



# **DISTRICT EMERGENCY OPERATIONS PLAN**

**San Ramon Valley Fire Protection District**

**2019**



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## RECORD OF CHANGES

The Emergency Operations Plan is expected to undergo changes over time due to updated regulations, lessons learned from response to real events, exercises and drills that test the plan and new relationships with public and private sector partners. All suggested changes will be accepted, reviewed and vetted prior to posting. Changes will follow these steps:

1. Following approval, modifications will be made and distributed to plan holders.
2. Changes will be distributed with a notice in the table below about the date of change, the material modified.
3. Each plan holder will be expected to update their copy to keep it current.

Change Number	Date of Change	Section Number, Header, Page	Initiated by (Name/Rank/Department/Agency)
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## RECORD OF DISTRIBUTION

The Emergency Operations Plan is to be distributed electronically and/or in hard copy to all parties responsible for acting in times of emergency in the San Ramon Valley Fire Protection District and the cities and county affected. Updates will be provided electronically, when available. Recipients will be responsible for updating their respective copies of the Emergency Operations Plan when changes are received.

Name	Department or Agency	Date of Delivery	Number of Hard Copies
	City of San Ramon		1
	Town of Danville		1
	San Ramon Valley Unified School District		1
	Blackhawk HOA Board of Directors		1
	Diablo Community Services District Board of Directors		1
	Contra Costa Fire Protection District		1
	Contra Costa County Office of the Sheriff		1
	Cal OES		1
	Citizen Corps Council		1
	City of Dublin		1
	Contra Costa Animal Response Team (CART)		1







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## SECTION I: INTRODUCTION

### 1.1 Disaster Definition

A disaster is defined by the San Ramon Valley Fire Protection District as an extraordinary emergency situation associated with any hazard, natural or human-caused, which may affect the District by exceeding its resources and capabilities. This plan seeks to protect life, limit injury and death, establish safe refuge and minimize impact to property and the environment in consideration of such events.

### 1.2 History

The San Ramon Valley Fire Protection District is an outgrowth of many years of maturation. Its early beginning took place during a meeting on March 19, 1912 of the Danville Improvement Club. This meeting included the leading ladies and men of Danville. At this meeting it was decided that a volunteer fire department needed to be organized. The idea was unanimously approved, and the name Danville Farm Defense Fire District was established. In 1921, a state law permitted the organization of special fire districts and empowered them with the authority to levy a tax for their support. Thus, on September 6, 1921, the Danville Farm Defense Fire District became the Danville Fire Protection District, an independent fire district and a political subdivision of the State of California. The official boundaries were re-designated to encompass the Alamo, Danville, Green Valley and Sycamore grammar school districts - an area of approximately fifty square miles.

In 1963, Contra Costa County reorganized its East County Fire Protection District into the San Ramon Fire Protection District, an independent district. In December 1979, the Local Agency Formation Commission (LAFCO) initiated the consolidation of the Danville Fire Protection District and the San Ramon Fire Protection District. On July 1, 1980, with the merger complete, the two Districts were renamed the San Ramon Valley Fire Protection District (SRVFPD). The new District served the communities of Alamo, Blackhawk, Danville, Diablo and San Ramon - a 70 square mile area. The organization comprised four fire stations, 27 emergency vehicles and 71 employees. With the reorganization of these two districts the newly formed District became governed by five locally elected directors, independent of the County Board of Supervisors. Some ten years later, the San Ramon Valley Fire Protection District and the Tassajara Fire Protection District initiated a merger process. In January 1991, LAFCO completed the annexation of all territories of the Tassajara Fire Protection District and transferred them to the San Ramon Valley Fire Protection District, which included Tassajara Valley and the southern boundary of Morgan Territory. Simultaneously, the Tassajara Fire Protection District was dissolved.

<b>San Ramon Valley Fire Protection District</b>	
Predecessor:	1912 - Danville Farm Defense Fire District
Predecessor:	1921 - Danville Fire Protection District
Predecessor:	1963 – East County Fire Protection District reorganized into San Ramon Fire Protection District
Current:	1980 – LAFCO consolidated San Ramon Fire Protection District and Danville Fire Protection District into San Ramon Valley Fire Protection District
Area	155 sq. mi.
Population	186,000
Employees	181

INTRODUCTION



In July 1997, the San Ramon Valley Fire Protection District and the City of San Ramon moved forward with an annexation of the Dougherty Regional Fire Authority to the SRVFPD. With this annexation, the District extended its fire service boundary to the Contra Costa/Alameda County line.

### 1.3 Purpose

This plan outlines the District's planned response to natural or man-made disasters. The plan does not apply to the District's routine emergency operations nor the procedures utilized to mitigate these events. The focus of this plan is on significant occurrences that have the potential to overwhelm the capabilities of the District. The plan is intended to develop the District's disaster response and to facilitate multi-agency and multi-jurisdictional coordination between local, operational area, State and Federal response.

This plan is a collection of information represented by a variety of plans, policies and best practices established by the District and its allied emergency response and preparedness partners. This plan represents a singular presentation of this far reaching information in a format that can be utilized by District personnel in response to a disaster. Sources of information for this plan include, but are not limited to:

- National Response Framework
- California State Hazard Mitigation Plan
- East Bay Area Incident Management Team Operational Guidelines
- Association of Bay Area Governments Local All-Hazard Mitigation Plan
- Contra Costa County Hazardous Materials Area Plan
- Contra Costa County Community Wildfire Protection Plan
- Contra Costa County Emergency Medical Services MCI Plan
- City of San Ramon Emergency Operations Plan
- Town of Danville Emergency Operations Plan
- San Ramon Valley Fire Protection District WMD Plan

### 1.4 District Responsibility

During a disaster the District will be called upon to provide personnel, equipment, and resources to save lives and property, limit incident growth and participate in process to recovery.

The District acknowledges that, during a disaster, it will be the primary provider of firefighting, medical services, rescue services and hazardous materials release mitigation to the communities that it serves. These roles are the District's responsibilities by virtue of statutory authority as well as recognition from the Emergency Operations Plans for the City of San Ramon, the Town of Danville and Contra Costa County which share political geographic boundaries with the District.

### 1.5 Scope

This document serves as the official guideline for San Ramon Valley Fire Protection District disaster response efforts. This document is a companion to the Emergency Operations Plans

#### Additions or Updates

Any additions, corrections or updates to this Emergency Operations Plan should be sent to:

[eopupdates@srvfire.ca.gov](mailto:eopupdates@srvfire.ca.gov)



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(EOP) of the City of San Ramon, the Town of Danville, and Contra Costa County and may be viewed as the District's annex for operations within these existing EOPs. This document includes the District's operations up to and beyond the activation of City, Town, County and State Emergency Operations Centers (EOC). It is the intent of the District and this plan that all District disaster operations integrate into existing EOPs beginning at the EOC activation level.

## 1.6 Plan Objectives

- Establish a framework for the overall integration of District disaster operations into the existing management and coordination of emergency operations within the District's boundaries.
- Outline the methods and procedures utilized by District personnel to assess disaster situations and take appropriate actions to save lives and reduce injuries, prevent or minimize damage to public and private property, and protect the environment.
- Provide information for training District and allied emergency response personnel to efficiently and effectively prepare for, respond to and recover from emergencies and disasters.

## 1.7 Plan Parts, Development and Maintenance

There are three parts to the District Emergency Operations Plan (DEOP):

**Part I:** Basic Plan describes the District's utilization of the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). It also describes the District Operations Center (DOC), concept of operations, hazard mitigation, and threat assessments.

**Part II:** Standard Operating Procedures (SOPs) are published separately for internal use only. This includes the District Standard Operating Procedures (SOPs) with supporting documents and checklists. SOPs are intended to be used in conjunction with this plan.

The San Ramon Valley Fire Protection District ("SRVFPD") District Emergency Operations Plan ("The Plan") has been authored to follow the procedures outlined in the Contra Costa County EOP (2015). The DEOP has been organized following the guidelines of FEMA CPG 101 - Developing and Maintaining Emergency Operations Plans (2010). This plan follows the procedures identified within the plans of the operational area, the Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS).



The DEOP includes a hazard analysis and a probability matrix describing responsibilities based on each identified hazard or threat.

The plan is developed by District staff and contractors to conform to local, state and federal laws and is consistent with the plans of the cities and county that share jurisdictional boundaries. The plan will be reviewed annually and updated as warranted.

## 1.8 Approval and Implementation

The Plan will take effect upon adoption by the SRVFPD Board of Directors. The Plan will be officially adopted and promulgated as an official SRVFPD document. The Plan will be distributed to SRVFPD and those cities, towns, supporting agencies, and community organizations having assigned functions or responsibilities within the plan. Prior to approval by the SRVFPD Board of Directors, The Plan will be reviewed and approved by the Operational Area (OA), cities, towns and special districts that are within the operational area of the SRVFPD. The Plan will also be reviewed by members of the community, to ensure that members of the community have input into the development of The Plan.

### This DEOP

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



## SECTION II: AUTHORITIES & REFERENCES

The authority for the San Ramon Valley Fire Protection District’s *District Emergency Operations Plan* (DEOP) is provided in the documents below.

