar with Map & Info flyer and Resource Info flyer and Evacuee Information whiteboard so that you can answer questions accurately.
- If evacuee asks about getting into a shelter, have them sit down with you and fill-in a TEP Screening Form;
 - Evacuee cannot be placed into a Shelter without filling in a TEP Screening Form.
 - Assist evacuee with answering questions on TEP Screening Form as needed.
 - If you discover that the evacuee has special medical or accommodation needs contact the TEP Manager ASAP.
 - When TEP Screening Form complete give it to Shelter Manager so that they can make arrangements to place them in a Shelter.
- When Greeters need a break the TEP Manager will be switching you with Greeter to give them a break off their feet.
- At end of shift
 - Hand in equip (yellow vest, radio, clipboard, flashlight, etc).
 - Fill out 214 Form.
 - Sign-out on Staff Sign-in/Sign-out Form.
 - Check-out with TEP Manager.
 - Go home & rest/sleep so you are ready for future shifts.
 - THANK YOU FOR YOUR HELP!!

Shelter Manager Checklist

→ Role and Responsibility

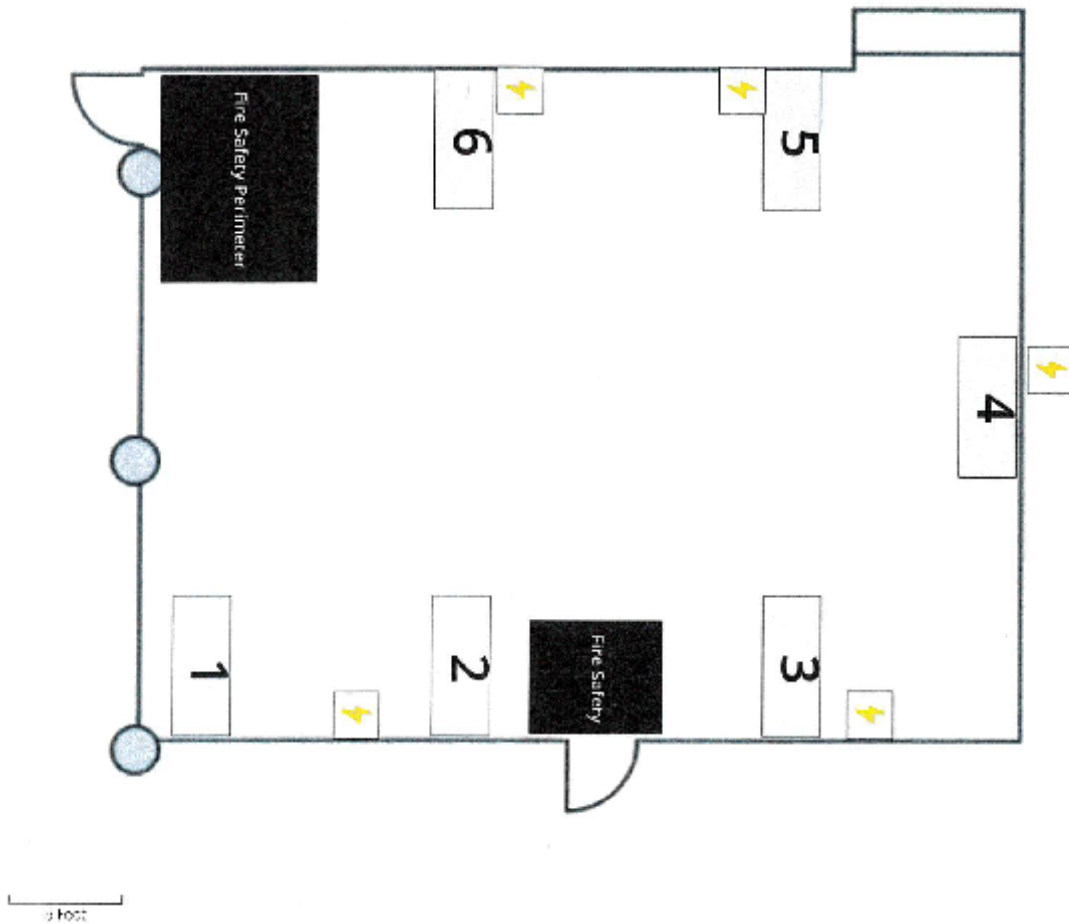
- ☐ Responsible for all activities within the emergency shelter to ensure a safe environment for evacuees
- ☐ Communicate with the EOC Care and Shelter staff to give situational awareness and resource needs: Shelter census (people and pets)
Resource requests (AFN, supplies and goods, etc.)
Meal County
- ☐ **ALWAYS IMMEDIATELY CALL 911 in case of an emergency!**
- ☐ Familiarize yourself with evacuation and emergency exits/AED/First Aid kit
- ☐ Walk through the shelter to ensure it is in proper order for the event
KEEP ADA compliance in mind at all times
Pet Sheltering
Feeding Space
Dorm/Bed Space
Command Center
Medical Area
Registration and screening
- ☐ Organize shelter contact list (name, role and phone number). Post in the Command Center
- ☐ Resources for the site are in route through the HSD Logistics Team or Department of Emergency Management. If they do not arrive in a timely manner, please contact the EOC Care and Shelter Coordinator desk.

→ Main Contacts:

EOC Care and Shelter Staff Desk: (707)
Only use this email address for email correspondence:

→ Assign Lead Roles at the Shelter (may change depending on emergency)

- ☐ Assistant Shelter Managers
- ☐ Logistics/Documentation
- ☐ Registration
- ☐ Health and Safety and Screening (COVID protocols)
- ☐ Food Service



PSW Room 1 for FCC & PSW Shelter Diagrams with Social Distancing - December 30, 2019, 12:00 PM

Powered by Social Tables

TEP Screening Form

TEP Location: A Place to Play, City of Santa Rosa

Date: / / Time:

	Family Name	1st Name	Age:	Gender:
Driver:				M / F
Passenger(s):				M / F
				M / F
				M / F
				M / F
				M / F
Vehicle:	License Plate:	Make/Model:	Color:	
Preferred Language:				
Pets:	Number:	Type:		
Residence:	Address:			
Phone/contact:				
Emergency Contact:				
Where did you live? Circle one: Home Apartment Care Facility other:				
Do you need assistance finding somewhere to stay? Yes No				
Are you or anyone in your party required by law to register with a state or local government agency? Yes No				
Do you or anyone in your party have a medical, health, or disability concern or need right now, or will have in the next 6-8 hours? Yes No Unsure / If yes, explain:				
Any COVID+, illness, or fever in your group? Yes No Unsure				
Does anyone have underlying medical conditions? Yes No Unsure				
If yes, are they over 65? Yes No / If yes, age:				
If yes, or if medical/care issues suspected, answer questions below:				
Do you need medicine, equipment or electricity to operate medical equipment or other items for daily living? Circle one: Yes No Unsure				
Do you need assistance with Personal care? Bathing, toileting? Do you need Help getting dressed? Circle one: Yes No Unsure				
Do you have a condition that requires any special medical equipment/supplies? (Epi-pen, diabetes supplies, respirator, oxygen, dialysis, ostomy supplies, etc.) Circle one: Yes No Unsure				
Do you normally need a caregiver, personal assistant, or service animal?				
a. Are any of the above inaccessible? Circle one: Yes No Unsure				
b. Name and phone number of caregiver?				
TEP Employee Name:			Date/Time:	
Signature:				

Shelter Intake Form

County of Sonoma

This form is intended to welcome community members as residents of Sonoma County shelters. It contains three sections: demographic information, an assessment of immediate needs, and information for recovery partners. Any section or subsection with an asterisk is required information.

Section 1: Demographics

READ FIRST: Before beginning this section, be sure to properly greet the individual or family. Welcome them into the shelter, offer them water, and ask them how they are doing and if they're comfortable.

Date: _____ Shelter Name: _____

Resident Name: _____

QUESTIONS

1

What is your preferred language? _____

Would you like an interpreter?

☐ Yes ☐ No

If the shelter resident speaks neither English nor Spanish, use the language cards located in your shelter kit to assist them in communicating their preferred language.

2

Are you part of a family group? *

☐ Yes ☐ No

If yes, are you this family group's main point of contact? *

☐ Yes ☐ No

Family Group Name (often surname)*: _____

Number of family members in your family group*: _____

What is your date of birth?*: _____

Are you or anyone in your family required by law to register per section 290 of the penal code?*:

☐ Yes ☐ No

Are you or anyone in your family a veteran?

☐ Yes ☐ No

If a resident is required by law to register per section 290 of the penal code, inform the shelter manager immediately.

Each family member should fill out their own shelter intake form, filed together under the common family group name.

Emergency Operations Plan (EOP)

Alert and Warning Annex

Purpose:

This Annex establishes general and specific policies, procedures, and protocols for the use of Alert and Warning systems in the City of Santa Rosa during actual or potential emergencies that pose a significant threat to life or property. This plan serves as a functional annex to the Sonoma County/Operational Area Emergency Operations Plan (EOP).

Timely and effective alerts and warnings are critical to life safety of Santa Rosa residents, visitors, and first responders. Residents and visitors must be informed of threats and directed to take appropriate action as quickly and as accurately as possible.

Scope:

This Annex has been developed in accordance with the City EOP. In keeping with the EOP's "all-hazards" approach for local emergency management, the response policies and protocols for Alert and Warning will align with those established in the EOP. The Annex supplements the EOP by providing considerations for utilizing Alert and Warning tools in the City.

This annex does not alter existing City department emergency response standard operating procedures (SOPs), processes, or resources. Emergency response agencies (such as fire, law enforcement, and emergency medical services) will adhere to existing department SOPs in accordance with all legal requirements.

Planning Assumptions:

This Annex is based on the need to issue emergency alerts to the public. General assumptions include:

- Proactively warn the public of threats by providing timely, targeted, accurate, and actionable information.
- Use multiple, redundant and overlapping alerting systems to ensure the best possible dissemination of alerts and warnings.
- Incorporate social equity measures and ensure the ability to reach individuals with Access and Functional Needs (AFN) and those who are non-English speaking by identifying potential barriers and implementing mitigation strategies as required.
- Coordinate the delivery of alerts and warnings across jurisdictional boundaries to assure continuity of messaging.

Roles and Responsibilities:

City Manager's Office

- Activate the EOP and EOC as needed
- Implement COOP as needed
- Establish and communicate policy regarding City staff reporting for assignments
- Lead and manage proclamations of local emergency
- Develop and maintain communication with Mayor and City Councilmembers
- Lead emergency public information

- Assess City operations and provide legal counsel as needed

Communications and Intergovernmental Relations

- Work with Emergency Manager(s), Fire and Police to conduct regular public education and outreach on alert and warning systems.
- Lead for Nixle and social media messaging on all city platforms, in coordination with response departments

Emergency Manager(s)

- Issue emergency alerts for the City as directed by Incident Command.
- Ensure emergency alerts are issued timely and efficiently, and in as many formats as reasonable to give the public as much time to evacuate as possible given the circumstances of the incident prompting evacuations, including those with limited mobility or other disabilities.
- Coordinate with Sonoma County Department of Emergency Management on timing of emergency alerts being issued to the City.

Fire

- Establish field Incident/Unified Command
- Advise and coordinate public warning and evacuation functions
- Support public education efforts

Police

- Establish field Incident/Unified Command
- Prioritize and conduct law enforcement, evacuation, and security operations
- Develop and maintain perimeter and access control
- Support public education efforts

Sonoma County Department of Emergency Management

- Issue emergency alerts for the unincorporated County as directed by Incident Command
- Coordinate with jurisdictions in the Sonoma County Operational Area on timing of emergency alerts being issued to the City.
- Serve as a backup to City Emergency Manager(s) to issue alerts for the City as needed.

Concept of Operations:

The City of Santa Rosa uses multiple notification and warning systems to make sure emergency alerts are delivered to the people who need the information. Each of these systems has different benefits, limitations, and utilizes different types of technology to ensure there is redundancy in our ability to get emergency alerts to the public. To the extent possible, each of these systems are utilized during life-threatening situations. These systems include:

- Emergency Alert System (EAS)

National public warning system that will interrupt local broadcast tv and radio programming to provide an alert in the event of a large-scale emergency.

No registration required.

- Wireless Emergency Alerts (WEA)

Urgent alerts sent as text-like messages to your mobile phone based on your location (you will only receive notification if you are in the area of the emergency). WEAs have three alert categories-- Imminent Threat, AMBER, Presidential. You must keep the factory settings on to your WEA- capable phone to receive a WEA.

No registration required.

- All Hazards NOAA Weather Radio

All Hazards NOAA Weather Radio (NWR) is a low-cost home alerting tool that can be remotely activated by the National Weather Service (NWS) to broadcast life-saving warnings issued by first responders. NWRs include battery backups. For those residents that are hard of hearing, there is also bed-shaking devices and strobes that can be attached to the radio to ensure that the alert is received.

To work, Sonoma County residents must tune their NWR to frequency 162.475.

- SoCoAlert

Emergency notification service providing Sonoma County first responders the ability to alert residents by landline or mobile phone, text message and email about imminent threats to life and property in specific impacted areas. Register all addresses that you'd like to receive alerts for (work, child's school, etc.). You don't have to be in the location of the emergency to receive alert.

Must register online OR call (866) 939-0911, press "2" at the menu, ask operator for assistance with registering for SoCoAlert.

- Nixle

Community information distributed by Santa Rosa Police and Fire Departments. Community messages are sent to email, and for critical emergencies, Alert messages are sent via text message and email (notifications are NOT delivered by phone call). Customize your settings at nixle.com to control which types of notifications you receive.

Must register at nixle.com or text your zip code to 888-777

- Local Radio and Television

The City communicates with local news broadcasters to provide updates during an emergency.

Tune radio to 1350 AM, 103.5 FM, 100.1 FM, 89.1 FM (bilingual), 98.7 FM (Spanish); watch preferred local TV news channel.

- Hi/Lo Sirens

Santa Rosa police cars and fire department vehicles are outfitted with new Hi/Lo sirens, a different sound than traditional sirens. This European-style, 2-tone siren will only be used in an emergency to alert residents within specific areas of the need to evacuate.

Alert and Warning System – Prioritization of Use

While use of warning systems is often thought of in terms of escalating incident severity, the City of Santa Rosa will prioritize use of warning systems in the following order to maximize the timeliness and scope of warning efforts:

1. Wireless Emergency Alerts (WEA): for use in short-notice incidents with threat to life, health or property. WEA messages should be augmented with SoCoAlert and Nixle messages to provide additional coverage and detailed information.
2. SoCoAlerts: because of the additional time required to prepare a SoCoAlert, these will ordinarily be issued following a WEA to provide additional coverage and detailed information. For incidents that provide a long lead time (e.g., flood or power shutoffs), SoCoAlert should be the primary means of alerting.
3. NOAA Weather Radio (NWR): Alerts should be sent at the same time as a WEA, SoCoAlert and/or EAS message. The NWR should target challenging service areas, areas impacted by loss of power, as well as the deaf and hard of hearing community. Note: NWR messages may be vetoed for dissemination by the NWS.
4. Emergency Alert System (EAS): EAS messages go out to a majority of the Bay Area and cannot be limited to the Op Area, EAS should be limited to incidents that pose a threat to life, health or property over a significant area.
5. Hi-Lo Sirens: Santa Rosa law enforcement and fire agencies have installed HiLo sirens on their vehicles. These sirens produce a unique tone similar to that of ambulances in Europe. The unique tone is used only in case of evacuations. These sirens can be used to augment other warning systems or by themselves in areas where traditional communication systems are unreliable due to their remote nature, or subject to failure of electrical or communications systems.
6. Nixle: primarily a public information tool for public safety agencies and local governments, Nixle can be used to reinforce and extend emergency warnings.
7. Social media (ex. Facebook, Twitter, and Nextdoor): These social media networks should be used aggressively and near-simultaneously if possible with WEA/SoCoAlert/NWR. These networks are “passive” in that they don’t activate devices or use an alarm tone - they should be used only after the primary warning systems are activated. Additionally, messaging should be consistent as possible across the platforms.