Title / Citation	Origination	Application	Description / Summary
Ordinance Code Title 4 Health and Safety, Chapter 42-2 Disaster Council and Emergency Services	Contra Costa County	County and local government agencies	Establishes a Disaster Council and describes responsibilities, establishes OES and delineates the emergency responsibilities of county agencies
Emergency Management Plan	Contra Costa County Administrators Bulletin 115	County and local government agencies	Describes the authorities, responsibilities, functions, and operations of county and local government during extraordinary emergencies
Section 10 – Safety Element	Contra Costa County General Plan	County and local government agencies	Includes maps of known hazards, addresses evacuation, water supply and hazardous materials.
California Emergency Services Act, Chapter 7, Division 1, Title 2 of California Government Code	State of California	State and local government agencies	Confers emergency powers to the Governor, establishes OES, delineates the emergency responsibilities of state agencies, and establishes the state mutual aid system
SEMS Chapter 1, Division 2, Title 21 of the California Code of Regulations	State of California	State and local government agencies	Provides the framework for emergency management in California, directs each agency to be responsible for “emergency planning, preparedness, and training” and directs each agency to establish a line of succession “and train its employees to properly perform emergency assignments”
Governor’s Executive Order W-9-91	State of California	State and local government agencies	Establishes basic emergency preparedness objectives and policies to be carried out by state officials
California Disaster and Civil Defense Master Mutual Aid Agreement	State of California	State and local government agencies	Provides a framework for the provision of mutual aid to agencies in need during an emergency event
Emergency Managers Mutual Aid Plan	State of California	State and local government agencies	Outlines policies, procedures, and authorities for provision of emergency management personnel from unaffected jurisdictions to support affected jurisdictions during an emergency event, in accordance with the Master Mutual Aid Agreement
State of War Emergency Orders and Regulations	State of California	State and local government agencies	Explains the broad powers of the Governor during a State of War emergency
State Emergency Plan	State of California	State and local government agencies	Describes the authorities, responsibilities, functions, and operations of all levels of government during extraordinary emergencies
Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act)	Congress of the United States (Public Law 93-288, as amended)	Federal agencies	Authorizes the Federal Government to provide assistance in emergencies and disasters when state and local capabilities are exceeded
National Response Framework	U.S. Department of Homeland Security	All levels of government, and non-governmental and private sector entities	Provides guidance on how the nation conducts all hazard incident responses

**AUTHORITIES & REFERENCES**



Homeland Security Presidential Directive No. 5	The Executive Office of the President	Federal, state and local agencies with responsibilities for emergency response	Authorizes the development and implementation of NIMS, which establishes standardized incident management processes that all responders use to conduct response actions
Homeland Security Presidential Directive No. 8	The Executive Office of the President	Federal, state and local agencies with responsibilities for emergency response	Establishes policies for strengthening national preparedness, including the National Preparedness Goal and Target Capabilities List





## SECTION III: POLICY, DEFINITIONS & GOALS

### 3.1 District Policy in a Disaster

The District will operate under the following policies in a disaster:

1. The National Incident Management System (NIMS) / State Emergency Management System (SEMS) / Incident Command System (ICS) will be utilized in all response activities.
2. Whenever possible, existing District policy and procedure will be observed. Where this is not possible this document shall be viewed as the District's policy for disaster operations.
3. All on-duty personnel are expected to remain until properly relieved. Off-duty personnel will be expected to return to work as per the District recall procedures.
4. Staffing levels may change at the discretion of the Fire Chief or his/her designee.
5. Incident Command priorities will remain life safety, incident stabilization (including containment for natural mitigation), and protection of property and the environment.

### 3.2 Disaster Mode Level Definitions

In keeping with the National Incident Management System (NIMS) (see Section 4.3), the Disaster Mode Level Definitions have been changed to agree with NIMS, State of California, Contra Costa County and the City of Danville.

*San Ramon Valley Fire District used to use a system of Levels with 0 being a potential for an event. There is no NIMS equivalent to a Level 0 status. Level 1 is equivalent to a NIMS Type 5. Level 2 is roughly equivalent to a NIMS Type 4. There was no Level equivalent to Type 3. Level 3, the highest previous level, included all district personnel and mutual aid over multiple operational periods and was approximately equivalent to a NIMS Type 2.*

The Federal government requires compliance with NIMS for Federal reimbursement of disaster costs.

Level 0 is a Fire Hazard alert. The USDA uses a system of colors for Fire Threat with Green being Low; Blue is Moderate; Yellow is High; Orange is Very High and Red is Extreme.





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The NIMS conforming definitions are:

**Type 5:**

- The incident can be handled with one or two single resources with up to six personnel.
- Command and General Staff positions (other than the incident commander) are not activated.
- No written IAP is required.
- The incident is contained within the first operational period and often within an hour to a few hours after resources arrive on scene.
- Examples include a vehicle fire, an injured person, or a police traffic stop.

**Type 4:**

- Command staff and general staff functions are activated only if needed.
- Several resources are required to mitigate the incident, possibly including a task force or strike team.
- The incident is usually limited to one operational period in the control phase.
- The agency administrator may have briefings, and ensure the complexity analysis and delegation of authority is updated.
- No written IAP is required but a documented operational briefing will be completed for all incoming resources.
- The role of the agency administrator includes operational plans including objectives and priorities.

**Type 3:**

- When incident needs exceed capabilities, the appropriate ICS positions should be added to match the complexity of the incident.
- Some or all of the command and general staff positions may be activated, as well as division/group supervisor and/or unit leader level positions.
- A Type 3 IMT or incident command organization manages initial action incidents with a significant number of resources, an extended attack incident until containment/control is achieved, or an expanding incident until transition to a Type 1 or 2 IMT.
- The incident may extend into multiple operational periods.
- A written IAP may be required for each operational period.

**Type 2:**

- This type of incident extends beyond the capabilities for local control and is expected to go into multiple operational periods. A Type 2 incident may require the response of resources out of area, including regional and/or national resources, to effectively manage the operations, command, and general staffing.
- Most or all of the command and general staff positions are filled.
- A written IAP is required for each operational period.
- Many of the functional units are needed and staffed.
- Operations personnel normally do not exceed 200 per operational period and total incident personnel do not exceed 500 (guidelines only).



- The agency administrator is responsible for the incident complexity analysis, agency administration briefings, and the written delegation of authority.

### Type 1:

- This type of incident is the most complex, requiring national resources for safe and effective management and operation.
- All command and general staff positions are filled.
- Operations personnel often exceed 500 per operational period and total personnel will usually exceed 1,000.
- Branches need to be established.
- A written incident action plan (IAP) is required for each operational period.
- The agency administrator will have briefings, and ensure that the complexity analysis and delegation of authority are updated.
- Use of resource advisors at the incident base is recommended.
- There is a high impact on the local jurisdiction, requiring additional staff for office administrative and support functions.

#### 3.2.1 Changes in disaster mode level

The District may transition from one disaster mode to another based upon the needs of the event. Components implemented in the disaster plan mode may be discontinued or routine operations may be re-implemented as the event dictates. The District will remain in disaster mode until terminated by the Fire Chief, the Fire Chief's designee or the person who initiated the activation.

### 3.3 Goals

Incident goals govern resource allocation and the response strategies for the County and its political subdivisions during an emergency. Below is a list of operational priorities:

- **Save Lives** – The preservation of life is the top priority of emergency managers and first responders and takes precedence over all other considerations. The SRVFPD will endeavor to preserve animal and pet life as resources allow.
- **Protect Property** – Efforts must be made to protect public and private property and resources, including critical infrastructure, from damage during and after an emergency.
- **Preserve the Environment** – Efforts must be made to preserve Contra Costa County's environment and protect it from damage during an emergency.
- **Restore Essential Services** – Power, water, sanitation, communication, transportation and other essential services must be restored as rapidly as possible to assist the community in returning to normal daily activities.



### 3.4 Four Phases of Emergency Management and Personal Preparedness

The Four Phases of Emergency Management and Personal Preparedness	
<p><b>Mitigation</b> Preventing future emergencies or minimizing their effects</p>	<p>Includes any activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies.</p> <ul style="list-style-type: none"> <li>• Buying flood and fire insurance for your home is personal mitigation activity.</li> <li>• Mitigation activities take place <b>before</b> and <b>after</b> emergencies.</li> </ul>
<p><b>Preparedness and Training</b> Preparing to handle an emergency</p>	<p>Includes plans or preparations made to save lives and to help response and rescue operations.</p> <ul style="list-style-type: none"> <li>• Stocking food and water are both examples of personal preparedness.</li> <li>• Preparedness activities take place <b>before</b> an emergency occurs.</li> </ul>
<p><b>Response</b> Responding safely to an emergency</p>	<p>Includes actions taken to save lives and prevent further property damage in an emergency situation. Response is putting your preparedness plans into action.</p> <ul style="list-style-type: none"> <li>• Seeking shelter from severe weather or assessing your home in an earthquake are both personal response activities.</li> <li>• Response activities take place <b>during</b> an emergency.</li> </ul>
<p><b>Recovery</b> Recovering from an emergency</p>	<p>Includes actions taken to return to a normal or an even safer situation following an emergency.</p> <ul style="list-style-type: none"> <li>• Applying for financial assistance to help pay for repairs is a personal recovery activity.</li> <li>• Recovery activities take place <b>after</b> an emergency.</li> </ul>



## SECTION IV: ORGANIZATION

### 4.1 Incident Command System

The **Incident Command System (ICS)** is used for the command, control, and coordination of emergency response. ICS incorporates personnel, policies, procedures, facilities, and equipment, integrated into a common organizational structure designed to improve emergency response operations of all types and complexities. Below are a few characteristics of ICS:

- Span of control
- Personnel accountability
- Common terminology
- Resources management
- Integrated communications

**Lessons Learned**

- Look out for the well-being of the first responders, disaster workers, volunteers, and their family members.

ICS Sections	DOC Role
Management	Responsible for overall emergency policy and coordination in the jurisdiction. Establishes incident objectives, strategies and priorities.
Operations	Responsible for coordinating support to response activities through the implementation of the Incident Action Plan (IAP).
Planning and Intelligence	Responsible for collecting, analyzing, and disseminating information. Develops the Incident Action Plan (IAP) in coordination with other sections, and maintaining documentation.
Logistics	Responsible for providing facilities, services, personnel, equipment, and materials to support the emergency response.
Finance and Administration	Monitors costs related to the incident. Provides accounting, procurement, time recording, cost analysis and recovery.

In compliance with the SEMS Regulations, the District has DOC staff to manage emergency responses within the District’s jurisdiction. The DOC Director will request team members, as needed, to the DOC to carry out their duties.

### 4.2 Standardized Emergency Management System (SEMS)

The Standardized Emergency Management System (SEMS) is the system required by California’s Government Code Section 8607(a) for managing emergencies involving multiple jurisdictions and agencies. SEMS consists of five organizational levels, which are activated as necessary.

SEMS incorporates the functions and principles of the Incident Command System (ICS), the Master Mutual Aid Agreement (MMAA), existing mutual aid systems, the operational area concept, and multi-agency or inter-agency coordination.

Local districts must use SEMS to be eligible for funding of their response-related costs under state disaster assistance programs. SEMS is intended to:

- Facilitate the flow of information within and between levels of the system
- Facilitate coordination among all responding agencies.





The use of SEMS will improve the mobilization, deployment, utilization, tracking, and demobilization of needed mutual aid resources. The use of SEMS will reduce the incidence of poor coordination and communications, and reduce resource ordering duplication. SEMS is designed to be flexible and adaptable to the varied disasters that occur in California and to the needs of all emergency responders.

SEMS requires the following functions to be provided at the local government and operational area levels:

• **Field**

The Field Level is where emergency response personnel and resources, under the command of responsible officials, carry out tactical decisions and activities in direct response to an incident or threat.

• **Local Government**

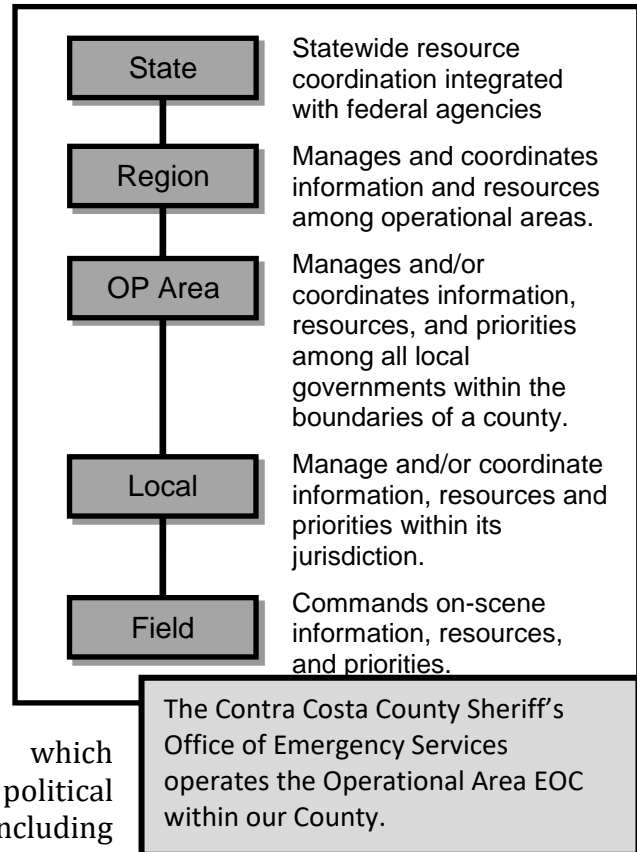
The local government level of emergency management manages and coordinates the overall emergency response and recovery activities within a local government’s jurisdiction. Local governments include the County, cities, cities and counties, school districts and special districts. The local government level is activated when field response level agencies determine that they need support from a higher level.

• **Operational Area (OA) / County**

An OA is the intermediate level of the state's emergency management organization which encompasses a county’s boundaries and all political subdivisions located within that county, including special districts. The OA facilitates and/or coordinates information, resources and decisions regarding priorities among local governments within the OA. The OA serves as the coordination and communication link between the Local Government Level and Regional Level. State, federal and tribal jurisdictions in the OA may have statutory authorities for response similar to those at the local level.

• **Region**

The Regional Level manages and coordinates information and resources among operational areas within the mutual aid region, and also between the OA and the state level. The Regional Level also coordinates overall state agency support for emergency response activities within the region.



The Alameda County Sheriff’s Office of Emergency Services operates the Regional Area EOC within our region, the Coastal Region (Mutual Aid Region II).





California is divided into three California Emergency Management Agency (Cal OES) Administrative Regions – Inland, Coastal and Southern, which are further divided into six mutual aid regions. The Regional Level operates out of the Regional Emergency Operations Center (REOC). Contra Costa is part of the Coastal Region, Mutual Aid Region II.

• **State**

The state level of SEMS prioritizes tasks and coordinates state resources in response to the requests from the Regional level and coordinates mutual aid among the mutual aid regions and between the Regional Level and State Level. The state level also serves as the coordination and communication link between the state and the federal emergency response system. The state level requests assistance from other state governments through the Emergency Management Assistance Compact (EMAC) and similar interstate compacts/agreements and coordinates with the Federal Emergency Management Agency (FEMA) when federal assistance is requested. The state level operates out of the State Operations Center (SOC).

The Field and EOC functions are further illustrated in the following chart:

Primary SEMS Function	Field Level	EOC Level
Command/Field Management/EOC	Command is responsible for the directing, ordering, and/or controlling resources.	Management is responsible for facilitation of overall policy, coordination and support of the incident
Operations	The coordinated tactical response of all field operations in accordance with the Incident Action Plan.	The coordination of all jurisdictional operations in support of the response to the emergency in accordance with the EOC Action Plan.
Planning and Intelligence	The collection, evaluation, documentation and use of intelligence related to the incident.	Collecting, evaluating, and disseminating information and maintaining documentation relative to all jurisdictional activities.
Logistics	Providing facilities, services, personnel, equipment and materials in support of the incident.	Providing facilities, services, personnel, equipment and materials in support of all jurisdictional activities as required.
Finance and Administration	Financial and cost analysis and administrative aspects not handled by the other functions.	Responsible for coordinating and supporting administrative and fiscal consideration surrounding an emergency incident, including recovery.

**4.3 National Incident Management System (NIMS)**

NIMS is a system mandated by Homeland Security Presidential Directive (HSPD-5) that provides a consistent nationwide approach for Federal, State, local, and tribal governments; the private-sector, and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or



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complexity. NIMS is not specific to one type of incident, rather it incorporates an all hazards approach in managing incidents.

To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the Incident Command System (ICS); multi-agency coordination systems (MACS) training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

The National Response Framework (NRF) is mandated by HSPD-5 that integrates Federal domestic prevention, preparedness, response, and recovery plans into one all-discipline, all-hazards plan.

Local governments must use NIMS to be eligible for federal preparedness grants.

#### **4.4 Relationship between the EOC, IMT and DOC**

**4.4.1** When an incident becomes large enough that a municipal EOC is opened, an officer of the District will normally be assigned to the EOC to act as the Fire / Rescue Branch Director. The Branch will obtain situation reports, requests for resource support (outside of the mutual aid system), and be the primary link from the EOC to fire and rescue operations.

**4.4.2** When an Incident Management Team (IMT) is assigned control of the incident, an officer of Battalion Chief rank or higher will be assigned to the IMT to fill a position as assigned by the Operations Section Chief.





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## SECTION V: Facilities and Human Resources

### 5.1 Disaster Facilities

The following facilities are scheduled for emergency use as the department operating center (DOC) for the District:

Primary: District Administration Building, Board Room  
1500 Bollinger Canyon Road  
San Ramon, CA 94583  
With Communications Support 131 in parking lot

First Alternate: Station 31 Annex  
800 San Ramon Valley Blvd.  
Danville, CA 94506

Second Alternate: Location from which Communications Support 131  
can operate at the time of the disaster

The primary emergency operations centers (EOC) for the City of San Ramon and Town of Danville are collocated in the District's Administration Building and are designated in the respective Emergency Operations Plans for these agencies.

During disasters, District personnel may be directed from a local incident command, an area command, the DOC or an EOC.