Preparedness

Successful alerting requires significant, continuous effort to identify and train key staff on procedures and technical systems. The alerting systems themselves must be regularly maintained and databases updated. Alert and warning efforts will only succeed if residents have been engaged and educated as to how the systems work, how to receive information and what actions should be taken. More specifically:

- Emergency Manager(s) will maintain alert and warning templates built into the system to ensure timely notifications are issued during an emergency.
- Emergency Manager(s) will conduct periodic maintenance for alerting systems including updating/validating contact databases and address information. They will also conduct periodic tests of alerting systems to ensure functionality as well as operator proficiency.

- City staff will conduct continual public outreach to educate, encourage enrollment in alerting systems, and encourage personal readiness when receiving alerts, including those residents with any access or functional needs requiring additional time or assistance with receiving alert and warnings or with evacuations.
- Emergency Manager(s) will coordinate with Sonoma County Department of Emergency Management on the utilization of the Sonoma County Radio Amateurs network¹ to ensure that residents have the ability to report critical information to authorities during times of power or communications failures.

Response

Alert and Warning Strategy

For all alerts, the following tactics are prescribed:

1. Go Big. Except in circumstances where a very narrow and defined alerting area is required, alert areas should cover the entire potential area that may be affected and neighboring communities. Disasters may expand rapidly, however even when they do not, neighboring communities may suffer secondary or tertiary effects of a disaster including supporting evacuation traffic, shelters, or limited transit into the affected area. In Santa Rosa, the accepted rule-of-thumb is to make the alert area larger than the area directly impacted or threatened.
2. En Español. Simultaneously provide a fully interpreted Spanish language version of the message.
3. Verify transmission and receipt of alerts. Successful use of many alert and warning platforms may not result in successful public alerting. If the computer systems or transmission systems fail, the Alert Originator may falsely believe they have succeeded in issuing an alert, when in fact the alert has failed to reach the public. Where possible, the Alert Originator should contact known individuals in the alert area to confirm the alert has successfully launched. This could be the Incident Commander or other responders.
4. Review the system launch records to ensure that the FEMA message exchange has successfully received and relayed the message. Do not assume automatic successful dissemination of alerts.
5. Speed is essential in no-notice or fast-moving incidents. An alert that is incomplete or is not fully verified, while not optimal, is better than a completely accurate alert sent after it is no longer relevant.
6. Include Access and Functional Need (AFN) capabilities. Use every available method of alerting to ensure that persons with disabilities or other AFN get alerts with sufficient time to respond. Ensure that the needs of persons living below the poverty line and/or who may be homeless are considered in the type of alert utilized. As technologies become available, proactively incorporate them to aid in alerting and warning. Specific systems to be used include:
 - Use of NWR radios with bed shaker/strobe light attachments for individuals who are deaf or hard-of-hearing.
 - Use of case workers and/or automated polling systems to query persons with disabilities/medically fragile to determine needs for assistance as part of the In-Home Support Services (IHSS) Disaster Response Plan.

¹ <http://sonomacountyradioamateurs.com/wp/our-club/about/>

- Evaluate the need and potential to utilize Hi-Lo vehicle sirens and internal stakeholder organizations to warn homeless individuals.

There are several tasks that need to be accomplished by Emergency Manager(s) for each alert and warning message that is distributed, summarized in Table 1 below. Following this checklist ensures that all critical notifications and coordination takes place.

Table 1: Alert and Warning Checklist for Emergency Manager(s)

Zone: Status (Circle One): Warning / Order Time Ordered: Time Requested: Time Issued <ul style="list-style-type: none"> • WEA/EAS/NWEM (Circle All That Apply): • CodeRed: 	
Tasks to Be Completed for Each Warning/Order Message	
<input type="checkbox"/>	Verify timing of evacuation zone going into Warning / Order with Incident Commander
<input type="checkbox"/>	Verify with Police that they approve of messages and that traffic resources are in place
<input type="checkbox"/>	Notify PIO's of timing of each Warning/Order and the message content so they can send out more detailed Nixle and Social Media messages
<input type="checkbox"/>	Edit public evacuation zone map
<input type="checkbox"/>	Verify with SoCo DEM / NWS that NOAA weather radios will be activated (if applicable)
<input type="checkbox"/>	Verify with SoCo DEM that EAS will be activated (if applicable)
<input type="checkbox"/>	Contact SoCo DEM Duty Officer to coordinate Warning / Order messages
<input type="checkbox"/>	Contact SoCo GIS to Verify Zone Map Updates are Linked to County Map
<input type="checkbox"/>	Update EOC of status of Warning/Orders as delivered
Task to be Completed When A City Zone Is Impacted	
<input type="checkbox"/>	Contact Care and Shelter leads to immediately activate the TEP
<input type="checkbox"/>	Email PIO-A group to make srcity/go live
<input type="checkbox"/>	Ensure bus resources are activated and are ready to be deployed to support evacuations
<input type="checkbox"/>	Request status updates from Police, TPW, and Fire on evacuation progress

Emergency Operations Plan (EOP)

Damage Assessment Annex

Purpose:

The purpose of this procedure is to outline how City of Santa Rosa staff conduct damage assessment post disaster. This includes the different types of damage assessment, roles and responsibilities of City staff, the information collection process, role of the Department Operations Centers (DOCs), and integration into the Emergency Operations Center (EOC).

Scope:

This procedure will outline the damage assessment process as outlined by the Federal Emergency Management Agency (FEMA) and all the steps required for seeking reimbursement through disaster recovery programs. This includes the steps involved in the Preliminary Damage Assessment (PDA) process through eligibility for both Individual Assistance (IA) and/or Public Assistance (PA).

This procedure is primarily focused on damage inspections post-earthquake or severe storm, but the same process applies to other disasters such as fire, tornado, etc. but will be localized to the impacted area. For this procedure, damage assessment is broken into four categories:

1. Localized Damage Assessment: A disaster that is localized in nature that requires both public and private infrastructure damage assessments be conducted within a defined geographic area.
2. City-Wide Windshield Surveys: A disaster that results in widespread damage to the community. Windshield surveys assist the EOC in determining the scope of the damage through preliminary assessments while driving through the city.
3. Private Infrastructure Assessments: A component of windshield surveys, private infrastructure assessments focus on privately-owned businesses and residents.
4. Public Infrastructure Assessments: A component of windshield surveys, public infrastructure assessments focus on government owned and operated infrastructure.

Triggers for Activation:

A standard process for damage assessment promotes effective and timely coordination among city departments at all levels. Certain steps may be compressed, executed concurrently, or expedited, depending on the incident requirements and specific incident considerations. Not all aspects of this procedure need to be activated for each type of disaster. The following table outlines triggers that are used for determining which elements of this procedure are required.

Disaster Trigger	Plan Element Required			
	Localized Damage Assessment	City-Wide Windshield Surveys	Private Infrastructure Assessments	Public Infrastructure Assessments
A localized earthquake magnitude 5.0 or greater with damage reported.		X	X	X

A distant earthquake with localized damage reported, or as directed by Emergency Management.	X			
A winter storm/rain event significant enough to impact waterways and drainage systems due to heavy rain, flooding, or debris flow in creeks.	X			X
A large fire that requires community evacuations and results in significant infrastructure damage.		X	X	X
A localized structure/vegetation fire that doesn't require community evacuations.	X			

Phases of a Preliminary Damage Assessment (PDA)

The primary objective of the PDA process is to help disaster-impacted governments and the Federal Government determine whether the impacts of a disaster warrant a Presidential disaster declaration. Presidential disaster declarations specify whether jurisdictions are eligible for FEMA disaster assistance and what types of assistance are available.

PDA Process:

- Disaster occurs.**
- Local government identifies damage through **Windshield Survey's** and **Initial Damage Assessments**.
 - Windshield surveys are a mechanism by which local authorities conduct initial damage assessments to collect data related to the extent of damage within a jurisdiction and to evaluate the availability of shelter based on impacts to homes within the impact area.
 - Initial Damage Assessment takes information from Windshield Surveys and begins compiling estimates of damage to public and private infrastructure. Simultaneously, continue to complete and document Windshield Surveys of damaged structures.
- During the Initial Damage Assessment, structures are identified that require **Detailed Assessments**. Detailed assessments are used when damage is identified during the windshield survey and Initial Damage Assessments and requires a more thorough assessment. This assessment is conducted by a team of experts which typically includes a building official, a structural and/or civil engineer, an architect, and other specialists as needed to address the specific situation.
- State verifies damage.** State or Tribal emergency management should, in some manner, verify the information submitted by local or county emergency management is complete and consistent with programmatic assessment criteria prior to requesting a Joint Federal, State or Tribal Government Preliminary Damage Assessment (hereinafter referred to as Joint PDA).
- State government requests a joint Preliminary Damage Assessment (PDA) with FEMA.** The PDA is a coordinated effort by local, state, and federal authorities to validate damage data previously identified by state and local authorities to inform Presidential Disaster Declaration requests and federal disaster grant determinations.

6. **FEMA and state validate damage.** If the incident is of a severity and magnitude that resources needed to recover are expected to exceed local and State or Tribal Government capability, the Director of the State or Tribal emergency management agency will conduct a Joint PDA to validate damage and evaluate impact. Joint FEMA and State PDAs are intended to validate information - not to find damage.
7. Validated damage informs request and recommendation for Presidential Disaster Declaration in the **Individual Assistance (IA)** program, the **Public Assistance (PA)** program, and the resulting **Hazard Mitigation Grant Program (HMGP)**.

Three categories of Federal Disaster Assistance:

FEMA's disaster assistance programs help governments and survivors respond to and recover from federally declared disasters.

- **Individual Assistance (IA)** provides federal awards to individuals and households to support individual disaster survivors. Joint PDAs allow impacted governments to identify and assess disaster damages to determine whether jurisdictions will request an IA major disaster declaration.
- **Public Assistance (PA)** provides federal assistance to support communities' recovery from major disasters by providing them with grant assistance for debris removal and life-saving emergency protective measures and for restoring public infrastructure. Joint PDAs are conducted to identify disaster-related damage and determine whether jurisdictions are eligible for PA.
- **Hazard Mitigation Grant Program (HMGP)** assistance helps communities implement hazard mitigation measures following a major disaster declaration in the areas of the state, tribe, or territory to reduce the risk of loss of life and property from future disasters.

Roles and Responsibilities:

Public

- Identify and report damage to City government through [My Santa Rosa](#).
- Report damage to homes and businesses through process identified by the City EOC.

Fire Department

- Conduct windshield survey of public/private infrastructure damage throughout the city in coordination with the Damage Assessment Unit in the Planning Section of the EOC.
- Support Water and TPW DOC in assessing public infrastructure damage.
- Based on direction from the DOC windshield surveys will be conducted of private and public infrastructure (refer to Annex A: Priority Windshield Survey Inspections Post-Earthquake (first 72 hours)).
- Each station shall have responsibility for conducting damage assessments within their respective districts.

Police Department

- Conduct windshield survey of public/private infrastructure damage throughout the city in coordination with the Damage Assessment Unit in the Planning Section of the EOC.
- Support Water and TPW DOC in assessing public infrastructure damage.

- Based on direction from the DOC, windshield surveys will be conducted of private and public infrastructure (refer to Annex A: Priority Windshield Survey Inspections Post-Earthquake (first 72 hours)).
- Each officer shall have responsibility for conducting damage assessments within their respective beats.

Water Department

- Report to the DOC for public water infrastructure windshield survey assignments.
- Conduct assigned public infrastructure windshield surveys and report information to the DOC (refer to Annex A: Priority Windshield Survey Inspections Post-Earthquake (first 72 hours)).
- DOC will collect information from the field and will report information to the EOC.

Transportation & Public Works Department

- Report to the DOC for public infrastructure windshield survey assignments.
- Conduct assigned public infrastructure windshield surveys and report information to the DOC (refer to Annex A: Priority Windshield Survey Inspections Post-Earthquake (first 72 hours)).
- DOC will collect information from the field and will report information to the EOC.

Emergency Operations Center (EOC)

- Coordinate and facilitate windshield surveys of private infrastructure damage throughout the city in coordination with the Fire and Police DOCs.
- Collect damage information from DOCs
- Consolidate damage information from DOCs into an interactive map.
- Prioritize detailed damage assessments based off of reports from windshield surveys.
- Report initial damage information to council, the public, the State, and others as appropriate.
- More specifically:

City Manager's Office

- Prioritize windshield surveys and detailed damage assessments.

Legal

- Produce a Declaration of Emergency

Public Information

- Provide pertinent information to council and the public on the damage assessment process and status.

Finance

- In coordination with the Damage Assessment Unit, begin to determine damage estimates based off of field reports.
- Gathers information required to submit PDA to State/FEMA.
- Assess damages to parking structures throughout the City.

Planning Section

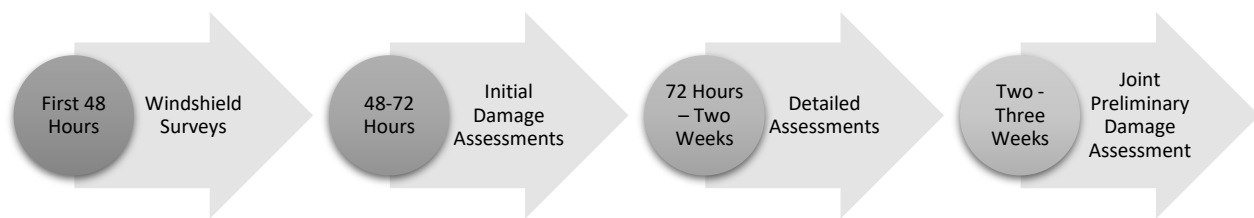
- Damage Assessment Unit will:
 - Conduct windshield surveys of damaged private infrastructure to determine if they can be occupied or not.
 - Will coordinate with Operations on the conduct of windshield surveys.
 - Will consolidate all damage reports.
 - Will facilitate initial and detailed damage assessments of homes that were identified as damaged during the windshield survey.

- GIS Unit will:
 - Produce an interactive map of damages reported.

Information Technology

- Maintains app utilized for data collection.
- Provide technical support to field responders.
- Assess damages to IT infrastructure utilized by the City.

Concept of Operations:



First 48 Hours: Windshield Surveys

- Windshield Surveys prioritize life safety first and foremost. It provides the first description of the extent of damage following a destructive incident. Fire, Police, Water and TPW departments with field personnel plan to conduct windshield surveys of the immediate area around their facilities as well as conduct a quick “drive-through” of the city to document and report from vehicles the status of streets, utilities, major external building damage, damaged or blocked roads, unattended fires, and medical emergencies. Details for these procedures are contained in separate departmental plans.
- The Windshield Survey is the basis for developing the incident action plan for the first few operational periods, and prioritizing assignments for the Initial Damage Assessment phase.
- During Windshield Surveys the City EOC will rely in large part on information provided by emergency responders who are on-duty when the incident occurred, damage assessment teams deployed from DOCs, media reports, information in the computer-aided dispatch (CAD) system, social media, and information from the Sonoma County EOC.
- The information from the Windshield Surveys will be collected by each Department’s Operations Center (DOC) and reported to the City Emergency Operations Center (EOC).