### 5.2 Personnel Activation & Recall Procedures

The District's regular staffing may be insufficient to meet the needs of a disaster. Recall of all District personnel (Operations, Support, Administrative, and Fire Life Safety Division) may be required in a timely fashion to support disaster operations and activities. Recall will be based upon the disaster mode level and the needs of the event. In addition to the current pager/text-message recall method for Operations personnel one or more of the following processes may be implemented to recall the District personnel required for a Disaster:

1. Telephone (including home, cell and other contacts from the personnel contact list)
2. Media broadcast
3. Amateur radio operators (RACES/ARES)
4. Self-dispatch: in the event of an obvious disaster in which personnel are unable to contact the District through conventional methods personnel may elect to report directly to the District.

All personnel shall report for duty as soon as possible when advised of a disaster mode condition.



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Upon disaster recall, off duty personnel should secure his or her individual home/personal situation and report to:

1. Regularly assigned work site
2. Any District fire station or the District Administration building
3. Nearest city or other public agency in their immediate area until access routes have been restored.

### **5.3 General Access**

To ensure that access is permitted to members who are attempting to traverse the roadways and highways, every member should carry their San Ramon Valley Fire Protection District personnel identification. Presenting this ID should allow the member access to most disaster areas.

### **5.4 Family Assistance Centers**

As conditions and time permit, efforts will be made to set up a family assistance center(s) near the areas of operations where District personnel and their family members can meet and spend off-duty time together. There may be insufficient District controlled facilities or resources to meet this need such that alternatives options may be evaluated and supported.

### **5.5 Modification of Work Assignments**

While operating in a declared disaster mode District personnel may be assigned to functions which are not part of their daily job activities but which they may safely perform. Assignments that exceed the scope of the employee's daily job will be made by District Chief officers after confirmation of the capabilities of the assigned employee.

All District personnel including administrative staff may be assigned to clerical, planning, logistics, administration/finance, support, or non-response functions.

In addition to Suppression, Emergency Medical, Training, and Fire Life Safety Division personnel, District Reserves, District Volunteers and District supervised Community Emergency Response Team (CERT) personnel may be assigned to operations response functions which they can safely perform.

Communications Volunteers, Mechanics, and ARES/RACES personnel may be assigned to mission specific activities in the field but should not be routinely considered for operations or response functions.

### **5.6 Staffing / Crew Configurations**

While operating in a declared disaster mode the District may reconfigure or alter the staffing and crew assignments for response units to meet the specific needs of the event. Personnel will be informed of their assignment and accountability for all staffing in disaster mode will be maintained via the T-card system. All personnel assigned to task and tactic activities within operations or response should work in teams of two or more while other assignments may be a single person or a mission specific team.



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## 5.7 Work of the Board of Directors

The District acknowledges that the political oversight, declarative authority and guidance of the Board of Directors may be essential during a disaster. The District may assign resources to protect the infrastructure needed to maintain the organizational capability of the Board. As the Board's normal meeting chambers may be utilized as an Emergency Operations Center during a disaster provisions to both closed and public meeting options may be made in other locations within the District's Administration building.

## 5.8 Community Emergency Response Team (CERT)

The District's Community Emergency Response Team (CERT) program has more than 650 trained members that are assigned to community based units or field teams each having an assigned leader and communications coordinator. CERT members have pre-determined scope and capabilities for disaster response. CERT members and communities have pre-established equipment caches to provide for these activities. CERT members are an incredibly valuable resource to the District and the communities that it serves. The utilization of CERT members allows a greater range of activities to be performed during a disaster while allowing District personnel to focus on high impact, high-risk areas.

### Lessons Learned

- CERT resources can be used effectively and extensively in much of the disaster area.

In the event of a disaster CERT members will respond within their designated communities and establish communications through their pre-determined communications pathways which include FRS/GMRS radio systems which operate independently of other District radio communications. This CERT communications process is intended to interface with and work at the direction of the incident commander and/or activated emergency operations centers (EOC). This is accomplished through pre-established ARES/RACES communication systems.

CERT members are not routinely utilized or activated in fire threat levels under red. In all other disaster modes CERT can be directly activated or its members may self-activate following established response and communications procedures. Where possible pre-established CERT processes, activities and damage assessment assignments should be maintained with the information derived from these activities relayed to the incident commander to who is responsible for the allocation of additional resources. Upon completion of pre-established assignments or as directed by the incident commander CERT members may be reassigned.

CERT members are trained to provide damage assessment of low (GREEN) hazard occupancies utilizing the District's Damage Assessment Guide.



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## SECTION VI: DISTRICT OPERATIONS CENTER

### 6.1 District Operations Center (DOC)

The mission of the SRVFPD District Operations Center (DOC) is to provide support for major incidents regarding resource requests, tracking of situation status, and handling incident communications without impacting normal emergency dispatch center operations. This task is essential to ensure uninterrupted emergency services are being provided for all 9-1-1 calls, while explicitly devoting resources to the major incident. The DOC will coordinate overall SRVFPD activities.

#### Lessons Learned

Organizations need depth in filling ICS, DOC and IMT positions; some members will not make it to every event. Cross-training is important.

- In planning staffing needs, it is best to staff critical positions three-deep.

When the incident is wholly within the jurisdiction of the SRVFD, the DOC provides centralized management of the District's emergency response operations. SRVFD may provide a representative to a local EOC to act as the Fire and Rescue Branch Coordinator. The Fire and Rescue Branch in the EOC Operations Section is responsible for linking the EOC to Fire Department Operations Centers, Dispatch Centers, the fire and rescue mutual aid system and, as appropriate to the jurisdiction Incident Command on incidents under the management of the fire services. The Branch Coordinator reports to the Operations Section Coordinator. The Branch will obtain situation reports, requests for resource support (outside of the mutual aid system), and be the primary link from the EOC to fire department operations. The Branch will supply fire DOCs and ICs as appropriate, with information and directives developed in the EOC.

When the incident is multi-jurisdictional and a Unified Command has been established, the SRVFD will provide an Agency Representative to cooperate in the Unified Command.

The DOC's primary initial function during disaster activations is the coordinated accumulation, verification, documentation and sharing of information. Resource tracking and accountability is the highest priority in this process. Maps, display charts/boards, T-card tracking mechanisms, radios, phones and computers are available in the DOC for this purpose. Markers, paper, and other administrative supplies are available in the event of the inoperability of one or more technological systems.

A major responsibility of the DOC is serving as the central ordering point for the incident, which requires the coordination of all requests and orders for fire resources, personnel, and logistical support. This entails a high level of coordination with local, state, and federal partners to ensure requests are filled as timely as possible. The DOC also facilitates the backfill and staffing of relief apparatus for SRVFPD stations and personnel relief needs for the incident.

Initial actions in the DOC are to assess needs, assign personnel to DOC positions and brief staff. As the demands of the incident expand, while the incident is in the "assault phase", the DOC staff are directed to:

- Assess current situation and resource status
- Determine immediate future needs

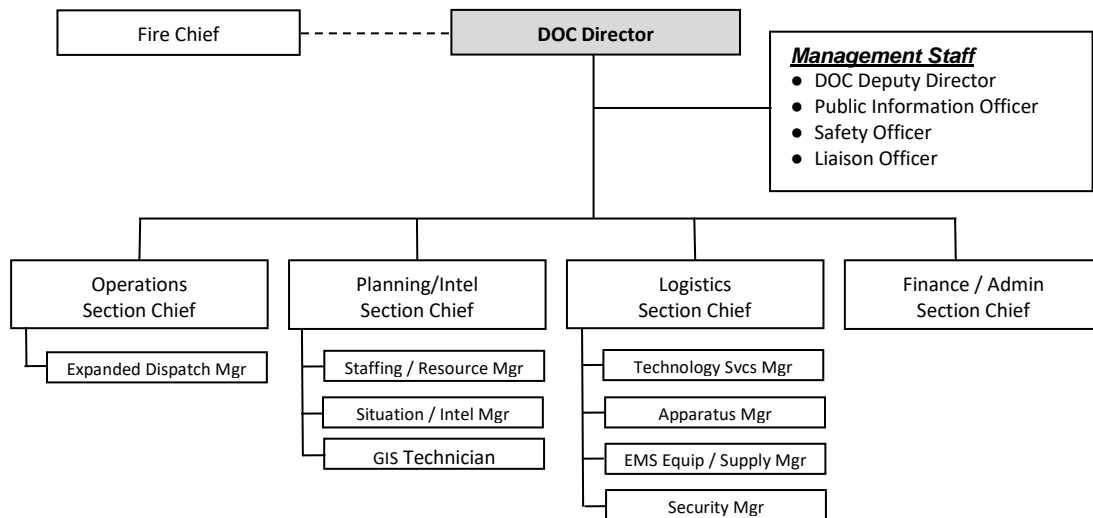


- Utilize all means to call back all off-duty SRVFPD firefighters, Chief Officers and support staff including: Fire Life Safety, Fleet Services, Communications, Human Resources, District Aids and Volunteers
- Staff the DOC Staffing / Resource Manager position with an on-duty coordinator
- Staff expanded dispatch in the DOC
- Hard cover all reserve apparatus
- Determine drawdown levels, incident commitment, and outstanding incident needs
- Allocate reserve resources
- Request mutual aid through the Operational Area (OA) Mutual Aid Coordinator
- Staff resource staging areas
- Maintain status of unassigned fire and rescue resources
- Complete and maintain status reports for major incidents requiring or potentially requiring OA, State and/or Federal response

In accordance with SEMS requirements, the DOC will be staffed and managed by the DOC Incident Management Team which may consist of the Chief Officers and assigned personnel to include Suppression, Emergency Medical Services (EMS), and Administrative Staff. Additional personnel to support the DOC will be identified and assigned by the Fire Chief, designee, or the DOC Director.

### 6.2 DOC Organization Chart

Positions are filled as needed when personnel become available. Until a position is filled, the duties are assumed by the IC, a subordinate of the IC, or by sharing.



### 6.3 DOC Primary Positions

- DOC Director



- DOC Deputy Director
- Liaison Officer
- Safety Officer
- Operations Section Chief
- Plans Section Chief
- Logistics Section Chief
- Finance / Administration Section Chief

#### **6.4 DOC Secondary Positions**

- Expanded Dispatch Manager
- Staffing/Resource Manager
- Situation/Intel Manager
- GIS Technician
- Technology Services Manager
- Apparatus Manager
- EMS Supply & Equipment Manager
- Security Manager



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## SECTION VII: DOC ACTIVATION

### 7.1 Activation Levels

During any event that exceeds normal SRVFPD capacity, the San Ramon Valley Fire Protection District Operation Center (DOC) may be activated. Level 0 disaster mode activations do not require activation of the DOC unless directed by the on-duty Battalion Chief or the supervising dispatcher to accomplish directed activities. Type 5 and 4 disaster mode activations require the activation of the DOC only to the extent necessary to meet the needs of the event. Type 3, 2 and 1 disaster mode activation require a full activation of the DOC and ongoing communications with the activated Emergency Operations Centers (EOC).

#### DISTRICT OPERATIO CENTER ACTIVATIONS

<b>Monitoring</b>	<p><i>This type of incident can be managed with one or two single resources with personnel as needed</i></p> <ul style="list-style-type: none"> <li>• District Operations Center staff positions support the incident by actively monitoring through situational awareness</li> <li>• Emergency Action Plan (EAP) is not required</li> <li>• The incident is within the District boundaries, is contained by available resources and no EOC support is requested</li> <li>• Communication flow and information sharing will be established with internal and external partners</li> </ul>
<b>Partial Activation</b>	<p><i>This type of incident extends beyond the capabilities of normal operations and may extend into multiple operational periods. This may require the response of Mutual Aid resources to effectively manage the incident</i></p> <ul style="list-style-type: none"> <li>• DOC staff may report to the DOC</li> <li>• Liaisons may be deployed to local or cooperating EOCs</li> <li>• A written Emergency Action Plan may be required for each operational period</li> <li>• Some of the Incident Command System sections may be staffed</li> <li>• Communication flow and information sharing will be established with internal and external partners</li> </ul>
<b>Full Activation</b>	<p><i>This type of incident is the most complex and may require regional, state or federal resources to safely and effectively manage and operate</i></p> <ul style="list-style-type: none"> <li>• DOC staff positions are activated</li> <li>• The DOC Director will hold briefings to ensure appropriate common operating picture is established</li> <li>• A written Emergency Action Plan is required for each operational period</li> <li>• Operational periods are normally 12 hour rotational shifts</li> <li>• Communication flow and information sharing will be established with internal and external partners</li> </ul>

DOC ACTIVATION

### 7.2 District Emergency Operations Plan Activation

District Chief Officers, those acting in the capacity of District Chief Officers and those specifically designated by the Fire Chief are authorized to activate the District’s Emergency Operations Plan. Other specific District personnel are authorized to activate the plan within the scope of hazard or incident specific plans.

#### 7.2.1 When to Activate the Plan



The plan may be activated when:

- The City of San Ramon, Town of Danville or Contra Costa County activate their respective Emergency Operations Center (EOC).
- When 75% of District resources are involved in a major disaster response with long term sustained operations expected.
- Upon order of the Fire Chief or his/her designee.
- The conditions for one or more hazard or incident specific disaster modes has been met

### **7.3 Multi-Agency / Multi-Jurisdictional Response**

During a disaster the District will be represented by the Fire Chief or his/her designee at the appropriate EOC(s). The District will work as directed within the EOC structure as outlined in the Emergency Operations Plans for the City of San Ramon, the Town of Danville and Contra Costa County.

### **7.4 Standing Objectives**

1. **Situational Awareness / Analysis** – Assigned: Plans / All Sections / DOC Dir / PIO / Liaison
  - a. Incident Information
  - b. Information Analysis
    - i. Current incident status
    - ii. Incident potential information (12, 24, 48 and 72 hour projections)
  - c. Intelligence and Investigation
  - d. Public Information
    - i. Current
    - ii. Potential
2. **Determine Priority of Incident(s)** – Assigned: DOC Dir / Section Chiefs
  - a. Life Safety
  - b. Property Threats
  - c. High Damage Potential
  - d. Incident Complexity
  - e. Environmental Impact
  - f. Economic Impact
3. **Acquire / Allocate Critical Resources** – Assigned: Logs / Ops
  - a. Critical resources acquired internally first
  - b. As incident expands, resources acquired externally
4. **Crisis Information Management** – Assigned: DOC Dir / PIO / Legal / Policy
  - a. What is happening, government actions being taken, public actions requested
  - b. Consolidating and packaging incident information
  - c. Internal dissemination of information
  - d. External dissemination of information
  - e. Monitor media (including social media) reporting for accuracy



5. **Develop / Advise / Support Policy-level Decisions** – Assigned: DOC Dir / Policy / Plans / PIO
  - a. Coordinate, support, and assist with policy-level decisions
6. **Coordinate with EOCs** – Assigned: DOC Dir / Liaison / Policy / Management
  - a. Keep EOCs informed
  - b. Elected officials must clearly understand their roles
7. **Coordination with County, State, Federal, Private and Non-Governmental Partners** – Assigned: Liaison / Plans / Management
  - a. Communications between system components / disciplines
  - b. Communications with partners (Private, Governmental, NGO, VOAD)

## 7.5 Action Plans

There are two types of action plans in SEMS: Incident Action Plans and Emergency Action Plans.

**7.5.1 Incident Action Plans**, (IAPs) are used at the Field Response Level to establish operational period priorities. An IAP contains objectives reflecting the overall incident strategy, specific actions and supporting information for the next Operational Period. IAPs are an essential and required element in achieving objectives under SEMS.

Incident Action Plans should include:

**Statement of Objectives:** Appropriate to the overall incident.

**Organization:** Describes what parts of the ICS organization will be in place for each Operational Period.

**Assignments to Accomplish Objectives:** These are normally recommended by each previous shift's Division or Group and Supervisors and reviewed by the Operations Section Chief before they go to the Planning section. They include the strategy, tactics, and resources to be used.

**Supporting Material:** Examples can include maps of the incident, a communications plan, a medical plan, a traffic plan, etc.

### Incident Action Plan Development Forms

- ICS Form 202
- ICS Form 203
- ICS Form 204
- ICS Form 205
- ICS Form 215
- ICS Form 215A
- ICS Form 216



Incident objectives should have the following **SMART** characteristics:

1. **S**pecific – the wording must be precise and unambiguous in describing the objective.
2. **M**easurable – the design and statement of objectives should make it possible to conduct a final accounting as to whether objectives were achieved
3. **A**ction Oriented – the objective must have an action verb describing the expected accomplishments.
4. **R**ealistic – objectives must be achievable with the resources that the agency (and assisting agencies) can allocate to the incident, even though it may take several operational periods to accomplish them.
5. **T**ime Sensitive – the timeframe should be specific (if applicable).

#### Sample SMART Objectives

- Complete preliminary Damage Assessments of all damaged residential structures in the District within the next 24 hours
- Contain fire within existing area, during this operational period
- Rescue all flood victims who are in water with no further casualties before 1700 hours

**7.5.2 Emergency Action Plans**, (EAPs) are developed at the local government / district level. The use of Emergency Action Plans provides designated personnel with the knowledge of the objectives to be achieved and the steps required for achievement. The same procedures and outline for preparing Incident Action Plans are adopted for Emergency Action Plans.

Action plans are extremely effective tools during all phases of a disaster. The action planning process involves the DOC Director, Section Chiefs, and other DOC staff, as needed. The EAP documents the operational period, staffing assignments and tasks in addition to briefing schedules and incident objectives.

## 7.6 Reporting Systems

The State of California currently has an Internet web-based information reporting system, (Web EOC) for use during emergencies. The purpose of Web EOC is to improve the state's ability to respond to major disasters. The state's Web EOC has been expanded to include all Operational Areas (OAs) in the state. The intent of Web EOC is to increase the level of service and efficiency by improving the state's ability to respond to, manage and coordinate requests for resources in emergencies as well as, to collect process and disseminate information during and after an emergency or disaster. The Contra Costa Operational Area recommends that local government EOC's and special district DOC's adopt this same reporting program.