48-72 hours: Initial Damage Assessment

- Information from Windshield Survey phase will be used to prioritize areas of requiring Initial Damage Assessments. The Initial Damage Assessment is the first step in applying for federal assistance. Information collected during the initial damage assessment phase is more detailed than information from the Windshield Survey phase, but is still an initial estimate of damages.

- The City EOC will provide avenues for the public to report damage to homes and businesses requiring Detailed Assessments. During this phase, homeowners, businesses, and public entities may be encouraged to complete and submit an initial assessment of financial damage to their property. This is most likely in a large-scale event where the demand for damage assessments and safety inspections exceeds the number of available inspectors.
- Buildings are rapidly assessed for safety, taking about 10 to 20 minutes per building. Typically, a team of two building inspectors or a building inspector and an engineer or architect will assess the building.
- The purpose of this type of evaluation is to quickly identify and placard the obviously safe or unsafe structures. If access to the interior is available and the building is safe enough, the building can be entered for a quick walk-through to see if there are any potentially serious or interior falling hazards inside the building.
- The Damage Assessment Unit will collect and report damages to city owned / operated facilities for Public Assistance. It will also record the number of residential properties damaged under the Individual Assistance category. FEMA categorizes damage to impacted residences into four categories:
 1. Destroyed – total loss of structure, structure is not economically feasible to repair, or complete failure to major structural components (e.g., collapse of basement walls/foundation, walls, or roof).
 2. Major Damage – substantial failure to structural elements of residence (e.g., walls, floors, foundation), or damage that will take more than 30 days to repair.
 3. Minor Damage – home is damaged and uninhabitable, but may be made habitable in short period of time with repairs.
 4. Affected – some damage to the structure and contents, but still habitable.

72 hours – Two weeks: Detailed Assessments

- The EOC will compile a list of damaged homes and businesses requiring detailed assessments from reports during the windshield survey and Initial Damage Assessments.
- Buildings are assessed more thoroughly by conducting a more extensive investigation into the structural systems. Detailed evaluations can take anywhere from one to four hours depending on the size of the building. Typically, a team includes a building official, a structural and/or civil engineer, an architect, and other specialists as needed to address the specific situation. This level of evaluation is used most often for buildings where the safety of the building is controversial, or is otherwise not clear.
- Detailed Assessments will begin estimating and compiling the financial costs of damages for the purposes of determining if the per-capita thresholds for FEMA IA or PA Presidential Disaster Declaration are met. If thresholds appear to be met, the city will submit for a joint Preliminary Damage Assessment with CalOES and FEMA.

Two-Three Weeks: Joint Preliminary Damage Assessment

- A joint PDA is conducted when the initial damage assessment indicates per-capita thresholds for Public Assistance or Individual Assistance grants have been met. CalOES and FEMA jointly conduct the PDA, visiting and assessing damages reported. FEMA uses the information from the PDA to decide whether a Presidential Disaster Declaration in Public Assistance or Individual Assistance is warranted.

Attachment:

- Priority Windshield Survey Inspections Post-Earthquake (first 72 hours).

City of Santa Rosa Damage Assessment Annex
Priority Windshield Survey Inspections Post-Earthquake (first 72 hours)

Department	Priority 1	Priority 2	Priority 3	Priority 4
TPW (Report to DOC)	Bridge Inspection – Route 1	Bridge Inspection – Route 2	Bridge Inspection – Route 3	Bridge Inspection – Route 4
Water (Report to DOC)	Utility System Operators inspect freshwater distribution inspect 9 routes to turn off water where losing it due to damage Shut off Geysers and Reclamation Laguna Wastewater Treatment Plant – 4 inspection areas	Wastewater lines – 9 routes	Inspect Geysers and Reclamation assets	Turn on Geysers and reclamation
Fire – by District (Report to DOC)	Life Safety – calls for structure fires, vegetation fires, medical Fire Stations and other critical infrastructure.	Institutional occupancies such as hospitals, convalescent facilities, and senior care facilities which pose a high life loss potential. High hazard facilities as identified in the HazMat Area Plan (including high	High/Mid Rise Buildings	Neighborhoods, private homes

		tech facilities and compressed gas distributors).		
Police – by Beat (Report to DOC)	Life Safety – prioritize calls for service based on severity Traffic Control, as needed Police Station	Schools Institutional occupancies such as jails, and dormitories which pose a high life loss potential.	Grocery Stores (supply chain)	Neighborhoods, private homes
DA Team (Report to DA Unit in EOC)	Fire/Police Stations, as needed EOC/DOCs	Finley / Steele Lane (shelter facilities) City Government Facilities – COOP	City Government Facilities - All	Priority Calls from Field Windshield Surveys

Emergency Operations Plan (EOP)

Earthquake Annex

Purpose:

This annex to the City of Santa Rosa's Emergency Operations Plan (EOP) is intended to ensure an effective and coordinated response to a significant earthquake event. This annex provides direction for city departments, community groups and allied stakeholders ensuring interagency coordination in accordance with the City's EOP, the California Emergency Services Act, the Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS).

Scope:

This annex has been developed in accordance with the City EOP. In keeping with the EOP's "all-hazards" approach for local emergency management, the response policies and protocols for an earthquake will align with those established in the EOP.

The annex supplements the EOP by providing considerations for a response to a major earthquake in Sonoma County or the San Francisco Bay Area that has a significant effect on the City. This plan does not change policies and direction provided in the EOP, such as policies for activating and managing the EOC. Rather, it provides additional guidance that may be used to complement the EOP.

Many variables govern the specific effects of an earthquake, from the amount of energy it releases and the location of its origin to the specific qualities of the soil and rock upon which a community is built. Given these variables, the complexity of earthquake effects, and the size and density of the Bay Area, no plan can possibly identify all considerations for a response. Consequently, this annex is not intended to describe detailed procedures for tactical execution of response tasks. However, the plan does provide considerations that can be used to prepare for and guide the execution of response operations.

This annex is primarily focused on response and short-term recovery operations. Elements related to preparedness, long-term recovery, and mitigation are addressed in the City's EOP, Multi-Jurisdictional Hazard Mitigation Plan, as well as the Federal Emergency Management Agency (FEMA) Bay Area Earthquake Plan.

This annex does not alter existing City department emergency response standard operating procedures (SOP), processes, or resources. Emergency response agencies (such as fire, law enforcement, and emergency medical services [EMS]) will adhere to existing department SOPs in accordance with all legal requirements.

Planning Assumptions:

This annex is based on a no-notice, significant earthquake--either a localized incident or a larger regional event. The impact and associated effects will be determined by a number of variables including the magnitude, location, shaking intensity, duration and time of the event. General impacts include:

- Damage due to shaking may be severe.
 - Structural damage is likely to be worst in areas of soft soils or unconsolidated fill.
 - Some buildings may experience partial or total structural failure.
 - Nonstructural damage will be widespread and will cause a number of buildings to be unusable even if the structure is deemed sound.

- Depending on the magnitude of the earthquake, people may be trapped in collapsed structures.
- The earthquake may cause immediate, simultaneous ignitions. Structure fires may ignite throughout the City. Fires will continue to ignite as power is restored.
- Fatalities and hundreds of injuries may occur. If the earthquake occurs during midday, the number of casualties will likely be greater as the working population is affected.
- Most fatalities will occur in the first 48 hours, but recovery of those buried in debris may continue for days.
- Hundreds of residents may require shelter because their dwellings are damaged.
- Water, power, and gas service will be interrupted.
 - Potable water shortages may occur due to pipeline breaks, loss of storage capacity, loss of power, or compromised water treatment. This may be a significant limiting factor for hospitals, medical care providers, 24-hour care facilities, and the business community as well as for the public.
 - Services may gradually decline due to leaks or as generators powering pumps run out of fuel or malfunction.
 - System restoration may take days (for electrical power) or weeks (for water and gas).
- Voice and data communications systems may be damaged, oversubscribed or disrupted due to loss of power and may take several weeks to fully restore.
- Major transportation facilities and systems may be damaged or disrupted including:
 - Major bridges and highways
 - Mass transit rail and bus systems
 - City streets and roads
 - Structural damage to these facilities may take weeks or months to repair
- Breaks in wastewater collection and disruption in treatment may cause disruption of vital services and could result in uncontrolled releases of untreated sewage.
- Critical government facilities (emergency operation centers [EOC], department operation centers [DOC], fire and police stations, public works, and transit) may be damaged and require alternate facilities be established.
- Shelter facilities may be damaged, requiring the identification of alternate shelter facilities. The demand for shelters may exceed initial capabilities/capacity. Small businesses will likely close due to impacts to their facilities, loss of utilities, and/or lack of staff to continue operations.
- The earthquake will generate millions of tons of debris. Initially, collapsed buildings and other structures may block roads and limit movement for evacuees and response personnel and vehicles.
- Earthquake aftershocks, some almost as large as the main shock, will occur regularly and may cause additional damage. The frequency and magnitude of aftershocks will decrease over time.
 - The cumulative impact of large aftershocks will cause additional structural damage and necessitate additional safety assessment inspections (for aftershocks over M5.0).

- The occurrence of aftershocks will also have a cumulative effect on the feeling of well-being or safety of residents and responders.
- Large earthquakes will produce intense regional competition for resources. Local mutual aid fire, EMS, and law enforcement resources will be limited as other jurisdictions face similar circumstances.
- The state and federal governments will immediately begin mobilization of resources. However, it may take time for resources to arrive. For example, FEMA Urban Search and Rescue (USAR) teams may take 24 to 48 hours to arrive in the affected areas.
- Disrupted communications systems, overwhelmed first responders, and the overall magnitude of the situation may slow the initial situation assessment.
- Damage to critical City facilities (ex. EOC, DOCs, fire stations) may require alternative arrangements for management of response services.
- Damage to water and communications systems may challenge fire-fighting operations.
- The number of people trapped in buildings may initially exceed capacity to respond.
- Damage in high-rise areas may require response to the following incidents:
 - Fires on upper floors
 - People trapped in elevators
 - People with mobility challenges who need to evacuate but cannot use steps
 - Injuries in high-rise areas caused by falling glass and other debris
- Damage and disruption may necessitate deployment of law enforcement resources to maintain public order, augment rescue operations, and secure dangerous sites.
- Local medical facilities may be damaged. Surviving hospital capacity may be inadequate to treat casualties and other medical emergencies, requiring that some severely injured patients be relocated to facilities outside Sonoma County. However, relocation may be limited by impacts to the transportation system.
- The demand for emergency shelter may initially exceed capacity to inspect buildings and provide the resources and staff required to open fully functional shelters.
- The capacity to shelter and care for displaced residents may be exceeded, forcing relocation to other areas outside the City.
- It may be necessary to quickly assess thousands of buildings (public and private) to determine whether they are safe for re-entry and occupancy (see Damage Assessment Annex).
- Resources to remove debris will initially be limited as the City mobilizes its own forces and available contractors.
- The demand for emergency public information will be immediate and sustained. Social and traditional media coverage will be extensive.
- The ability of residents to return to work or provide support will be affected by utility disruptions, infrastructure damage, affected transit systems, interrupted supplies of key commodities including fuel, closed schools, reduced childcare services, as well as other indirect impacts on social infrastructure.

- Response during the evening hours will be more challenging due to limited visibility.
- Assistance in the form of spontaneous volunteers, donated goods, and monetary donations will begin to flow into the City. Although this may provide desperately needed resources, it will create coordination and logistical support challenges.

Roles and Responsibilities:

The following lists summarize the primary and significant roles and responsibilities for each City department and stakeholder organization relative to an earthquake event:

City Manager's Office:

- Activate the EOP and EOC as needed
- Implement the COOP as needed
- Establish and communicate policy regarding City staff reporting for assignments
- Lead and manage proclamations of local emergency
- Develop and maintain communication with Mayor and City Councilmembers
- Lead emergency public information
- Assess City operations and provide legal counsel as needed

Finance

- Provide emergency procurement support for life-saving and emergency protective measures
- Develop financial mechanisms, procurement vehicles, and contracts to support procurement
- Oversee staff time-keeping
- Provide fiscal oversight and track expenses

Fire

- Conduct company-level post-earthquake windshield surveys and report results to the DOC
- Activate emergency personal recall procedures
- Prioritize and conduct firefighting, EMS, search & rescue, and HazMat operations
- Establish field incident command as needed
- Lead fire and rescue mutual aid coordination
- Deploy and manage City and mutual aid resources
- Lead mass casualty/fatality management
- Assess status of critical department facilities
- Lead Emergency Management Mutual Aid (EMMA) coordination
- Provide incident planning and management support as needed
- Activate Auxiliary Emergency Communications Service (AECS) volunteers as needed

Housing & Community Services

- Coordinate and provide emergency assistance
- Support damage assessment efforts
- Coordinate social services

Human Resources

- Account for all City staff
- Develop and coordinate human resources including contractors
- Recruit, screen, provide, and track volunteers

- Establish internal City staff communications
- Identify any employee needs (e.g., childcare, shelter)

Information Technology

- Protect, restore, and sustain City information technology resources
- Oversee communications within the incident management and response structures
- Coordinate with telecommunications service providers
- Restore and repair telecommunications infrastructure

Parking

- Provide support to police department for access and traffic control
- Assist in establishing multipurpose staging areas

Planning & Economic Development

- Manage and conduct post-earthquake safety assessments for critical City facilities
- Coordinate and direct state-provided Safety Assessment Program (SAP) resources
- Lead damage assessment efforts

Police

- Conduct beat-level post-earthquake windshield surveys and report results to the DOC
- Activate emergency personal recall procedures
- Prioritize and conduct law enforcement, public warning, evacuation, and security operations
- Establish field incident command as needed
- Establish liaison with Coroner Unit of the Sonoma County Sheriff's Office
- Lead Law Enforcement Mutual Aid coordination
- Deploy and manage mutual aid resources
- Impose curfew as directed
- Provide traffic control
- Provide support for access, traffic, and crowd control at mass care facilities

Recreation

- Assess status of critical department facilities and potential shelter sites
- Coordinate safety assessments of potential shelter sites
- Manage emergency shelter and mass care operations (see Care and Shelter Annex)
- Coordinate with the Sonoma County Operational Area for the care of unaccompanied minors

Transportation and Public Works

- Conduct post-earthquake damage surveys and report results to the DOC
- Conduct infrastructure protection and emergency repair
- Support evacuation operations including individuals requiring assistance
- Establish and support movement restrictions
- Conduct debris clearance and manage debris removal
- Coordinate restoration/recovery of energy infrastructure
- Lead Public Works Mutual Aid coordination
- Deploy and manage mutual aid resources
- Provide engineering services and construction management

- Support damage assessment efforts
- Conduct enhanced maintenance and dispatch operations

Water

- Coordinate potable water system resources for prioritized public safety operations
- Monitor potable water quality and perform sampling/testing as needed
- Restore/maintain water and wastewater infrastructure
- Restore/maintain wastewater treatment plant operations
- Provide potable water in support of mass care operations as possible
- Support damage assessment efforts

City Council / Mayor

- Support public information efforts as needed
- Lead community engagement
- Review and approve the Proclamation of Local Emergency
- Visit impacted areas, shelters, and other temporary facilities to spot problems and special issues
- Consider short- and long-term recovery staff recommendations

Pacific Gas & Electric (PG&E)

- Mitigate safety threats to responders and residents
- Coordinate prioritization of restoration of electrical and gas utility services

Concept of Operations:

Immediately following a major earthquake, and for as long as a state of emergency exists within the City, response to the earthquake will be the first priority of all City departments and agencies. All available City Disaster Service Workers (DSW) will be directed to achieve the following objectives:

- Save lives.
- Reduce immediate threats to life, public health and safety, and public and private property.
- Provide necessary care, shelter, and medical services to City residents and other members of the general public.
- Restore the operations of facilities, whether public or privately owned, that are essential to the health, safety, and welfare of the community, including critical City facilities, utilities, and transportation infrastructure.
- Assess damage to infrastructure, public facilities, and the built environment.
- Expedite the restoration of services, the economy, and the community at large; and begin the process of recovery.
- Keep the public informed.