## 7.7 Communications

When the DOC is activated, communications and coordination are established between the Incident Commander (IC) and the DOC directly.

The following delivery resources support DOC communications:

- **CAD** – A Computer Aided Dispatch system used by first responders, medical personnel and local government.
- **Communications Unit** – The District depends on its radio staff and volunteers to staff its emergency communication unit. It has licensed amateur radio operators, as well as ICS Type-III volunteers with auxiliary communications expertise in the following modalities: Computers, networks, software, microwave, radio systems, satellite, video conferencing, and similar technologies. In support of DOC operations, a primary responsibility is to staff and maintain the communications room in the DOC. Volunteers can also be deployed to various duty stations throughout the District to further communication if more traditional means are inoperable.
- **CWS** – Community Warning System automatically transmits alerts and warnings over a variety of communication channels.
- **1610 AM** - San Ramon 1610 is a low-power AM radio station used locally for broadcast of real-time emergency information. The station exists to provide residents and motorists with timely and accurate information about incidents and emergency operations.
- **EBRCS** – East Bay Regional Communications System a P25 compliant digital radio communication system that provides fully interoperable communications to all public agencies within Alameda and Contra Costa Counties.
- **Government Emergency Telecommunications Service (GETS)** – A government telecommunications service that is intended to be used in an emergency when the landline network is congested.
- **Mobile Capabilities** – The District has significant communications resources such as the base stations, cache radios, mobile repeaters, and other logistical assets.
- **OASIS** – Operational Area Satellite Information System which provides inbound and outbound telephone communication between operational areas and the state. The dedicated lines are located in the Office of Emergency Services.
- **Nixle** – A community alerting program that is locally controlled.
- **ReddiNet** - A dedicated emergency medical communications network. It facilitates information exchange among hospitals, EMS agencies, paramedics, dispatch centers, law enforcement, homeland security, public health officials and other health care system professionals in local and regional communities.
- **Satellite Phones/Wi-Fi** – The District DOC has one mobile satellite phone.
- **Telecommunications Service Priority** – A program that authorizes priority service for vital voice and data circuits.
- **VHF Legacy System** – A radio system that can be used as a back-up to the EBRCS system and is maintained by the Office of the Sheriff.

### Lessons Learned

- Amateur radio operators are an essential resource for back-up communications when primary (e.g., 911 call centers and cellphone systems) communications fail.



- **Web EOC** – A web based software program used for situational awareness and resource requests and tracking within the operational area and with Cal OES.
- **Wireless Priority Service** – Similar to GETS except using wireless carriers.
- **440 MHz Radio System** – Alternate communication mode for incident communications within designated talk groups, health services and countywide.

### 7.8 Mutual Aid / Multi-Jurisdictional Coordination

The basis for this system is the *California Disaster and Civil Defense Master Mutual Aid Agreement* (MMAA), which was developed in 1950. The agreement obligates each signatory entity to provide aid to the others during an emergency without expectation of reimbursement. This plan promotes the establishment of emergency assistance agreements between public and private sector agencies at all levels.

Master Mutual Aid agreements cover, but are not limited to	State and Local Mutual Aid agreements cover
Fire	Emergency Management (EMMA)
Police	Coroner
Medical and Health	Petrochemical Mutual Aid Organization
Communication	American Red Cross
Transportation Services and Facilities	California Resiliency Alliance
	Volunteer Center of the East Bay
	Contra Costa Crisis Center

Local jurisdictions are responsible for the protection of life and property within their geographic boundaries. Mutual aid is designed to ensure adequate resources, facilities, and other support in the event of an emergency whenever their own jurisdictional resources prove to be inadequate. Requests begin at the field level and follow the SEMS procedures.

Before locally committed resources are exhausted and mutual aid is needed, local officials will request assistance from the Operational Area. If the need can't be filled at the operational area level, the request is forwarded to the regional level.

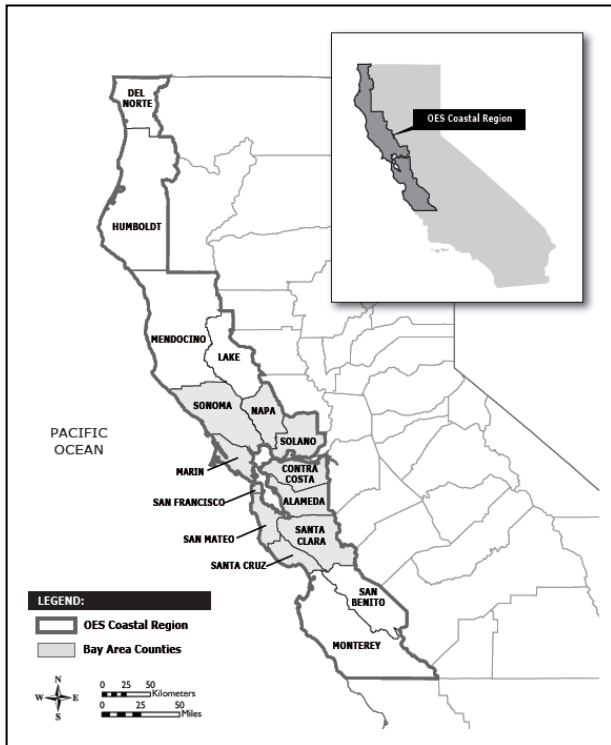
The following are examples of specialized resources that Contra Costa County may utilize to augment services to the community:

- Cal Fire Ground and Aerial Attack Fire Fighting
- Specific SAR canine capability
- East Bay Regional Parks and California Highway Patrol helicopter assets
- US Coast Guard Vessel Capability
- Ambulance Strike Teams
- Mutual Aid Mobile Field Force (MAMFF)
- Area hazardous materials teams
- Robust EMS neonatal / pediatric emergency preparedness program
- Bomb Squad
- Extensive Ground SAR capability to include remote satellite communications





- Dive Team with ROV, (Remote Operating Vehicle) capability
- Fire strike teams



The state is divided into six geographic Mutual Aid Regions. **Contra Costa County is in the Coastal Region, Mutual Aid Region II** along with the counties of: *Monterey, San Benito, Santa Cruz, Santa Clara, San Mateo, Alameda, San Francisco, Marin, Sonoma, Napa, Solano, Mendocino, Lake, Humboldt and Del Norte.*

Each region is comprised of multiple Operational Areas and each has a Regional Mutual Aid Coordinator. Currently Alameda County is the Regional Mutual Aid Coordinator for Law and Emergency Medical Services (EMS). Contra Costa County is the Regional Mutual Aid Coordinator for Fire.

## 7.9 Activation of the Multi-Agency

### Coordination System (MACS)

Responding agencies will coordinate and support emergency management and incident response objectives through the development and use of multi-agency coordination systems. This includes developing and maintaining connectivity capability between Incident Command Posts, local Public Safety Dispatch Centers, local Emergency Operations Centers, Department Operating Centers, the Regional Emergency Operations Centers and the State Operations Center.

### 7.10 Emergency Managers Mutual Aid (EMMA)

Pursuant to the Master Mutual Aid Agreement, the California Emergency Council approved the Emergency Managers Mutual Aid (EMMA) Plan on November 21, 1997. The EMMA Plan outlines the policies for the program. The purpose of EMMA is to support disaster operations in affected jurisdictions by providing professional emergency management personnel.

EMMA is composed of emergency management personnel from local and state government. The process for the allocation of resources is as follows:

- The County, Cities, and special districts will forward their requests for mutual aid through the OA.
- The OA will act as the coordinator point between the County, Cities, and special districts and the Cal OES Southern region.



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- The Cal OES regional offices will act as the coordination point and facilitate mutual aid among OAs.
  - The Cal OES headquarters will facilitate the provision of mutual aid among Cal OES regions.

### **7.11 Staff Training**

The San Ramon Valley Fire District Fire Chief is responsible for developing and providing all training required under the National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS) regulations. The Fire Chief is responsible for providing training for all of the District's emergency responders, ensuring that all applicable laws are complied with, and employees are familiar with and knowledgeable of the District's Emergency Plan. The Fire Chief is also responsible for developing appropriate exercises.





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## SECTION VIII: RECOVERY

### 8.1 Recovery Activities

The recovery phase of an emergency is often defined as restoring a community to its pre-disaster condition. Recovery is the process of re-establishing a new state of normalcy in the affected areas of the county. The specific approach to recovery operations following a disaster will be determined by the location, size and nature of the incident.

The District will be called upon to provide personnel, equipment, and resources to save lives and property, limit incident growth and participate in the process to recovery.

Transition from response operations to recovery is a gradual shift to assisting individuals, households, businesses and governments meeting basic needs and returning to self-sufficiency.

Short term recovery primarily involves stabilizing the situation and restoring services. These activities may last for weeks.

Long term recovery focuses on community restoration and may last months or even years. Long term recovery activities include, reconstruction of facilities and infrastructure, housing plans, implementation of waivers, zoning changes and other land use laws and assistance to displaced families.

Local Government entities set priorities and obtain resources for recovery within their respective areas of authority. The following actions are taken to stimulate recovery:

- Conduct damage assessment
- Assess housing needs to include identifying solutions and request support
- Initiate temporary repairs to public facilities
- Issue permits for repairs and demolition of private property
- Remove debris
- Open transportation routes
- Restore services such as power, water, sewer, communications and transportation
- Activate Local Assistance Centers
- Coordinate program assistance to individuals, businesses, farmers and ranchers
- Document disaster related costs for reimbursement through federal grant programs
- Enact zoning variances to accommodate business and commercial repairs
- Resume governmental functions
- Begin planning for long term recovery
- Assist with the identification of temporary business space



## 8.2 Documentation

Documentation is an integral part of the response plan. A lack of proper documentation will have a far greater and longer lasting impact on the District than the costs involved in our response and recovery efforts. Forms are provided in the command kits assigned to response apparatus as well as on the District iNet.

During a disaster, at minimum the ICS 214 should be completed by all units and maintained throughout the disaster. The 214 log is used to record details of unit activity. The file of these logs provides a basic reference from which to extract information for inclusion in any after-action report and is submitted to the documentation unit.

Documentation is the key to recovering eligible emergency response and recovery costs. Responsibility for maintaining District records rests with the entire staff. The following are examples of how the history and chronology of emergencies are captured:

- Incident Action Plans
- Situation status reports
- Activity logs
- Resource requests
- Timekeeping records to include overtime documentation
- Damage assessment data

✓ COLLECT  
✓ TRACK  
✓ MONITOR  
✓ SHARE

Under the California Disaster Assistance Act (CDAA), documentation of damage sustained from a disaster is required. It will be the responsibility of all appropriate county jurisdictions to collect documentation of these damages and submit them to the Recovery Branch Leader of the Finance and Administration Section. The documentation should include the location and extent of damage and estimates of costs.

## 8.3 After Action Report (AAR)

The After Action Report (AAR) will serve as a source for documenting the District's successes and areas in need of improvement in addition to identifying resource gaps. District staff will coordinate with all the appropriate operational area jurisdictions in compiling an after action report after an emergency or exercise. All staff are responsible for participating in the after action review process. The AAR will be written in simple, clear and concise language as a means to ensure lessons learned are understood. *Actions taken, resources utilized, and the economic and human impacts* are just a few key factors illustrated in an AAR. Each AAR carries over to the next exercise or incident in order to test previously implemented improvements. Generally, AARs lead to an Improvement Plan, and contain corrective actions that are continually monitored and implemented as part of improving readiness.

AARs should follow the CalEMA After Action Report Questionnaire in Appendix AAR and should include the following:

- ***Identified improvement plans***
- ***Corrective action by priority level***
- ***Responsible staff member or team***
- ***Projected resolution date***



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## SECTION IX: SUPPORTING ELEMENTS

The supporting elements are variations of functional components tailored to the Plan. While the basic plan provides broad overarching information relevant to the Plan as a whole, these supporting elements focus on specific areas requiring an emergency operations focus.

### 9.1 Integrating People with Disabilities and Others with Access and Functional Needs

The SRVFPD takes a whole community approach to serving the needs of the local residents. In part this is accomplished by engaging critical stakeholders with expertise in areas such as healthcare, transportation and sheltering. Populations with access and functional needs include those members of the community who may have additional needs before, during and after an incident in functional areas.

Individuals in need of additional response assistance may include those who:

- Live in institutionalized settings
- Are elderly
- Are unaccompanied children
- Are from diverse cultures
- Have limited English proficiency or are non-English speaking
- Are transportation disadvantaged
- Have no access to any communications devices
- Have no access to a shelter and/or may need to be assigned a Functional Access Service Team (FAST) member
- Have disabilities – temporary and/or lifelong
- Have sight or hearing impairments
- May require medical care
- May require supervision
- Other situations that would ensure maintaining independence

Lessons learned from recent emergencies concerning people with disabilities and other access and functional needs have shown that the existing concepts of emergency planning, implementation and response must meet the needs of these groups during an emergency. These lessons show four areas that are repeatedly identified as most important to people with disabilities and others with access and functional needs:

- Communications
- Sheltering
- Evacuation / Transportation
- Recovery

### 9.2 Warning



The County's Community Warning System may be used to provide time-sensitive alerts and warnings to affected members of the public about imminent hazards to human life or health for which specific protective action is recommended. These types of alerts and warnings include hazardous material incidents, public health emergencies, law enforcement emergencies, fires threatening populated areas, severe flooding, or "at risk" missing persons. The most common protective actions for these types of hazards are shelter in place, evacuate, or be-on-the-lookout.

The Community Warning System automatically coordinates the transmission of alerts and warnings over a variety of delivery systems, including:

- Sirens near major industrial facilities and in other special safety zones
- Telephone Emergency Notification System (TENS) that includes both landlines (Reverse 911) throughout the county, and pre-registered mobile devices (cell phones, text and email messages)
- Social media, including Facebook and Twitter, and CWS website postings
- California's Emergency Digital Information System (EDIS)
- Federal Integrated Public Alert and Warning System (IPAWS)
- Emergency Alert System (EAS)
- NOAA weather radios
- Wireless Emergency Alerts (WEA)

The Community Warning System has predesigned templates for a variety of warning messages to expedite the message development process. Although templates exist for many of the hazards common in Contra Costa County, it is important to remember that all messages should include:

- What authority is issuing the warning
- What the hazard is
- A specific affected area for which the warning is in effect
- Who, specifically, is affected by this warning and what they should do
- How long the warning is in effect/when it expires

### **9.3 Population Protection**

- Evacuations and "shelter-in-place" orders will be handled pursuant to Office of the Sheriff Policies and Procedures, with the Incident Commander balancing the immediate hazards associated with remaining on scene against the risks of moving people in a dangerous environment.
- The Incident Commander or other authority will recommend a protective action based on discussion with the appropriate personnel regarding the nature of the incident.
- The Incident Commander has the authority to initiate evacuation or a shelter-in-place order based upon his/her assessment of the situation at the time.
- Area resources and, when available, additional resources, including personnel, transport, etc., may assist with the evacuation effort to provide security and to facilitate an organized transition to a safe environment.
- Early/Advanced evacuations will generally be conducted by available law enforcement working the affected area.



- Unaccompanied minors will be evacuated to a safe, contained location and supervised by a responsible adult/official until they can be reunited with parents.
- Parents will be directed to evacuation location to pick up children.
- Area resources and, when available, additional resources may be allocated to provide temporary security to at-risk groups when a credible threat to safety exists.
- Detention facility transportation units will move incarcerated individuals to pre-determined, secure locations in the event of an evacuation.
- The Community Warning System may be used to notify the public about existing hazards and protective actions to take.
- At the request of the Incident Commander, all in accordance with policies and procedures. The Community Warning System can be used to notify the public at the end of a shelter-in-place action.
- Animal Control Services coordinates the care and shelter of evacuees' pets with consideration to location of American Red Cross shelters.
- Most jurisdictions do not support forced evacuations. Property owners have the right to make independent decisions about evacuation.

## 9.4 Public Information

### 9.4.1 Purpose

This supporting element is to establish uniform guidelines and practices for the effective development, coordination and dissemination of emergency information to the public in the case of an emergency or disaster. It utilizes the parameters of the Contra Costa County Joint Information System procedures for:

- Rapid delivery of accurate information and instructions to the public and media
- Response to public and media inquiries
- Dissemination of critical information to internal and external partners
- Establishment of a Joint Information System (JIS) and Joint Information Center (JIC)

### 9.4.2 Assumptions

During emergency situations:

- The public and media will need and want information about the situation and instructions on what actions to take.
- Residents will make better decisions if given updated information regularly.
- Local media can provide an essential role in delivering information and instructions to the public; regional or national media may also play a role and need to be considered.
- Many communication channels exist, but not all may be available in any given emergency. The situation will drive the channels and tools to be used.
- Monitoring of the media will require advanced planning to know which methods they are using to disseminate information besides their primary channels.
- Social media will be the most challenging to monitor and control, but have significant value to the public.



- Perception is the key; Joint Information System team members need to convey a calm presence, authority and situational understanding to the media and the public at all times.

#### **9.4.3 Objectives**

- To guide public action as determined by the DOC Director in a Department Operations Center, or by the Incident Commander if in the field.
- To gain public confidence by providing timely, accurate, credible and actionable information.
- To keep the public calm by building trust, explaining the process in place to find answers, give people specific actions to take, and reassure them.
- To meet the needs of the news media and social media influencers.
- To meet the needs of internal and external partners and stakeholders.
- To meet the needs of people with disabilities and others with access and functional needs, as well as others that would be considered vulnerable in an emergency.
- To provide information to the public in coordination with city, state and federal agencies, as well as community based, faith based and non-government organizations.

#### **9.4.4 Practices and Guidelines**

- It is the policy of the San Ramon Valley Fire District to develop plans and procedures to address public information needs during an emergency or disaster response within the District in coordination with open Emergency Operations Centers.
- The lead Public Information Officer (PIO) and additional designated PIOs will coordinate efforts to provide timely and effective information prior to, during and following a major emergency or crisis that affects public safety, public health, community well-being and continuity of operations.
- The PIO is responsible for the dissemination of accurate and timely information to affected populations, with consideration for people with Access and Functional Needs.
- Multi-lingual support such as translation services and non-English broadcast media cooperation may be explored to communicate more effectively with a diverse public.
- Information released to the media and/or public will be verified by public information staff and the DOC Director.
- The San Ramon Valley Fire District will use the concept of a JIC to coordinate the release of information, and a Joint Information System or virtual JIC when physically co-locating is not possible or practical.
- A joint information center will be opened when there is more than one agency involved or impacted in an emergency incident.