Response

The EOP defines the City's general emergency response organization, authorities, policies, priorities, and procedures. In the event of a significant earthquake, this annex provides potential specific objectives that the emergency response organization may integrate into its operations.

The City will provide immediate response via its public safety departments coordinating in the field via the Incident Command System (ICS). The City's EOC will provide support to field personnel, coordinate the

efforts of other City departments and collaborate with the Sonoma County Operational Area and other allied stakeholders utilizing SEMS.

If the City is unable to provide sufficient resources, requests will go first to the Sonoma County Operational Area, then the State and then potentially, the federal government. Arriving resources will be rapidly deployed, integrated into the City's operations, and tracked. The City will provide public information efforts as well as mass care and shelter services to impacted residents. Integrated disaster fiscal procedures will ensure any use of public funds is justified and cost-effective. Transitioning from immediate life safety to sustained community response, the City will simultaneously start short-term recovery efforts while developing a long-term recovery plan.

In the first few hours and days following the earthquake (E), the City will conduct a phased response to coordinate these operations. Please note that these timeframes are an estimate, and some operations may require additional time which would extend the timeframe of each phases:

- First 4 hours (E+4)
 - Respond to the community's immediate life safety needs of fire suppression, emergency medical services, search & rescue, hazard materials release, and law enforcement.
- First 12 hours (E+12)
 - Assemble resources for a sustained response and for providing basic mass care, shelter, and information services to the community. Develop initial situational awareness of earthquake impacts through the conduct of windshield surveys of damages (see Damage Assessment Annex).
- Through 24 hours (E+24)
 - Consolidate the system and resources for sustaining emergency response operations. Conduct outreach and public information efforts.
- Through 48 hours (E+48)
 - Stabilize support for affected areas, forecast potential resource requirements, and initiate damage assessment.
- Through 72 hours (E+72)
 - Begin to transition from immediate emergency response efforts to sustained operations. Develop Initial Damage Estimate.
- Sustained Operations (E+ 3 to 7 days)
 - Conduct sustained operations and begin to transition into recovery.

In addition to those tasks and objectives outlined in the EOP, the following specific operational objectives should be incorporated into initial response operations and planning:

First 4 hours (E+4)

- Respond to the community's immediate life safety needs of fire suppression, emergency medical services, search & rescue, hazard materials release, and law enforcement.
- Direct and assist immediate life-saving rescue operations.
- Direct fire suppression for existing structure fires and anticipate fire spread based on conditions and historic precedent.
- Deploy law enforcement resources to support response activities and maintain law and order.
- Deploy EMS to major incidents.
- Establish casualty collection points for initial treatment of the injured.
- Deploy hazardous materials response resources as needed.
- Activate the EOC and DOCs as needed.
- Establish contact with the Sonoma County Operational Area and allied stakeholder agencies.
- Activate the City's Temporary Evacuation Point (TEP) to accommodate displaced populations while emergency shelters are being opened.

- Identify at-risk populations, notify them, and begin to evacuate if warranted.
- Assess:
 - Situation at critical facilities, including DOCs and utilities.
 - Situation in areas not reporting.
 - Condition of emergency communications systems.
- Implement recall of City staff as needed.
- Begin public information messaging regarding recommended personal protective actions, safe congregation points, and community assistance needed.
- Complete an initial damage assessment of the City, identifying areas affected, major incidents, and operational status of critical services (see Damage Assessment Annex).

First 12 hours (E+12)

- Assemble resources for a sustained response and for providing basic mass care, shelter, and information services to the community. Develop initial situational awareness.
- Assess critical resource shortfalls and begin requesting support through mutual aid agreements and the Sonoma County Operational Area. Consider resources needed for the next 14 days. Assess condition of transportation system and develop alternatives for moving critical resources into the City.
- Develop a consolidated situation assessment and declare a state of emergency.
- Establish perimeter control around unsafe areas.
- Establish security at critical buildings, incident sites, work locations, infrastructure, and resource centers.
- Initiate safety assessment of critical City facilities.
- Assess conditions at designated emergency shelter sites and begin to supply with beds, water, food, medical support, generators, sanitation, and facility security.
- Begin to open emergency shelters to residents and DSWs.
- Identify people with special support requirements and transfer to appropriate care facilities.
- Designate primary routes and implement debris clearance, route recovery, and traffic control.
- Initiate a regular status reporting and resource requesting process between area commands (if established), major incident commands (if established), and state/federal counterparts offering coordinated assistance.
- Assess the need to activate the Joint Information Center (JIC).
- Determine if a curfew should be established.

Through 24 hours (E+24)

- Consolidate the system and resources for sustaining emergency response operations. Conduct outreach and public information efforts.
- Concentrate City emergency management efforts for supporting ongoing on-scene incident management at major incidents, reinforcing the logistical support being requested.
- Coordinate the receipt and deployment of incoming resources to prioritized missions.
- Designate staging areas and begin planning to accommodate support personnel.
- Ensure that an adequate system is in place to fuel and maintain generators providing power to critical facilities.
- Coordinate with the Sonoma County Operational Area regarding the process of collecting and handling fatalities.
- Conduct outreach for situation status and resource needs for affected facilities needing support from City, including transit sites, schools, commercial buildings, and sites of historic/cultural significance.

- Implement elements of the City's Continuity of Operations Plan (COOP) as needed.
- Initiate social and traditional media briefings to inform residents on City operations, steps they can take, services available to them, ongoing rumor control efforts, and ways in which the community can help.

Through 48 hours (E+48)

- Stabilize support for affected areas, forecast potential resource requirements, and initiate damage assessment.
- Process ongoing logistical resource requests for emergency services and mutual aid needs to support incident management.
- Evaluate the need for and implement an emergency drinking water plan.
- Establish a distribution network for drinking water and food for persons who are not residing in mass care facilities but are without basic services.
- Initiate damage assessment of City facilities, with priority for facilities critical to response operations. Determine approximate scope and severity of damage for key facilities only.
- Make arrangements for the EOC to assume responsibility for supporting incoming mutual aid and convergent resources, relieving field-level public safety workers to focus on providing sustained rescue, firefighting, paramedic, and law enforcement services.
- Conduct an ongoing review in the EOC of current situation reporting and resource requesting processes and revise as needed.

Through 72 hours (E+72)

- Begin to transition from immediate emergency response efforts to sustained operations. Develop Initial Damage Estimate.
- Support hospital and other medical facility re-supply efforts.
- Re-evaluate mass care needs in light of any ongoing aftershocks and subsequent damage.
- Establish shelter support coordinator teams and evaluate the shelter sites to identify:
 - Site damage
 - Critical support requirements, including shelter management personnel
 - Site security
 - Adequacy of feeding and medical care arrangements
 - Shelter demographics (gender, children, medical needs, language barriers, disability needs)
- Establish plans for how to provide care for people with special support requirements that cannot be met in congregate care shelters.
- Coordinate with the Sonoma County Operational Area and consider establishing a JIC if not already established.
- Coordinate with the Sonoma County Operational Area to facilitate the handling of volunteers and donations.
- Review and enhance security plans to maintain public order.
- Begin deliberate program of safety assessment of homes and businesses.
- Assemble available damage assessment information and submit the Cal OES Initial Damage Estimate (IDE).
- Review incident status reports to prioritize incident commands that can begin suspending emergency response operations and transition to sustained response and recovery operations.

Sustained Operations (E + 3 to 7 days)

- Conduct sustained operations and begin to transition into short-term recovery.

- Establish a plan and begin the comprehensive detailed damage assessment of all public infrastructure, such as public right-of-way (roads and sidewalks), bridges, facilities, utilities, and retaining walls.
- Establish teams to visit shelters to identify people that require special support that need to be relocated into other types of care facilities and to identify site modifications that should be made to better accommodate residents with sight, hearing, mobility or other limitations.
- Begin locating and opening relief supply and food distribution points other than the evacuation centers/shelters.
- Reinforce cost tracking guidance for City responders.
- Coordinate with the Sonoma County Operational Area and establish a responder mental health support program.
- Establish portable toilet sanitation stations around the City and related cleaning and pumping program.
- Work with the American Red Cross and other organizations to provide information to support their Disaster Welfare Inquiry Program.
- Establish a debris management plan and begin to gather and transport debris from critical sites or routes.
- Coordinate with the business community regarding business resumption activities.
- Begin widespread damage inspections of homes and businesses.
- Anticipate and support Preliminary Damage Assessment visits by state and federal officials seeking to confirm the scope and severity of damage as well as immediate and long-term recovery needs of the City.
- Produce, regularly update, and distribute a multi-lingual, multi-format, disaster “Fact Sheet” to the media, people in shelters, field response personnel, residents, and businesses.
- Ensure that air quality, hazardous materials spills, and other environmental situations are monitored, and risks addressed.
- Evaluate the need to designate specific routes into the City for critical relief supplies. Designating specific lanes for express bus service should also be considered.
- Coordinate with the Sonoma County Operational Area to survey all licensed food establishments, including the emergency shelter/evacuation centers, feeding sites, and disaster kitchens to ensure there are no unsafe food handling or other sanitation or safety concerns.
- Begin planning for the relocation of displaced City staff and departments.
- Implement a process to allow limited entry (where safe) for recovery of personal items.
- Coordinate with the Sonoma County Operational Area to provide prioritized community behavioral health services (for example, for those whose homes have been red-tagged, shelter residents, children, and individuals who have suffered significant loss).

Short-Term Recovery

The immediate response to a major earthquake will focus on saving lives, providing resources to sustain City residents, and stabilizing the situation. At some point, however, the City must transition to a phase in which recovery operations take precedence. Given the level of damage to housing, business, and infrastructure; the direct impact on the population; and the effect on the regional economy, full recovery from a major earthquake may take years. Nonetheless, rapid initiation of recovery operations is critical to restoring confidence in the community. Note: aftershocks may require a temporary transition back into the response phase.

This section describes key issues for initiating short-term recovery operations. The issues described below are among those that must be addressed most urgently. The magnitude of, and resources required to address these issues will require regional approaches with assistance from the state and federal governments.

Utility Restoration

Public and private utility providers, including Pacific Gas & Electric, and telecommunications providers such as AT&T, will coordinate with the City EOC Operations Section and the Sonoma County Operational Area to assess damage and restore utility services within the City.

Restoration of services will be affected by the following:

- Critical emergency response facilities will require backup power to continue operations on a temporary basis while utility service is being restored.
- Water service will be disrupted within the first several hours and could take two to three months to be fully restored. Water transmission and distribution pipes can often break days and weeks following the initial earthquake requiring continual monitoring and repair.
- Electrical power will be interrupted immediately and may take 7 to 15 days or longer to restore.
- Repair sites may be inaccessible temporarily due to debris, aftershocks, and damage to transportation infrastructure.
- Aftershocks may cause additional damage or require re-inspecting facilities and equipment.

The strategy for restoring utilities includes the following:

- Service providers will begin damage assessments immediately. Additionally, damage information will be provided to the City EOC Planning/Intelligence section from DOCs, first responders, and other sources, which will then work with the Operations Section to provide information to and coordinate operations with service providers.
- Emergency restoration of lifeline utility services will be the top priority for the first 1-7 days after the event.
 - Service providers may implement interim repairs and establish temporary delivery systems.
 - Utility providers will restore services in accordance with their pre-established restoration priorities. The City EOC Water Branch will convey incident-specific restoration priorities to utilities services providers, which will fold these priorities into their restoration plans.
 - The City EOC Water Branch will identify priorities for restoring services to facilities and services necessary for emergency response operations, hospitals and healthcare facilities, and continuity of government, as well as restoration of service to the greatest number of people.
- The City EOC Water Branch will coordinate with the Santa Rose Police Department (SRPD), and Santa Rosa Transportation and Public Works Department (TPW) to provide utility workers with access to repair sites.
- Utility service providers will assist each other through pre-established mutual assistance agreements (for example, the Water Agency Response Network). The Logistics Section will facilitate the provision of resources from within City and through emergency services mutual aid when requested.
- Permanent restoration of utility infrastructure will occur after critical services are restored on an interim basis, and may continue for months after the earthquake.

Debris Removal

- Prior to conducting debris removal, a thorough assessment and documentation of damages will be conducted (see Damage Assessment Annex). This includes collecting before and after photos and conducting inspections of damages.
- Debris must be removed to allow resumption of services and business and make way for rebuilding.
- Transition to the effort to remove material from damaged buildings and demolish unsafe structures.
- Establish procedures to expedite removal of unsafe structures, in accordance with City requirements and FEMA requirements for reimbursement.
- Develop a plan for transporting debris to staging sites; separating, reducing, and recycling debris; and trucking to a disposal site.
- Secure contracted or federal resources, such as the US Army Corps of Engineers (USACE), to support long-term debris removal operations.
- Collaborate with the Sonoma County Operational Area and the region to address movement and disposal of debris in a region with limited landfill space.

Interim Housing

- Emergency shelters are a short-term solution to the problem of displaced residents (i.e., no more than 30 days). Residents must quickly be transitioned to interim and, eventually, long-term housing arrangements.
- Establish a plan to determine interim and long-term housing needs, based on the needs of the shelter population.
- Utilize City resources, such as building inspectors, to work with shelter residents to determine whether they can move back into their homes.
- Streamline City processes for home repairs to expedite movement back to permanent residences.
- Establish a housing recovery team to act as the lead for coordinating Sonoma County Operational Area and regional housing planning efforts and immediately begin a working dialogue with FEMA and other federal agencies engaged in the housing issue.
- Collaborate with the Sonoma County Operational Area and regionally to reach consensus regarding what type of housing is needed and where it should be placed.

Disaster Assistance Programs

- Disaster assistance is available through a wide array of state and federal programs that can be leveraged in the first 90 days to promote short- and long-term recovery.
- Working with the Sonoma County Operational Area and California Governor's Office of Emergency Services (Cal OES), determine the appropriate number and location of local assistance centers that can be established to provide residents with information regarding recovery actions and assistance that is available.
- Establish a lead department and procedures for ensuring that City residents are fully engaged in state and federal individual assistance programs, including:
 - Disaster SNAP (food stamps) benefits.
 - Disaster unemployment assistance benefits.
 - Assistance to individuals and families, including temporary housing and grants for other uninsured disaster-related necessary expenses and serious needs.
 - State Supplemental Grant Program (SSGP), which provides assistance to families and individuals that still have unmet needs after receiving assistance from the federal government.
 - Crisis counseling.
 - Social Security assistance.