#### **9.4.5 Media Access**

- Media access to PIOs during an emergency/disaster will be provided through contacts within the DOC or a field JIC. Physical access to the DOC will not be permitted without permission of the DOC Director, and media must be accompanied by a PIO at all times.
- Disaster and accident scenes may be closed to the public under authority of 409.5(a) P.C. which states "...a menace to the public health or safety is created by a calamity such as a flood, storm, fire, earthquake, explosion or other disaster..."





- It is important to note, however, that 409.5(d) P.C. states “Nothing in this section shall prevent a duly authorized representative of any news service from entering the area closed...” After being advised of any existing danger, members of the news media are permitted free movement in the area as long as they do not hamper, deter or interfere with law enforcement or public safety functions.
- Consideration shall be given to the need to protect crime scenes within a disaster or accident scene and the need to protect the privacy of juveniles and medical patients before providing media access to these areas.

#### **9.4.6 Primary Responsibilities for the Public Information Officer**

- Evaluate the need for and, as appropriate, establish and operate a Joint Information System.
- Establish a JIC as necessary, to coordinate and disseminate accurate and timely information.
- Determine from the DOC Director or Incident Commander if there are limits on information available to be released, and what the scope of release will be.
- Develop material for use in media briefings.
- Obtain approval of media releases.
- Inform the media and moderate media briefings, whether in person, via conference call or other means.
- Arrange for tours, interviews or briefings as needed.
- Maintain current information summaries and/or display boards about the incident.
- Maintain an Activity log for PIOs.
- Manage media and public inquiries.
- Coordinate emergency public information and warnings.
- Monitor media and social media reporting for accuracy, and take corrective action where needed.
- Ensure that all required agency forms, reports and documents have been completed prior to demobilizing a Joint Information Center or System.

#### **9.4.7 PIO Roles and Functions within a JIC**

- Lead PIO with overall responsibility for Joint Information Center operations
- Information Gathering
- Information Verification
- Coordination and Production of Messaging
- Information Dissemination
- Media Monitoring
- Social Media Monitoring
- Liaison
- Provides coordinated communication with key program areas and other entities involved in response and recovery operations
- Coordinates with elected officials, community leaders, VIPs, and other governmental and non-governmental organization support agencies



## 9.5 Private Sector Coordination

The California Resiliency Alliance (CRA) created regional public-private partnerships to improve homeland security and natural disaster response. Examples of partnerships include technology, financial, retail, health and biotechnology, and energy companies. The CRA is linked into a mutual aid alliance network as well as governments and associations. The role of CRA is to facilitate business and government partnerships to fill important gaps. The CRA initiatives include cross-sector response coordination, public health emergencies through the Bay Area Cross Sector Partners in Preparedness (BACSPP) as well as critical infrastructure protection through the Northern California Regional Intelligence Center (NCRIC). Additional initiatives include FEMA National Emergency Information Technology Guard volunteers, the emergency resource registry and the Cal OES Good Samaritan registry.

### Lessons Learned

- It might take 24 to 48 hours to determine where the volunteers are most useful in the operation.
- Spontaneous volunteers were useful for roadway clearing.
- Use a staging area for the spontaneous volunteers so that you can manage and control them until a plan is in place to collect their information, issue credentials, and assign them to tasks.

The CRA is integrated into EOC / DOC at all levels of government. The private sector liaison in the EOC communicates information and obtains situational awareness for business continuity purposes. In addition the CRA works with the Logistics Section to coordinate private resources such as, water, food, clothing, cots, equipment, technology and facilities like warehouses and cafeterias.

### 9.5.1 Non-Governmental Volunteer Groups

Volunteer groups active in disasters (VOADs) provide response to first responders and victims of disasters. Some of the VOADs in Contra Costa County are:

- Salvation Army is a ministry with a mission to meet human needs without discrimination. In addition they can provide feeding services in a disaster.
- Saint Vincent de Paul Society is a nonprofit organization that provides direct assistance to anyone suffering or in need. They offer a lifeline to those in want of food and clothing, rent assistance, medical aid, help with addiction or incarceration, employment and shelter.
- Community Awareness and Emergency Response (CAER) is a non-profit public benefit corporation of public emergency response agencies, local government officials and facilities and businesses that use, store, handle, produce or transport hazardous materials with a mission to actively enhance public health and safety.





### 9.5.2 Governmental Volunteer Groups

Contra Costa County Area Agency on Aging provides leadership in addressing issues that relate to older residents, to develop community-based systems of care that provide services which support independence within our local community interdependent society, and which protects the quality of life of older adults and persons with functional impairments, and to promote citizen involvement in the planning and delivery of service.

### 9.5.3 Office of the Sheriff - Emergency Services Support Unit

The Emergency Services Support Unit (ESSU) manages volunteer groups who contribute significantly to emergency operations. Activation of the Sheriff's volunteer programs is through the Law Branch Mutual Aid Coordinator in the Emergency Operations Center. Volunteer units may be called upon for their specialized training and professional skills in the following groups:

- Air Squadron – Pilots and observers provide air operations support which includes transportation, surveillance, logistics and disaster response
- Cadets – Young adults participate in public events, search and rescue and traffic enforcement
- Communications Unit – Licensed amateur radio operators provide alternate communication to the operational area in support of an exercise or emergency
- Chaplains – The chaplaincy program provides support, comfort, guidance and counseling in times of crisis to the law enforcement community and the public
- Dive Team – Certified rescue divers are available to assist with evidence collection, victim recovery, hazardous object removal, inspections and disaster response
- Food Service Unit – Volunteers support field operations during training and emergency events by providing nourishing meals
- Ground Search and Rescue Team – Volunteers are requested to assist in locating missing or at-risk persons, evidence collection, public events and disaster response
- MAMST Mutual Aid Mobile/Medical Support Team – Volunteers provide support by deployment and equipment supply and maintenance for the Mobile Field Force, Search and Rescue and the Special Weapons and Tactics Team
- Reserve Deputy Sheriffs – Reserves assist with in-custody transportation, patrol and detention duties and special assignments such as DUI checkpoints and off road activities and special events
- SAVES – Sheriff's All Volunteer Extended Services – This diverse unit of community members with varying skill sets assist with the delivery of logistical and clerical support mostly in field operations and administrative assignments

### 9.5.4 Healthcare Volunteer Groups

- Contra Costa Health Services Medical Reserve Corps (MRC) – a local group of volunteers committed to improving the public health, emergency response and resiliency of Contra Costa County

### Volunteer Management

- Prepare for the arrival of volunteer organizations
- Invite those groups that we need
- Many volunteers will self-deploy
- Screen all volunteers
- Use PIO to obtain/cancel volunteers
- Identify a Volunteer Reception Center that will process volunteers for the area.



- Contra Costa Health Services Disaster Healthcare Volunteers (DHV) - a group of individual healthcare providers with active licenses in their respective medical disciplines, public health professionals, or a members of a medical disaster response team who volunteer for disaster service

Volunteer and donation groups can greatly enhance and supplement emergency response personnel and materials. The county will follow the State Disaster Service Worker (DSW) program guidelines. By law, the DSW program says that all public employees are disaster service workers, and are required to perform “such disaster service activities as may be assigned to them by their superiors or by law.” Coordination is established by the Operational Area with neighboring jurisdictions and Cal OES. These coordination efforts have a direct impact on multi-jurisdictional response planning and recovery roles. The level of involvement will vary considerably depending upon the nature and complexity of the incident. Volunteer agencies mobilize their resources through their own systems.

## **9.6 Training and Exercises**

Training, tests and exercises are essential to ensure public officials, emergency response personnel and the public are ready. As part of the emergency management training curriculum, it is recommended that personnel with emergency responsibilities complete emergency management courses as described by the SEMS Approved Course of Instruction and the National Incident Management System (NIMS) integration criteria. The Governor’s Office of Emergency Services provides training for emergency managers and first responders through the California Specialized Training Institute. Each agency is responsible to maintain training and exercise records that demonstrate self-certification and compliance with SEMS and NIMS.

### **9.6.1 Preparedness Exercises**

Exercises provide personnel with an opportunity to become familiar with the procedures, facilities and systems that will be used in an emergency. The District should plan for and participate in an exercise program that involves emergency management response personnel from multiple disciplines and multiple jurisdictions.

Exercises should:

- Be as realistic as possible
- Use the application of SEMS
- Be based on risk assessments
- Include non-governmental organizations and private sector when appropriate
- Refer to state and federal guidelines for other specifics

## **9.7 Contra Costa County Animal Response Team**

The Contra Costa County Animal Response Team (CoCOCART) is a group of dedicated volunteers who set up and staff temporary shelters for all species of animals, including dogs, cats, horses, and pigs. CoCoCART operates under the direction of the Contra Costa County Animal Services Department (CCASD).



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