- Small Business Administration (SBA) Disaster Loan Program, which provides low-interest loans for real estate repairs and costs for businesses.
- Integrate private nonprofit assistance programs into recovery activities. These include:
 - The American Red Cross which offers emergency shelter, food, clothing, physical and mental health support, limited grants for household items, work-related and medical equipment, and minor home repairs following natural disasters. They also provide referrals to other local and national agencies that provide home clean-up, repair, and rebuilding assistance.
 - Habitat for Humanity which assists with repairing and replacing housing for low-income disaster victims.
 - The Salvation Army which provides emergency shelter, food, clothing and household items.
 - The Southern Baptist Convention Disaster Relief Program which provides assistance with food, home clean-up, and repairs.
 - Team Rubicon which may provide volunteer assistance in incident management, damage assessment, mapping, and debris management.
- Establish a lead department to coordinate with Cal OES and FEMA for application of the Public Assistance Program. Under this program, FEMA provides funding to state and local governments for extraordinary costs associated with debris removal, emergency protective measures, and permanent repair or replacement of disaster-damaged facilities. Extensive coordination with City departments will be necessary to track costs, facilitate inspections of damaged sites, and secure reimbursement.
- Establish a lead department for obtaining emergency relief funds from the Federal Highway Administration (FHWA). Under this program, FHWA provides funding through the California Department of Transportation (Caltrans) for costs to open and repair federal-aid routes.

Other Emergency Actions

Emergency actions may be taken to address specific short-term recovery conditions such as:

- Suspension of evictions
- Request utilities to provide bill relief
- Waiver of permit fees for damage repairs
- Expedited permitting and inspection processes to support rapid repairs
- Occupancy waivers to support temporary housing and business space
- Change or alter traffic patterns

Emergency Operations Plan (EOP)

Wildfire Annex

Purpose:

This Annex to the City of Santa Rosa's Emergency Operations Plan (EOP) is intended to ensure an effective and coordinated response to a significant wildfire event. This annex provides direction for city departments, community groups and allied stakeholders ensuring interagency coordination in accordance with the City's EOP, the California Emergency Services Act, the Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS).

Scope:

This Annex has been developed in accordance with the City EOP. In keeping with the EOP's "all-hazards" approach for local emergency management, the response policies and protocols for a wildfire event will align with those established in the EOP. The Annex supplements the EOP by providing considerations for a response to a major wildfire event in the City.

This Annex is primarily focused on response and short-term recovery operations. Elements related to preparedness, long-term recovery, and mitigation are addressed in the City's EOP and Multi-Jurisdictional Hazard Mitigation Plan.

This annex does not alter existing City department emergency response standard operating procedures (SOPs), processes, or resources. Emergency response agencies (such as fire, law enforcement, and emergency medical services) will adhere to existing department SOPs in accordance with all legal requirements.

Planning Assumptions:

This Annex is based on a developing wildfire causing significant actual or potential loss of property. General impacts may include:

- Hundreds of residents may need to be alerted and evacuated with little or no notice.
- Hundreds of residents may require shelter because of evacuation or damage to homes.
- Electrical service and voice/data/radio communications may be impacted due to downed lines or damage to transmitters/antennas.
- Damage or loss of power to water and wastewater collection systems may cause disruption of vital services.
- Smoke will present visibility issues for residents and responders as well as indirect public health risks.
- A major wildfire event could generate tons of debris including construction & demolition, damaged trees, and hazardous waste.
- Structural damage to transportation infrastructure may take weeks or months to repair. These systems may be damaged or disrupted including bridges, roads, signage, and barriers.
- Law enforcement will be significantly challenged to coordinate and conduct notification, evacuation, and traffic management missions.
- Additional law enforcement resources may be needed to maintain public order, augment rescue operations, and secure critical operations.

- A wildfire incident may impact the City with little or no warning. In a no-notice event, there may be insufficient notice to notify local residents, prepare the City's emergency response organization and implement the City's Emergency Operations Plan.
- The demand for emergency public information will be immediate and sustained. Social and traditional media coverage will be extensive.

Roles and Responsibilities:

The following lists summarize the primary roles and responsibilities for each City department and stakeholder organization relative to a major wildfire event:

City Manager's Office

- Activate the EOP and EOC as needed
- Implement COOP as needed
- Establish and communicate policy regarding City staff reporting for assignments
- Lead and manage proclamations of local emergency
- Develop and maintain communication with Mayor and City Councilmembers
- Lead emergency public information
- Assess City operations and provide legal counsel as needed

Finance

- Provide emergency procurement support for life-saving and emergency protective measures
- Oversee staff time-keeping
- Provide fiscal oversight and track expenses

Fire

- Prioritize and conduct firefighting and EMS operations
- Advise and coordinate public warning and evacuation functions
- Establish field Incident/Unified Command as needed
- Lead Fire Mutual Aid coordination including hand crews, aviation, and incident support
- Provide incident planning and management support as needed
- Inspect for potential damage to hazardous materials facilities
- Support damage assessment efforts
- Lead repopulation efforts as the incident transitions to short-term recovery

Housing and Community Services

- Coordinate and provide emergency assistance to those displaced by the wildfire
- Support damage assessment efforts
- Coordinate social services

Human Resources

- Account for all City staff
- Develop and coordinate human resources including contractors
- Establish internal City staff communications
- Identify any employee needs (ex. childcare, shelter)

Information Technology

- Protect, restore, and sustain City information technology resources
- Oversee communications within the incident management and response structures
- Coordinate with telecommunications service providers
- Restore and repair telecommunications infrastructure

Planning and Economic Development

- Manage and conduct post-fire safety assessments for critical City facilities
- Lead damage assessment efforts in coordination with Fire and CAL FIRE

Police

- Prioritize and conduct law enforcement, evacuation, and security operations
- Develop and maintain perimeter and access control
- Establish field Incident/Unified Command as needed
- Lead Law Enforcement Mutual Aid coordination
- Coordinate traffic safety and road closures
- Support damage assessment efforts

Recreation

- Assess status of critical Department facilities and potential evacuation and/or shelter sites
- Manage emergency shelter and mass care operations (see Care and Shelter Annex)
- Coordinate with the Sonoma County Operational Area for the care of unaccompanied minors

Transportation and Public Works

- Conduct post-fire damage surveys/evaluations and report results to dispatch
- Conduct infrastructure protection and emergency repair
- Support evacuation operations including individuals requiring assistance
- Conduct debris clearance and manage debris removal
- Lead Public Works Mutual Aid coordination
- Provide engineering services and construction management
- Support damage assessment efforts
- Manage City facilities and coordinate use of non-City facilities
- Conduct enhanced maintenance and dispatch operations

Water

- Restore/maintain water and wastewater infrastructure to prioritize water supply for fire suppression
- Provide potable water in support of mass care operations as possible
- Support damage assessment efforts

City Council / Mayor

- Support public information efforts as needed
- Lead community engagement
- Review and approve the Proclamation of Local Emergency
- Visit impacted areas, shelters, and other temporary facilities to identify potential issues
- Consider short- and long-term recovery staff recommendations

Concept of Operations:

The City of Santa Rosa and the surrounding area are no stranger to catastrophic wildfires. Since 2017, the City has been directly impacted by three major fires including:

- The October 8, 2017, Tubbs Fire which became one of the most destructive wildfires in California history. Sadly, twenty-two people lost their lives in Sonoma County - nine fatalities occurred within the City of Santa Rosa. It destroyed over 3,000 residential units, 25 commercial structures with an estimated property loss of over \$1.2 billion within the City alone. The Tubbs Fire, which was later incorporated into the Central LNU Complex, burned 36,807 Acres in Sonoma and Napa Counties.
- The October 23, 2019, Kincade Fire started near the Geysers in north Sonoma County, burning 77,758 acres and destroyed 374 buildings, prompting the largest evacuation in the history of Sonoma County. The fire burned to the outskirts of Windsor, north of the City, before the southerly progression of the fire stopped.
- The September 27th, 2020, Glass Fire started in Napa County and in the early morning hours it ignited the Shady Fire in Sonoma County, which was incorporated into the Glass Fire complex later that evening. Within the Santa Rosa City limits 34 residential units were destroyed and 5 commercial structures were destroyed 4 commercial structures were damaged. The Glass Fire burned 67,484 acres total in both Sonoma and Napa Counties.

In a major wildfire, multiple local fire agencies and CAL FIRE may form a Unified Command to manage the incident. This command structure addresses tactical operations, coordination of fire mutual aid resources, organizational logistics and public information. Additionally, there are areas within and adjacent to the City which are defined as a Mutual Threat Zone (MTZ). Fires that originate in the MTZ will get an initial response from Santa Rosa Fire, other local fire agencies, and CAL FIRE.

Immediately following a major wildfire event, and for as long as a state of emergency exists within the City, response to the event will be the first priority of all City departments and agencies. All available City Disaster Service Workers (DSWs) and field responders will be directed to achieve the following objectives:

- Save lives
- Reduce immediate threats to life, public health and safety, public and private property, and the environment
- Provide necessary care, shelter, and medical services to City residents and other members of the general public
- Restore the operations of facilities, whether public or privately owned, that are essential to health, safety, and welfare of the community, including critical City facilities, utilities, and transportation infrastructure
- Assess damage to infrastructure, public facilities, and the built environment
- Expedite the restoration of services, the economy, and the community at large; and begin the process of recovery
- Keep the public informed

Preparedness

In 2020, City Council adopted Santa Rosa's Community Wildfire Protection Plan (CWPP).¹ This 5-year community-based plan is focused on identifying and addressing local hazards and risks from wildfire in the City's Wildland Urban Interface (WUI) areas. The plan determines what is at risk and provides a road map of actions for the community to address the wildfire threat. In addition, Santa Rosa Fire Department

¹ <https://srcity.org/3114/Community-Wildfire-Protection-Plan>

developed a Wildland Resiliency and Response Strategic Plan used to examine the risk and threat potential of wildland fires and adjust the prevention, mitigation, and operational response components of the organization. The Plan will be a holistic assessment and adjustment to the organization to better prepare for and respond to the increased threat of wildland fires within or entering the City limits, addressing everything from the boots that are worn by personnel to the laws, statutes, and ordinances the Department will support; and everything in between. The Plan will be a living document to guide the Department over the course of the next five (5) years at which time an assessment of the Plan will be completed.

In addition to implementing the priorities outlined in the CWPP and Strategic Plan, representatives from Fire, Police, and Communications conduct social media outreach campaigns in advance of fire season. This also includes facilitating preparedness presentations as requested in the community and attending preparedness events providing wildfire educational materials to the community,

Once weather forecasts and fire conditions indicate a potential for a significant wildfire event, City departments may increase their readiness to conduct response operations. These efforts may include:

- Enhanced staffing (or Upstaffing)
- Adjusting work hours
- Ready equipment and supplies
- Reducing non-critical operations
- Conducting protective operations
- Increased observation and monitoring of areas at greatest risk

The EOC may also be activated to develop enhanced situational awareness, expedite decision making, conduct stakeholder coordination, develop public information, and provide greater support to City departments.

Response

Wildfires can impact the city in two primary ways – a wildfire originating outside the City limits that is approaching the City, and a wildfire originating within the City limits.

- For an approaching wildfire, when the Fire Department receives intelligence of a wildfire either approaching or threatening to approach the City limits leadership from Fire, Police, Emergency Management, and Public Information will initiate a conference call to discuss the potential threat to the city, immediate needs, initiation of evacuation of city zones, activation of the EOC and/or DOCs, and communication priorities.
- For a wildfire that originates within the City limits, initial response personnel will assess the ability to contain the fire. If they determine that the fire requires evacuations, Emergency Management will be notified to begin alert and warning messages for the evacuation of city zones, the EOC and DOCs will be immediately activated to support field personnel, and Public Information will provide updates through appropriate channels.

The City will provide immediate response via its public safety departments coordinating in the field via the Incident Command System (ICS). The City's EOC will provide support to field personnel, coordinate the efforts of other City departments, and collaborate with the Sonoma County Operational Area and other stakeholders utilizing the Standardized Emergency Management System (SEMS).

In the first few hours or days of a major wildfire event, the City will:

- Respond to the community's immediate life safety needs of warning and evacuation by making use of emergency notification systems including the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), NOAA Weather Radios, SoCoAlerts, and vehicle public address systems, as well as door-to-door notifications if needed (see Alert and Warning Annex).
- Conduct fire suppression, property protection, emergency medical services, and law enforcement operations as needed.
- Assemble resources for a sustained response and for providing basic mass care, shelter, and information services to the community.

In addition to those tasks and objectives outlined in the EOP Basic Plan, the following specific operational objectives will be incorporated into initial response operations:

- Direct and assist immediate life-saving warning and evacuation operations.
- Deploy law enforcement resources to support response activities and maintain law and order.
- Identify at-risk populations, notify them, and begin evacuation if warranted.
- Activate the EOC and DOCs as needed.
- Develop real-time situational awareness to guide public information efforts.
- Deploy an EOC liaison to the Incident Command Post (ICP) and Sonoma County EOC, as appropriate.
- Open the city-operated Temporary Evacuation Point (TEP).
- Conduct emergency evacuation and traffic management operations as needed.
- Begin public information messaging regarding recommended personal protective actions, evacuation centers, and community assistance needed. Assess the need to activate the Joint Information Center.
- Coordinate the receipt and deployment of incoming resources to prioritized missions.
- Designate staging areas and begin planning to accommodate support personnel.
- Assess the situation at critical facilities and the condition of emergency communications systems.
- Coordinate with the Sonoma Department of Health Services to identify and address the threat posed by degraded air quality.
- Assess critical resource shortfalls and begin requesting support through Mutual Aid and the Operational Area. Consider resources needed for the next 14 days.
- Establish perimeter control around unsafe areas.
- Designate primary traffic routes and implement debris clearance, route recovery, and traffic control.
- Conduct outreach for situation status and resource needs for affected facilities needing support from City, including transit sites, schools, commercial buildings, and sites of historic/cultural significance
- Implement elements of the City's Continuity of Operations Plan (COOP) as needed
- Initiate social and traditional media briefings to inform residents on City operations, steps they can take, services available to them, ongoing rumor control efforts, and ways in which the community can help.
- Review and enhance security plans to maintain public order.
- Review incident status reports to prioritize incident commands that can begin suspending emergency response operations and transition to sustained response and recovery operations.
- Complete an initial damage assessment of the city, identifying areas affected, major incidents, and operational status of critical services.

Short-Term Recovery

The immediate response to a major wildfire event will focus on saving lives, providing resources to sustain City residents, and stabilizing the situation. At some point, however, the City will transition to a phase in which recovery operations take precedence. Rapid initiation of recovery operations is critical to restoring confidence in the community. Activities in this phase include mitigating life-safety hazards, enhanced security operations, utility restoration, limited debris clearance, resident re-entry, sustained public information, coordination of donations, and damage assessment.

When it is safe for residents to return to evacuated zones, reentry coordination and planning will be initiated by the Fire Department and other key organizations leading incident response (Police, TPW, CalFire, etc.).

The EOC will facilitate the opening of a Local Assistance Center which will provide initial support and assistance with beginning the recovery process to those impacted by the fire. Community Points of Distribution will also be stood up for areas impacted by the fire, providing residents with appropriate safety equipment to be able to access their damaged properties.

As warranted, the City may request a Fire Management Assistance Grant (FMAG) declaration, and/or a Presidential Disaster Declaration which will facilitate partial reimbursement of costs related to fire response.

Depending on the recovery needs in the City, task forces will be stood up to coordinate the various tasks that need to be completed (e.g., Debris Management, Economic Recovery, Housing, etc.).

Emergency Operations Plan (EOP)

Storm Annex

Purpose:

This Annex to the City of Santa Rosa's Emergency Operations Plan (EOP) is intended to ensure an effective and coordinated response to a significant storm or flooding event. This annex provides direction for city departments, community groups and allied stakeholders ensuring interagency coordination in accordance with the City's EOP, the California Emergency Services Act, the Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS).

Scope:

This Annex has been developed in accordance with the City EOP. In keeping with the EOP's "all-hazards" approach for local emergency management, the response policies and protocols for a storm or flooding event will align with those established in the EOP. The Annex supplements the EOP by providing considerations for a response to a major storm or flooding event in the City.

This Annex is primarily focused on response and short-term recovery operations. Elements related to preparedness, long-term recovery, and mitigation are addressed in the City's EOP and Multi-Jurisdictional Hazard Mitigation Plan.

This annex does not alter existing City department emergency response standard operating procedures (SOPs), processes, or resources. Emergency response agencies (such as fire, law enforcement, and emergency medical services) will adhere to existing department SOPs in accordance with all legal requirements.

Planning Assumptions:

This Annex is based on a developing winter storm causing significant rainfall, high winds, downed trees, and flooding. General impacts include:

- Hundreds of residents may require shelter because of evacuation or damage to homes.
- Electrical service and communications may be interrupted due to downed lines.
- Structural damage to transportation and transit infrastructure may take weeks or months to repair. These systems may be damaged or disrupted including:
 - Major bridges and highways
 - Mass transit rail and bus systems
 - City streets and roads
- Damage in wastewater collection systems and treatment facilities may cause disruption of vital services and could result in uncontrolled releases of untreated sewage.
- A major flood event could generate tons of debris including vegetative, construction & demolition, and hazardous waste.
- A major flood event could inundate multiple City critical facilities including Emergency Operations Center, multiple Department Operation Centers, Municipal Services Center North (including the entirety of the corporation yard and garage), Water Department's Local Operation Center and related corporation yard, City Hall, multiple Fire Stations, and Police Headquarters.
- Flooding in northern Santa Rosa is expected to remain minimal because of the distribution of creeks that can serve as drainage channels and hillier topography in the area, except during a

100-year or greater flood event in the designated evacuation zones Northeast - 1, Northwest-2, Brush Creek, and Northeast – 3/Middle Rincon City Evacuation Zones. The flatter nature of southern Santa Rosa (south of State Route 12), along with fewer drainage routes makes this part of the City more prone to flooding in a 100-year, or smaller, storm event.

- Most of the waterways in Santa Rosa are engineered or modified channels. The Agency maintains four flood protection reservoirs serve to reduce flooding in the City. These reservoirs are:
 1. Santa Rosa Creek Reservoir (also known as Spring Lake)
 2. Matanzas Creek Reservoir
 3. Piner Creek Reservoir (on Paulin Creek)
 4. Brush Creek Middle Fork Reservoir
- In addition to risk of flooding inundation as a result of storms, portions of the City are at risk of inundation due to dam failures. Inundation maps can be viewed publicly at Department of Water Resources Division of Safety of Dams California Dam Breach Inundation Map Web Publisher at or on the City's GIS viewer under the hazards and dam inundation layers. There are seven dams classified as posing an extremely high downstream risk that would affect the population of the City. The City owned dams (Fountaingrove Dams and Lake Ralphine) have a specific Emergency Action Plan, approved by CalOES, that should be followed in the event of a potential or imminent failure of either of these facilities, which has been included as an attachment to this Annex. The seven extremely high downstream risk dams include:
 1. Fountaingrove Dams, No. 1050-5 at Lake Nagasawa, also known as Fountaingrove Lake (Ownership: City of Santa Rosa)
 2. Lake Ralphine, No. 1050-0 (Ownership: City of Santa Rosa)
 3. Santa Rosa Creek Reservoir, No. 1002-5 (Ownership: Sonoma Water)
 4. Matanzas Creek, No. 1002-4 (Ownership: Sonoma Water)
 5. Piner Creek, No. 1002-2 (Ownership: Sonoma Water)
 6. Middle Fork Brush Creek, No. 1002-3 (Ownership: Sonoma Water)
 7. Annadel No. 1, No. 1-70 (Ownership: California Department of Parks and Recreation)
- The City is also the owner and responsible for Meadow Lane Pond, No. 1050-3 (High Hazard Class), Delta Pond, No. 1050-4 (Significant Hazard Class), and Pond 2 Dam, No. 1050-2 (Low Hazard Class),
- Large winter storm or flood events will be preceded by weather forecasts and National Weather Service advisories, watches, and warnings. These will provide sufficient notice to notify local residents, prepare the City's emergency response organization and implement the City's Emergency Operations Plan.
- Major flood events could produce significant regional competition for resources. Local Mutual Aid fire, EMS, and law enforcement resources will be limited as other jurisdictions face similar circumstances.
- Damage and disruption may necessitate deployment of law enforcement resources to maintain public order, augment rescue operations, and secure dangerous sites.
- Resources to remove debris will initially be limited as the City mobilizes its own forces and available contractors.
- The demand for emergency public information will be immediate and sustained. Social and traditional media coverage will be extensive.
- Assistance in the form of spontaneous volunteers, donated goods, and monetary donations will begin to flow into the City. Although this may provide desperately needed resources, it will create coordination and logistical support challenges.
- Potential need to mobilize a multitude of critical functional groups including an alternate facility for Emergency Operations Center, Department Operations Centers, and staging location of City mobile assets.

Roles and Responsibilities:

The following lists summarize the primary and significant roles and responsibilities for each City department and stakeholder organization relative to a major winter storm or flood event:

City Manager's Office

- Activate the EOP and EOC as needed
- Implement COOP as needed
- Establish and communicate policy regarding City staff reporting for assignments
- Lead and manage proclamations of local emergency
- Develop and maintain communication with Mayor and City Councilmembers
- Lead emergency public information
- Assess City operations and provide legal counsel as needed
- In the event of anticipated flooding, coordinate with Water Department's Storm Water and Creeks Section to establish the anticipated scale and extent

Finance

- Provide emergency procurement support for life-saving and emergency protective measures
- Oversee staff time-keeping
- Provide fiscal oversight and track expenses

Fire

- Prioritize and conduct firefighting, EMS, swift water rescue, Search & Rescue, and HazMat operations
- Inspect for potential damage to hazardous materials facilities
- Establish field Incident Command as needed
- Lead Fire and Rescue Mutual Aid coordination including swift water rescue teams
- Provide incident planning and management support as needed

Housing and Community Services

- Coordinate and provide emergency assistance
- Support damage assessment efforts
- Coordinate social services

Human Resources

- Account for all City staff
- Develop and coordinate human resources including contractors
- Recruit, screen, provide, and track volunteers
- Establish internal City staff communications
- Identify any employee needs (ex. childcare, shelter)

Information Technology

- Protect, restore, and sustain City information technology resources
- Oversee communications within the incident management and response structures
- Coordinate with telecommunications service providers
- Restore and repair telecommunications infrastructure
- Launch mobile damage assessment resources

Planning and Economic Development

- Manage and conduct post-flood safety assessments for critical City facilities

- Coordinate and direct Safety Assessment Program (SAP) resources
- Lead damage assessment efforts

Police

- Prioritize and conduct law enforcement, public warning, evacuation, and security operations
- Establish field Incident Command as needed
- Lead Law Enforcement Mutual Aid coordination
- Coordinate traffic safety and road closures

Recreation

- Assess status of critical Department facilities and potential shelter sites
- Manage emergency shelter and mass care operations (see Care and Shelter Annex)
- Coordinate with the Sonoma County Operational Area for the care of unaccompanied minors

Transportation and Public Works

- Conduct post-storm damage surveys/evaluations and report results to dispatch
- Conduct inspections of Lake Ralphine and Fountaingrove Dams following the respective EAP Procedures
- Conduct infrastructure protection and emergency repair
- Clear blockages from storm water drains, culverts, ditches, swales, and creeks
- Support evacuation operations including individuals requiring assistance
- Conduct debris clearance and manage debris removal
- Lead Public Works Mutual Aid coordination
- Maintain sandbag stations as possible
- Provide engineering services and construction management
- Support damage assessment efforts
- Utilize support from Water Department's Storm Water and Creeks Section for engineering support, storm drain infrastructure damage assessment, and watershed/slope stability
- Manage City facilities and coordinate use of non-City facilities
- Conduct enhanced maintenance and dispatch operations
- Provide pumping of critical infrastructure and flooded properties within capabilities

Water

- Assess life safety of employees at Laguna Treatment Plant and need for evacuations
- Monitor potable water quality and perform sampling/testing as needed
- Restore/maintain water and wastewater infrastructure
- Restore/maintain wastewater treatment plant operations
- Facilitate restoration/maintenance of storm drain infrastructure
- Provide potable water in support of mass care operations as possible
- Support damage assessment efforts
- Conduct inspections of Pond 2, Meadow Lane, and Delta Pond following the respective EAP Procedures
- Provide storm water and watershed stability, including slope stability as within current competencies, technical expertise and support to the Emergency Manager, Incident Command, EOC, and other departments as needed
- Storm water quality and environmental monitoring and reporting for various permit compliance and emergency functions

City Council / Mayor

- Support public information efforts as needed
- Lead community engagement
- Review and approve the Proclamation of Local Emergency
- Visit impacted areas, shelters, and other temporary facilities to spot problems and special issues
- Consider short- and long-term recovery staff recommendations

Pacific Gas and Electric (PG&E)

- Mitigate safety threats to responders and residents
- Coordinate prioritization of restoration of electrical and gas utility services

Concept of Operations:

The EOP defines the City's general emergency response organization, authorities, policies, priorities, and procedures. In the event of a significant winter storm or flooding event, this annex provides potential specific objectives that the emergency response organization may integrate into its operations.

Preparedness

Once weather forecasts indicate the potential for a significant winter storm or flooding, City departments will increase their readiness to conduct response operations. These efforts may include:

- Enhanced staffing
- Adjusting work hours
- Ready equipment and supplies
- Reducing non-critical operations
- Conducting flood fight and other protective operations
- Increased observation and monitoring of waterways and storm water systems
- Increased inspection of City owned dams
- Assess alternate staging and relocation of City equipment, vehicles, Emergency Operations Center, and Department Operations Centers
- Assess need for alternate evacuation centers

The EOC may be activated to develop enhanced situational awareness, expedite decision making, conduct stakeholder notification and coordination, develop public information, and provide greater support to City departments.

Response

Immediately following a major winter storm or flood event, and for as long as a state of emergency exists within the City, response to the event will be the first priority of all City departments and agencies. All available City Disaster Service Workers (DSWs) will be directed to achieve the following objectives:

- Save lives
- Reduce immediate threats to life, public health and safety, public and private property, and the environment
- Provide necessary care, shelter, and medical services to City residents and other members of the general public
- Restore the operations of facilities, whether public or privately owned, that are essential to health, safety, and welfare of the community, including critical City facilities, utilities, and transportation infrastructure
- Assess damage to infrastructure, public facilities, and the built environment

- Expedite the restoration of services, the economy, and the community at large; and begin the process of recovery
- Keep the public informed

The City will provide immediate response via its public safety departments coordinating in the field via the Incident Command System (ICS). The City's EOC will provide support to field personnel, coordinate the efforts of other City departments and collaborate with the Sonoma County Operational Area and other allied stakeholders utilizing the Standardized Emergency Management System (SEMS).

In the first few hours and days following a major flood event, the City will:

- Respond to the community's immediate life safety needs of warning and evacuation by making use of systems including the Wireless Emergency Alerts (WEA), Emergency Alert System (EAS), NOAA weather radios, SoCoAlerts, and vehicle public address systems, as well as door-to-door notifications if needed (see Alert and Warning Annex).
- Conduct search & rescue, emergency medical services, hazard materials release, and law enforcement operations as needed.
- Assemble resources for a sustained response and for providing basic mass care, shelter, and information services to the community
- Restoration and establish confirmation of potable water quality
- Begin to transition from immediate emergency response efforts to sustained operations.
- Conduct sustained operations and begin to transition into recovery.

In addition to those tasks and objectives outlined in the EOP, the following specific operational objectives should be incorporated into initial response operations and planning:

- Direct and assist immediate life-saving rescue, warning and evacuation operations
- Deploy law enforcement resources to support response activities and maintain law and order
- Identify at-risk populations, notify them, and begin evacuation if warranted
- Relocate the EOC and DOCs as needed
- Activate the EOC and DOCs as needed
- Establish contact with the Operational Area and allied stakeholder agencies
- Conduct emergency evacuation and rescue operations as needed
- Active the Temporary Evacuation Point (TEP) accommodate displaced populations while emergency shelters are being opened
- Assess:
 - Situation at critical facilities, including DOCs and utilities
 - Situation in areas not reporting
 - Condition of emergency communications systems
 - Implement recall of City staff as needed
- Begin public information messaging regarding recommended personal protective actions, evacuation centers, and community assistance needed. Assess the need to activate the Joint Information Center
- Complete an initial damage assessment of the city, identifying areas affected, major incidents, and operational status of critical services (see Damage Assessment Annex).
- Develop a consolidated situation assessment and declare a state of emergency
- Assess critical resource shortfalls and begin requesting support through Mutual Aid and the Operational Area. Consider resources needed for the next 14 days. Assess condition of transportation system and develop alternatives for moving critical resources into the city
- Establish perimeter control around unsafe areas

- Assess conditions at designated emergency shelter sites and begin to supply with beds, water, food, medical support, generators, sanitation, and facility security; and begin to open emergency shelters to residents and Disaster Service Workers
- Identify people with special support requirements and transfer to appropriate care facilities
- Designate primary routes and implement debris clearance, route recovery, and traffic control
- Coordinate the receipt and deployment of incoming resources to prioritized missions
- Designate staging areas and begin planning to accommodate support personnel
- Ensure that an adequate system is in place to fuel and maintain generators providing power to critical facilities
- Conduct outreach for situation status and resource needs for affected facilities needing support from City, including transit sites, schools, commercial buildings, and sites of historic/cultural significance
- Implement elements of the City's Continuity of Operations Plan (COOP) as needed
- Initiate social and traditional media briefings to inform residents on City operations, steps they can take, services available to them, ongoing rumor control efforts, and ways in which the community can help
- Review and enhance security plans to maintain public order
- Begin deliberate program of safety assessment of homes and businesses
- Review incident status reports to prioritize incident commands that can begin suspending emergency response operations and transition to sustained response and recovery operations
- Ensure that air quality, hazardous materials spills, and other environmental situations are monitored, and risks addressed

Short-Term Recovery

The immediate response to a major winter storm or flood event will focus on saving lives, providing resources to sustain City residents, and stabilizing the situation. At some point, however, the City will transition to a phase in which recovery operations take precedence. Rapid initiation of recovery operations is critical to restoring confidence in the community.

Activities in this phase include:

- Develop public information to address how to safely clean-up flood damage, deal with mold, dispose of debris, and access potential sources of assistance
- Work with the American Red Cross (ARC) and other organizations to provide information to support their Disaster Welfare Inquiry Program
- Establish a debris management plan and begin to gather and transport debris from critical sites or routes
- Coordinate with the business community regarding business resumption activities
- Produce, regularly update, and distribute a multi-lingual, multi-format, disaster "Fact Sheet" to the media, people in shelters, field response personnel, residents and businesses
- Implement a process to allow limited entry (where safe) for recovery of personal items
- Coordinate with the Operational Area to provide prioritized community behavioral health services (ex. those whose homes have been red-tagged, shelter residents, children, and individuals who have suffered significant loss)
- Anticipate and support initial damage assessment visits by State and Federal officials wanting to confirm the immediate and long-term unmet recovery needs of the city
- Conduct Long-Term Recovery Planning to address issues of interim housing, debris management, expedited permitting, environmental safety monitoring, coordination with non-governmental and non-profit organizations, and state/federal disaster assistance programs

Emergency Operations Plan (EOP)

Terror / Active Shooter Annex

Purpose:

This annex to the City of Santa Rosa's Emergency Operations Plan (EOP) is intended to ensure an effective and coordinated response to a threatened or actual terrorist or active shooter incident. This annex provides direction for City departments, community groups, and allied stakeholders, ensuring interagency coordination in accordance with the City of Santa Rosa's EOP, California Emergency Services Act, Standardized Emergency Management System (SEMS), and National Incident Management System (NIMS).

Scope:

This annex has been developed in accordance with the City of Santa Rosa's EOP. In keeping with the EOP's "all hazards" approach for local emergency management, the response policies, and protocols for a terrorist or active shooter incident will align with those established in the EOP.

This annex is primarily focused on response and short-term recovery operations. Elements related to preparedness and long-term recovery are addressed in the City of Santa Rosa's EOP and Multi-Jurisdictional Hazard Mitigation Plan.

This annex does not alter existing City department emergency response standard operating procedures (SOPs), processes, or resources. Emergency response agencies (such as law enforcement, emergency medical services (EMS), and fire) will adhere to existing department SOPs in accordance with all legal requirements.

This annex does not address prevention and security measures undertaken by the City to reduce the threat or impact of terrorist or active shooter incidents.

Planning Assumptions:

This annex is based on a terrorist or active shooter incident that causes significant actual or potential loss of life. General impacts may include:

- A terrorist/active shooter threat or incident may occur at any time of day with little or no warning, may involve single or multiple geographic areas, and may result in mass casualties.
- A terrorism/active shooter incident, particularly an act directed against a large population center within the City that involves chemical biological, nuclear, radiological, and explosive (CBRNE) materials, will have major consequences that will overwhelm City capabilities to respond and may seriously challenge regional response capabilities.
- In the case of a biological attack, the effect may be temporally and geographically dispersed without a determined or defined incident site. Response operations may be conducted over a multi-jurisdictional, multi-state region.
- Injuries from a terrorist/active shooter incident may be both physical and psychological.
- Response will utilize all City department response protocols and the ICS. This may include establishing a unified command among law enforcement, fire, EMS, county, state, and federal

response agencies. The City of Santa Rosa's Emergency Operations Center (EOC) may be activated to coordinate incident support.

- Additional law enforcement resources will be needed to mitigate the threat, maintain public order, secure the crime scene, conduct investigations, and secure critical operations.
- In most cases, significant state and federal terrorist incident response support cannot be provided within the first few hours of an incident. Considerable state and federal response resources are available, but it may take 6 to 12 hours to activate and deploy such resources on a large scale.
- No one local, state, or federal agency has the authority or expertise to act unilaterally on issues that arise out of acts of terrorism, regardless of weaponry, equipment, or experience.
- If appropriate personal protective equipment (PPE) and capabilities are not available and the area is contaminated with CBRNE or other hazardous materials, it is possible that response actions into a contaminated area may be delayed until the material has dissipated to a level that is safe for emergency response personnel to operate or until appropriate PPE and capabilities arrive, whichever is sooner.
- The demand for emergency public information will be immediate and sustained. Social and traditional media coverage will be extensive.
- The response to a threat or actual incident will involve coordinated city, state, and federal law enforcement investigation.
- Recovery from a terrorist attack can be complicated by the presence of persistent agents, additional threats, extensive physical damages, and mass casualties.
- Depending on the situation, economic consequence management and recovery will be addressed by local, state, and federal authorities in coordination with the private sector.
- It is possible to minimize terrorist/active shooter success by promoting public awareness and preparedness, training key personnel, and taking necessary actions to safeguard the community.

Roles and Responsibilities:

The following lists summarize the primary and significant roles and responsibilities for each City of Santa Rosa department and stakeholder organization relative to a terrorist or active shooter incident.

City Manager's Office

- Activate the EOP and EOC as needed
- Implement COOP as needed
- Establish and communicate policy regarding City staff reporting for assignments
- Lead and manage proclamations of local emergency
- Develop and maintain communication with the mayor and City councilmembers
- Lead emergency public information
- Assess City operations and provide legal counsel as needed

Finance

- Provide emergency procurement support for life-saving and emergency protective measures
- Oversee staff time-keeping
- Provide fiscal oversight and track expenses

Fire

- Establish field Unified Command in coordination with the police department
- Prioritize and conduct EMS, search and rescue, and firefighting operations
- Coordinate victim rescue with the police department as needed
- Activate the Coastal Valley EMS Mass Casualty Incident Management Plan¹ as needed
- Lead Fire and Rescue Mutual Aid coordination
- Establish EMS, fire, and hazardous materials staging areas as needed
- In the event of a suspected WMD, establish incident scene control zones (hot, warm, and cold), and conduct hazardous materials operations, including detection, agent identification, contamination modeling, decontamination, and prophylaxis
- Establish decontamination corridor and conduct emergency, full, and technical decontamination of casualties and first responders as needed
- Support the police department with PPE if needed
- Participate in Joint Information System or JIC
- Provide incident planning and management support as needed

Housing and Community Services

- Coordinate and provide emergency assistance
- Coordinate social services
- Coordinate with the Sonoma County Operational Area for opening a Victim / Family Assistance Center if needed

Human Resources

- Account for all City of Santa Rosa staff
- Develop and coordinate human resources, including contractors
- Recruit, screen, provide, and track volunteers
- Establish internal City staff communications
- Identify any employee needs (such as childcare and shelter)

Information Technology

- Protect, restore, and sustain City information technology resources
- Oversee communications within the incident management and response structures
- Coordinate with telecommunications service providers

Planning and Economic Development

- Manage and conduct post-incident safety assessments for critical City facilities
- Lead damage assessment efforts

Police

- Conduct law enforcement interdiction and perimeter security operations
- Implement Active Shooter Response Protocol as needed
- Establish field Unified Command in coordination with the fire department
- Coordinate victim rescue with the fire department as needed
- Establish an exclusion zone

¹ <https://www.coastalvalleysems.org/policies-plans/ems-plans>

- Notify allied local, state, and federal law enforcement agencies as needed
- Establish law enforcement staging area
- Establish a family reunification location as close to the incident site as deemed safe
- Coordinate investigation, public warning, and evacuation operations
- Isolate and render devices safe as appropriate
- Lead Law Enforcement Mutual Aid coordination and consider requesting specialized response resources, including tactical teams, Civil Support Teams, and aviation
- Coordinate operations with other local, state, and federal law enforcement agencies
- Expand Unified Command as needed
- Coordinate traffic control and road closures
- Coordinate fatality management with the Sonoma County Sheriff's Office Coroner Unit
- Conduct initial public information functions, arrange an initial media briefing location, and participate in Joint Information System or JIC when established

Recreation

- Manage emergency care and shelter operations (see Care and Shelter Annex)

Transportation and Public Works

- Conduct post-incident damage surveys and evaluations and report results to dispatch
- Conduct infrastructure protection and emergency repair
- Support evacuation operations, including individuals requiring assistance
- Conduct debris clearance and manage debris removal
- Lead Public Works Mutual Aid coordination
- Address potential hazardous materials contamination of storm water systems
- Provide engineering services and construction management
- Support damage assessment efforts
- Manage city facilities and coordinate use of non-city facilities
- Support transportation functions, including traffic control support and equipment
- Conduct enhanced maintenance and dispatch operations

Water

- Monitor potable water quality and perform sampling and testing as needed
- Restore and maintain water and wastewater infrastructure
- Address potential hazardous materials contamination of wastewater systems
- Provide potable water in support of mass care operations as possible

City Council and Mayor

- Support public information efforts as needed
- Lead community engagement
- Review and approve the Proclamation of Local Emergency
- Consider short- and long-term recovery staff recommendations

Concept of Operations:

The EOP defines the City of Santa Rosa's general emergency response organization, authorities, policies, priorities, and procedures. In the event of a terrorist or active shooter incident, this annex provides potential specific objectives that the emergency response organization may integrate into its operations.

The Santa Rosa Police Department will serve as the lead local agency for responding to and mitigating terrorist acts, terrorist threats, or active shooter incidents, as well as intelligence collection and criminal investigation activities. The Santa Rosa Fire Department will serve as the lead local agency for addressing the consequences of a terrorist or active shooter incident, including providing and coordinating emergency medical services, rescue, hazard materials release containment and decontamination, and fire suppression.

Immediately following a terrorist or active shooter incident, and for as long as a state of emergency exists within the City of Santa Rosa, response to the event will be the first priority of all City departments and agencies. All available City Disaster Service Workers (DSWs) will be directed to achieve the following objectives:

- Save lives
- Reduce immediate threats to life, public health and safety, public and private property, and the environment
- Provide necessary mass care, shelter, and medical services to City residents and other members of the general public
- Safeguard the health and safety of first responders
- Restore the operations of facilities, whether public or privately owned, that are essential to health, safety, and welfare of the community, including critical City facilities, utilities, and transportation infrastructure
- Assess damage to infrastructure, public facilities, and the built environment
- Expedite the restoration of services, the economy, and the community at large; and begin the process of recovery
- Keep the community informed

Preparedness

The sharing of threat information is fundamental to deterring or mitigating an attack and improving response capabilities. Upon receipt of credible threat intelligence from federal, state, and other local law enforcement agencies, the police department may notify selected City departments and allied agencies as necessary. The police department may possess information of a classified nature that cannot be immediately shared with other departments and agencies until they receive permission to do so.

Once intelligence indicates the potential for a terrorist or active shooter incident, City departments may be directed to increase their readiness to conduct response operations. These efforts may include:

- Enhanced personnel and facility security
- Enhanced staffing
- Reducing non-critical operations
- Adjusting work hours
- Ready equipment and supplies
- Conducting investigation and other protective operations

The EOC may be activated to develop enhanced situational awareness, expedite decision making, conduct stakeholder notification and coordination, develop public information, and provide greater support to City departments.

Response

When an actual terrorist or active shooter incident occurs, the City of Santa Rosa will provide immediate response via its public safety departments coordinating in the field by using the ICS.

Local, state, and federal law enforcement agencies will augment the response and investigation functions. Depending on the nature of the incident, specialized law enforcement resources could include tactical, negotiations, CBRNE, evidence response, surveillance, and other technical services.

Mass casualty management, including triage, treatment, and transportation, will follow the procedures established in the Coastal Valley EMS Mass Casualty Incident Management Plan. Fatality management, including incident scene preservation, investigation, reconstruction and the prevention of the commingling of remains, shall follow the procedures of the Sonoma County Sheriff's Office Coroner Unit.

In the event the attack involves the use of a WMD, the Incident Commander may direct the evacuation of impacted and threatened areas. The area to be evacuated will be based on the suspected material involved, amount involved, exposure limits, likely plume area, time available to evacuate, availability of better shelter, weather, vulnerabilities of the population at risk, and other factors. The Incident Commander will consider the options, including shutting down heating and ventilating systems, sheltering in place, vertical evacuation, partial evacuation, or total evacuation.

Investigative and intelligence activities will be managed in conjunction with the Northern California Regional Intelligence Center (NCRIC) and the FBI's San Francisco Field Office. The FBI may deploy a Special Agent in Charge (SAC) to the Incident Command Post (ICP) or assist in establishing a Joint Operations Center (JOC). However, the City and the state exercise primary authority to respond to the consequences of terrorism; the federal government provides assistance as required.

An Investigations Group may be established to provide oversight and direction to all investigative activity related to the threat, critical incident, or special event. The Investigations Group, composed of investigative personnel from agencies with specific jurisdiction or authority for investigating crimes related to the threat or incident, implements the strategy of the FBI SAC by directing the collection and management of investigative information. Security of the crime scene and collection of evidence will be coordinated through the ICS.

The City of Santa Rosa's EOC may be activated to provide support to field personnel, coordinate the efforts of other City departments, and collaborate with the Sonoma County Operational Area and other allied stakeholders utilizing the SEMS.

In the first few hours and days following a terrorist or active shooter incident, the City of Santa Rosa will:

- Conduct law enforcement, EMS, search and rescue, and hazard materials release containment and decontamination operations as needed
- Assemble resources for a sustained response and for providing basic mass care, shelter, and information services to the community
- Begin to transition from immediate emergency response efforts to sustained operations
- Conduct sustained operations and begin to transition into recovery

As a result of the significant public interest and media attention such an incident would generate, the City may establish a Joint Information Center (JIC) integrated into the Incident Command structure. The JIC is composed of the public affairs (media) officers from the participating local, state, and federal public safety agencies.

In addition to the tasks and objectives outlined in the EOP, the following specific operational objectives should be incorporated into initial response operations and planning:

- Identify and counter the terrorist or active shooter threat.
- Determine and implement initial protective actions for emergency responders and the public in the vicinity of the incident site.
- Direct and assist immediate life-saving emergency medical, rescue, hazardous materials, warning, and evacuation operations.
- Deploy and coordinate law enforcement and fire and EMS mutual aid resources to support response activities.
- Establish security and operational perimeters.
- Identify at-risk populations, notify them, and begin evacuation if warranted.
- Establish contact with the Operational Area and allied stakeholder agencies.
- Activate the EOC and DOCs as needed and establish an EOC Liaison at the ICP.
- Activate the City's Temporary Evacuation Point (TEP) to accommodate displaced populations while emergency shelters are being opened.
- Establish a family reunification location as close to the incident site as deemed safe
- Assess the situation at critical facilities and the condition of emergency communications systems
- Implement recall of City staff as needed.
- Begin public information messaging regarding recommended personal protective actions, evacuation centers, and community assistance needed, and assess the need to activate the JIC
- Conduct mass care and shelter operations as needed, including family reunification.
- Complete an initial damage assessment of the City, identifying areas affected, major incidents, and operational status of critical services.
- Develop a consolidated situation assessment and declare a state of emergency.
- Assess critical resource shortfalls and begin requesting support through mutual aid and the Operational Area while considering resources needed for the next 14 days, assessing the condition of the transportation system, and developing alternatives for moving critical resources into the City.
- Designate primary routes and implement debris clearance, route recovery, and traffic control.
- Coordinate the receipt and deployment of incoming resources to prioritized missions.
- Designate staging areas and begin planning to accommodate support personnel.
- Implement elements of the City of Santa Rosa's Continuity of Operations Plan (COOP) as needed.
- Review incident status reports to prioritize incident commands that can begin suspending emergency response operations and transition to sustained response and recovery operations.
- Ensure that air quality, hazardous materials spills, and other environmental situations are monitored, and risks addressed.

Short-Term Recovery

The immediate response to a terrorist or active shooter incident will focus on saving lives, stabilizing the situation, conducting law enforcement investigations, ensuring a safe environment, and communicating with residents and the community. At some point, however, the City will transition to a phase in which recovery operations take precedence. Rapid initiation of recovery operations is critical to restoring confidence in the community.

In addition to the immediate effects on persons or the built environment, a terrorist or active shooter incident could produce significant long-term impacts, such as psychological trauma, disruption of the community's social infrastructure, and stress to community identity.

Activities in this phase include ensuring proactive community engagement and dialogue, identifying community needs, developing public and behavioral health resources, demobilizing and caring for first responders, conducting debris removal, structural safety assessments, and damage assessments,

assisting with resident re-entry and the return of personal effects, and overseeing the coordination of donations. In addition, the City will:

- Continue to conduct law enforcement security and investigation operations.
- Demobilize and care for first responders.
- Ensure safety of the environment, structures, and infrastructure systems.
- Work with the American Red Cross (ARC) and other organizations to provide information to support their Disaster Welfare Inquiry Program.
- Coordinate with the Operational Area to provide prioritized community behavioral health services (for example, impacted and affected residents, evacuees, children, individuals who have suffered significant loss, first responders, EOC staff, and other City employees).
- Consider the potential for opening a Victim / Family Assistance Center.
- Develop a sustained community engagement program to provide public information, develop public dialogue, identify community needs, and deliver information regarding access to potential sources of assistance.
- Establish a debris management plan and begin to collect, transport, and dispose of debris in coordination with law enforcement investigations and evidence collection.
- Coordinate with the business community regarding business resumption activities.
- Implement a process to allow limited entry (where safe) for recovery of personal items.
- Anticipate and support initial damage assessment visits by state and federal officials wanting to confirm the immediate and long-term unmet recovery needs of the City.
- Conduct Long-Term Recovery Planning to address issues of interim housing, debris management, expedited permitting, environmental safety monitoring, coordination with non-governmental and non-profit organizations, and state and federal disaster assistance programs.

Emergency Operations Plan (EOP)

Public Safety Power Shutoff (PSPS) Annex

Purpose:

This Annex outlines procedures that guide a collaborative response in the City of Santa Rosa to the threat or actual de-energization of electrical systems due to extreme fire danger conditions – otherwise known as a Public Safety Power Shutoff (PSPS). This is a supporting annex to the City of Santa Rosa Emergency Operations Plan (EOP).

This Annex provides direction for Operational Area stakeholder organizations including County departments, cities, special districts, community groups, and others, ensuring multi-disciplinary and multi-jurisdictional agency coordination in accordance with the City's EOP, California Emergency Services Act, Standardized Emergency Management System (SEMS), and National Incident Management System (NIMS).

Scope:

This Annex does not alter existing City department or other Operational Area jurisdiction emergency response standard operating procedures (SOPs), processes, or resources. Emergency response agencies (such as law enforcement, emergency medical services (EMS) and fire) will adhere to existing department SOPs in accordance with all legal requirements.

Planning Assumptions:

This Annex assumes a PSPS incident large enough and/or of significant duration that it may threaten or cause actual or potential loss of life. Notable impacts may include:

- Core communications systems losses such as:
 - Broadband wireless voice and data systems due to limited backup power systems
 - Internet or wireline broadband access due to loss of power to home/business routers and personal computers
 - Home and business Voice over Internet Protocol (VoIP) phone systems due to router or cordless phone failures
 - Cable and satellite television due to router/receiver failures
- Loss or degradation of public/private automated water and wastewater monitoring and control systems
- Loss or degradation of private sector banking and electronic points of sale
- Individuals with Access and Functional Needs (AFN) may be especially impacted including the following effects:
 - Loss of power could significantly impact individuals who rely on durable medical equipment, refrigerated medicines, temperature control systems, wheelchair charging, and specialized communication devices
 - Loss of refrigeration could imperil the safe storage of foods and medicines
 - Potential disruptions to public services or facilities: School closures, temporary evacuation points, emergency shelters, and/or cooling centers
- Safety concerns:
 - The severe fire weather conditions that trigger PSPS incidents may also result in a major wildfire – as was the case in the October 2019 Kincade Fire.

- Loss or degradation of broadband wireless and wireline broadband communications systems serving cell phone, wireless data, and cable may impair the effectiveness of community alert and warning systems
- Loss or degradation of public safety agency voice and data communications systems including Land Mobile Radio (LMR) and fire watch cameras
- Increased Public Safety Answering Point (PSAP) call volumes
- Potential EMS and medical facility patient surge from heat related illness, dehydration, or loss of power to medical equipment
- Reduction in hospital and other medical care provider services
- Loss or degradation of fire suppression water supply systems
- Unsafe use of generators causing injury and/or fire
- Potential impacts to food safety due to degraded refrigeration or unsafe preparation
- Loss of traffic monitoring systems and signals resulting in increased collisions
- Critical Infrastructure:
 - Reductions in fuel supply and/or loss of gas station pumps
 - Potential impacts to potable water and sanitary pumping and treatment systems
- Economic Effects:
 - Losses in goods, services, and inventory varies depending on the scope, duration, and timing of PSPS incidents.
 - In extended or overlapping PSPS incidents, many residents and visitors will travel from impacted areas to those not impacted and may stay there for an extended period.
 - For all PSPS incidents to date, the Governor has not made resources available under the California Disaster Assistance Act. All government and public safety agency response costs and damages have been borne by local agencies.

Roles and Responsibilities:

City Manager's Office

- Activate the EOP and EOC as needed
- Implement COOP as needed
- Establish and communicate policy regarding City staff reporting for assignments
- Lead and manage proclamations of local emergency
- Develop and maintain communication with Mayor and City Councilmembers
- Lead emergency public information
- Assess City operations and provide legal counsel as needed

Finance

- Provide emergency procurement support for life-saving and emergency protective measures
- Oversee staff time-keeping
- Provide fiscal oversight and track expenses

Fire

- Emergency Management staff will coordinate directly with PG&E on PSPS timing and impacts
- Prioritize and conduct firefighting and EMS operations
- Advise and coordinate public warning and evacuation functions as needed
- Establish field Incident/Unified Command as needed
- Provide incident planning and management support as needed
- Inspect for potential damage to hazardous materials facilities
- Support damage assessment efforts

Housing and Community Services

- Support damage assessment efforts
- Coordinate social services

Human Resources

- Account for all City staff
- Develop and coordinate human resources including contractors
- Establish internal City staff communications
- Identify any employee needs (ex. childcare, shelter)

Information Technology

- Protect, restore, and sustain City information technology resources
- Oversee communications within the incident management and response structures
- Coordinate with telecommunications service providers
- Restore and repair telecommunications infrastructure

Planning and Economic Development

- Facilitate making targeted notifications to the impacted Medical Baseline customers in the City
- Manage and conduct post-PSPS safety assessments for critical City facilities

Police

- Prioritize and conduct law enforcement, evacuation, and security operations
- Establish field Incident/Unified Command as needed
- Lead Law Enforcement Mutual Aid coordination
- Coordinate traffic safety and road closures
- Support damage assessment efforts

Recreation

- Assess status of critical Department facilities and potential evacuation and/or shelter sites

Transportation and Public Works

- Conduct post-PSPS damage surveys/evaluations and report results to dispatch
- Conduct infrastructure protection and emergency repair
- Lead Public Works Mutual Aid coordination
- Support damage assessment efforts
- Manage City facilities and coordinate use of non-City facilities
- Conduct enhanced maintenance and dispatch operations

Water

- Restore/maintain water and wastewater infrastructure
- Support damage assessment efforts

City Council / Mayor

- Support public information efforts as needed
- Lead community engagement
- Review and approve the Proclamation of Local Emergency
- Consider short- and long-term recovery staff recommendations

PG&E

- Conduct notification and coordination efforts as per the PSPS Notification Timeline

- Update the PG&E PSPS Secure Data Transfer Portal with incident-specific data including:
 - Outage area and circuit maps
 - Activated CRC locations
 - List of impacted Medical Baseline customers and critical facilities
 - Status of Medical Baseline notifications
 - Customer Impacts
- Participate in Operational Area conference calls. Provide status updates.
- Coordinate with the Operational Area regarding potential opening of PG&E Community Resource Centers (CRCs).
- Provide situation reports.
- Provide a representative to the Operational Area EOC upon request.
- Coordinate public information messaging with Operational Area jurisdictions.

Concept of Operations:

During the response to a PSPS incident, key impacts need to be taken into consideration, such as:

- Most public and private agencies providing public services may only have partial backup emergency power. Services to the public may be reduced or impaired.
- Weather indicators such as Red Flag Warnings and Wind Advisories will provide enough lead time to coordinate Operational Area partners and develop Public Information and Warning materials regardless of potential limited PG&E notification.
- Healthcare infrastructure may be impacted and will have to reduce services to maintain core functions. This will negatively impact their ability to provide appropriate support to impacted vulnerable and medically fragile individuals.
- Some Skilled Nursing Facilities (SNFs) and other residential or congregate care facilities may be affected.
- Social or healthcare support workers who have provided care to vulnerable and medically fragile residents should be able to continue to provide care to their clients.
- Transportation services used by vulnerable and medically fragile individuals should be able to continue to operate.
- Additional fire/EMS and law enforcement resources may be needed to respond to increased call for service, maintain public order, provide security and provide for an immediate response should a major wildfire or other incident occur during the PSPS incident.
- The demand for emergency public information will be immediate and sustained. Social and traditional media coverage will be extensive. Emergency information must be provided in English and Spanish.
- PG&E may elect to open Community Resource Centers (CRCs) in or near impacted areas.

Timing

The general flow of a PSPS incident is conducted in five phases. For more information on the PSPS procedures utilized by PG&E review their PSPS Policies and Procedures Plan.¹

1. Enhanced Readiness / Elevated Potential
2. PSPS Watch
3. PSPS Warning
4. Outage
5. Restoration

¹ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Public-Safety-Power-Shutoff-Policies-and-Procedures.pdf

Phase 1: Enhanced Readiness / Elevated Potential

PG&E will update a rolling seven-day forecast of potential PSPS incidents by day and by county. PG&E may indicate an upcoming event (a period of severe weather, dry conditions, heightened risk) is being monitored for a higher potential of a PSPS incident.

Phase 2: PSPS Watch

This phase is initiated once PG&E notifies jurisdictions that they are actively considering de-energizing circuits that would affect the City. Although PG&E has indicated they will attempt to make the initial notification at 48 hours prior to the actual PSPS incident, weather conditions may change rapidly resulting in an initial notification with less lead time.

In the event the PG&E Officer in Charge determines conditions may develop which could require a PSPS, PG&E will advise their customers, public safety authorities, first responders, and local municipalities by issuing a PSPS Outage Watch.

In the case of a potential widespread PSPS incident, County DEM staff will convene an Operational Area Emergency Conference Call and establish a schedule for follow-up calls. DEM staff will invite potential participants and lead the call to cross level situational awareness, address resource needs, integrate response activities, and coordinate public information efforts. More information on the coordination that takes place within the Operational Area is available in the Sonoma County EOP Annex for PSPS Incidents.²

Phase 3: PSPS Warning

Once PG&E notifies the City that they will definitely be de-energizing lines, there may be a small window of opportunity for local governments to warn residents in the targeted areas. If time permits and if conditions warrant, the City may warn residents in the area subject to a PSPS that, once power is out, the ability of local first responders to provide subsequent warnings or receive 9-1-1 calls in case of an actual wildfire or other emergency will be extremely limited. Residents could also be encouraged to maintain a heightened awareness of conditions in their area and ensure they have access to alternate sources of information.

Phase 4: Outage

During this phase PG&E has de-energized circuits and is monitoring conditions to determine when restoration might begin. Outages may last hours or up to 5 days. In the event that a large, or extended, electrical systems outage produces significant damage or threatens lives and property, the City will execute response efforts per this Annex.

In the circumstance in which PG&E has de-energized an area and a major emergency subsequently and concurrently occurs (ex. wildfire), the local public safety incident commander or local government can request that PG&E re-energize specific areas if needed to support emergency life safety operations such as hospitals, water supply, or public warning. However, PG&E will not re-energize circuits until they have completed their inspections.

²<https://sonomacounty.ca.gov/Main%20County%20Site/Administrative%20Support%20%26%20Fiscal%20Services/Emergency%20Management/Documents/Archive/Administration/Services/2147553637/Sonoma-County-EOP-Annex-PSPS-July-2021-FINAL.pdf>

Phase 5: Restoration

Once weather conditions improve, PG&E will declare an “All-Clear” at which point, their aerial assets and grounds crews can start visually inspecting the lines and begin restoring power to customers. If the extreme weather declines overnight, inspections will not take place until daylight hours.

PG&E will notify the City that they are beginning restoration and will coordinate regarding status and the potential for prioritizing efforts. In addition to the immediate effects on persons or the built environment, an electrical system PSPS incident could produce significant long-term impacts, such as psychological trauma, disruption of the community’s social infrastructure, economic loss, and stress to community identity.

Activities in this phase include ensuring proactive community engagement and dialogue, identifying community needs, developing public and behavioral health resources, demobilizing and caring for first responders, conducting damage assessments, and coordinating business resumption activities.

In addition to internal post-incident recovery operations, agencies and departments may continue to assist any displaced residents. Facilities operations and Information Systems may need to continue operations to restore and validate operating systems.

City Response

The City developed a checklist of key actions that need to be taken by the EOC before, during, and after a PPS incident that is organized by EOC Section, outlined in Table 1 below.

Table 1: Santa Rosa EOC Procedures for a PG&E PPS

SANTA ROSA EOC Procedures for a PG&E PPS	
Before	
Command	Once notified of a potential PPS, send update email to the EOC executive distribution list and EOC Section Chiefs.
	Develop a staffing plan for the first EOC shift.
	Provide updates to Council of the PPS status.
	Develop a communication strategy for updating the public of the potential power outages throughout the city.
	Determine need for a cooling center, or resource staging at TEP.
	Develop draft declaration of emergency to utilize as appropriate.
	Support PG&E with identifying CRC locations in the city.
Planning & Intelligence	Develop an impact map based on data loaded on PG&E portal.
	Determine potential duration of event and draft an initial activation IAP.
	Identify any population impacts requiring community outreach (e.g., medical baseline) and coordinate with Operations on deploying staff to these locations and Command for leave-behind public information materials and talking points.
Operations	Determine any impacts to city infrastructure/critical facilities and prepare to deploy equipment as necessary. Deploy generators and prepare refueling plan.

	Send staff to care homes, dialysis centers, etc. to make sure they are aware of the PSPS.
	Coordinate getting the city water tanks topped off.
Logistics	Follow Food Unit checklist to prepare EOC for potential EOC activation.
	Coordinate with Operations on any logistical needs based on the scope of the PSPS and city infrastructure impacts.
	Produce updated list of unassigned City employees for medical baseline outreach and potential EOC activation.
	Order immediate refill of all City fuel depots.
Finance & Administration	Work with Command to determine a funding strategy, to include overtime eligibility and proper timecard codes.
During	
Command	Once PG&E goes to a "Watch" level, send update email to "EOC All" distribution list and include any EOC staffing instructions.
	Work with PG&E Area Representative on ongoing updates and update EOC on any changes in scope.
	Participate in daily Cooperators Calls and Op Area Calls
	Continue to provide updates to the public and Council on the PSPS and any changes in scope.
	Send PG&E SitReps to "EOC All"
Planning & Intelligence	Continue to publish daily IAP 's and provide regular Situation Report updates to "EOC All" based on any scope changes.
	Update PSPS map as restorations and/or changes in scope occur.
	Develop demobilization plan for power restoration, to include community needs such as food, spoiled food disposal, etc.
Operations	Monitor and respond to any city infrastructure impacted by PSPS.
	Monitor traffic signals and Water pump/lift station status. Monitor any assets on generator and keep fueled.
Logistics	Follow Food Unit checklist for EOC activation.
	Support logistical needs at all city-operated sites (TEP, Cooling Center, Shelter, etc.)
Finance & Administration	Monitor spending associated with PSPS and provide updates to Command.
After	
Command	Support responders with addressing any impacts to city infrastructure as a result of the PSPS.
	Continue to provide updates to the public and council on the PSPS, including restoration times.
	Monitor restoration times and provide updates to "EOC All."
Planning & Intelligence	Implement steps outlined in demobilization plan.
	Update PSPS map as restorations and/or changes in scope occur.

Operations	Return city infrastructure (e.g., stop signs, etc.) as power is restored.
	Evaluate and inspect city infrastructure for any impacts due to PSPS.
Logistics	Demobilize and return city-operated facilities to normal.
Finance & Administration	Gather ICS 214s, timesheets, and receipts from the PSPS response and provide an update to executive staff.