



**Evacuation**  
**Support Annex**  
**to the Emergency Operations Plan**

**April 2024**

## EXECUTIVE SUMMARY

The City of San José (the City) Emergency Operations Plan (EOP) provides an overview of the City’s approach to managing emergency operations. The EOP is a broad programmatic document applicable to all hazards or threats, and all the missions/functions the City may perform in response to or recovery from an incident. To provide planning support to the EOP the City has developed Support Annexes for each of the critical functions that must be managed, coordinated, and/or performed following an emergency. This Evacuation Support Annex is a supporting component to the EOP designed to integrate with the Mass Care Support Annex, the Sheltering Management Plan, the Damage Assessment Support Annex, and the Recovery Support Annex.

Over the years, many definitions of evacuation and re-entry have been used within local, State, and Federal government. For the purposes of this Evacuation Support Annex, the terms are defined as:

- Evacuation<sup>1</sup> is organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas and their reception and care in safe areas.
- Re-entry<sup>2</sup> is the coordinated movement of first responders, recovery resources, and the public back into a community once a threat or hazard dissipates and the event causing the evacuation ends.

This Evacuation Support Annex describes the overall process of conducting evacuations and re-entry during an emergency or large-scale disaster in the City. This Evacuation Support Annex is designed to provide a framework for evacuation and re-entry that may assist decision-makers, coordinators, planners, and agency representatives involved in implementing an evacuation process in accordance with applicable hazards and local conditions. Additional planning and documentation will be developed to provide guidance and discrete planning elements for evacuees and re-entry populations, address tactical and operational-level concepts, and develop critical evacuation and re-entry information.

To provide context for evacuation, the City of San José is vulnerable to many potential hazards (see the Santa Clara County Multi-Hazard Mitigation Plan for additional details on hazards) that could require the evacuation of several communities within the City. For the purposes of this Evacuation Support Annex, when we use the term “community” we are referring to the neighborhoods, districts, and areas surrounding a particular geographic area (such as a creek) within the City. This includes the unhoused/unsheltered populations. In the past 10 years, the City has experienced the following hazard (flood and flooding due to a winter storm) related evacuations of the following communities within the City:

- Communities along/near Ross Creek
- Communities along/near Guadalupe River
- Communities along/near Coyote Creek

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<sup>1</sup> State of California Emergency Plan, 2017.

<sup>2</sup> Planning Considerations: Evacuation and Shelter-In-Place Guidance, DHS, July 2019.

- Communities along/near Berryessa Creek
- Communities along/near Upper Penitencia Creek
- Communities along/near Canoas Creek

This Evacuation Support Annex is consistent with all City plans and requirements, the County of Santa Clara EOP (2022), the Bay Area Urban Areas Security Initiative (UASI) Regional Catastrophic Earthquake Mass Transportation/Evacuation Plan, the Bay Area UASI Critical Transportation Planning Toolkit, the California Department of Transportation’s *Transit Emergency Planning Guide*, and its companion Technical Appendices, the California Emergency Support Function 13 (CA ESF #13) Law Enforcement Annex to the California State Emergency Plan, and the guidance provided in the *2019 DHS Planning Considerations: Evacuation and Shelter-in-Place Guidance for State, Local, Tribal, and Territorial Partners* document.

This Evacuation Support Annex is intended to support all-hazard incidents and a holistic community approach to evacuations within the City. A whole-community approach supports and enables the safe and efficient movement of individuals and animals from an impacted or potentially impacted community, as well as their return once it is safe.

#### Approach

One of the keys to building ownership in the City of San José Emergency Management Program is a collaborative plan revision process. This process combines iterative draft document development with facilitated working group sessions. The City of San José Emergency Management leadership utilized a collaborative methodology to capture information and inform the **Evacuation Support Annex** update process. This methodology is defined as one in which each stakeholder’s experience is considered and diverse viewpoints are incorporated into the final product. Additionally, the City has engaged specific stakeholder organizations and departments (see the list below) that provided quality assurance (QA) and document oversight for Access and Functional Needs (AFN) considerations in this Evacuation Support Annex. To that end, the City implemented the following approach for updating the Evacuation Support Annex:

- A comprehensive document review process to ensure historical knowledge and expertise was incorporated into the final product.
- The following two workshops were held with key stakeholders to review the document(s):
  - One that included a discussion on the AFN community and inclusion, equity, and diversity issues for input into the final product.
  - A City-led workshop for the Evacuation Support Annex to ensure the inclusion of stakeholders that represent the unique difference and intricacies that are so beautifully woven into the fabric of the City of San José.

City stakeholders that provided QA and document oversight for AFN considerations were:

- Department of Transportation
- Fire Department
- Housing Department
- Information Technology Department

- Office of the City Attorney
- Office of the City Manager
- Office of Communications
- Office of Emergency Management
- Parks, Recreation, and Neighborhood Services Department
- Police Department
- Public Works Department

In the City of San José, evacuation is the responsibility of the Police Department, with significant support from many other departments. As the primary department, the Police Department is responsible for coordinating, delegating, and/or overseeing evacuation activities with the understanding that supporting departments responsible for an aspect of evacuation will perform their duties as directed.

This Evacuation Support Annex represents the outcomes of an ongoing collaborative planning process—incorporating current guidance, policies, best practices, and stakeholder input. It provides a foundation for additional planning and the framework to support the development of a fully operational Evacuation Plan.

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## STATEMENT OF INTENT

Disclaimer: This **Evacuation Support Annex** is advisory.

This document provides a strategic framework to assist in evacuation planning, but it is not meant to fulfill all legal requirements or duties.

Nothing in this document alters or impedes the ability of federal, state, or local chief executives, their government agencies, or their internal organizations to carry out their specific authorities or perform their responsibilities under all applicable laws, executive orders, and directives. This support annex is consistent with the City of San José Emergency Operations Plan and it does not alter the existing authorities of individual municipal or county agencies defined within it and does not convey new authorities upon any local, state, or federal official.





## APPROVAL & ENDORSEMENT

This **Evacuation Support Annex** has been approved and endorsed by the City of San José departments with responsibilities described herein. It supersedes all previous versions.

**Signed:**

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# RECORD OF CHANGES

Each update or change to the annex should be tracked. When changes to the annex are made, document the change number, the date of the change, the name of the person who made the change and their department, and add a summary description of the change.

Change Number	Date	Name & Department	Change in Section/Description
1	03/01/2024	OEM	Post-COVID updates

# 1. INTRODUCTION

This Evacuation Support Annex is written to provide an all-hazards framework for the coordination of evacuation during an emergency or large-scale disaster in the City of San José. Emergency evacuation is defined as the organized movement of people and animals away from a threat or hazard. This Evacuation Support Annex includes the critical activities and City responsibilities for all five of the evacuation phases (mobilization, evacuation and shelter-in-place, impact, displacement/mass care, and re-entry). A whole-community approach supports and enables the safe, efficient movement of individuals and animals from an impacted or potentially impacted community, as well as their return once it is safe. See the approach section in the Executive Summary for additional information on how the City has incorporated the whole community into evacuation planning.

The City faces a variety of hazards, some of which may result in an evacuation. A citywide evacuation is considered highly unlikely; however, a catastrophic incident could necessitate the evacuation of a large portion of the city. For a mass evacuation, the City will coordinate with the Santa Clara Operational Area (OA) and other regional partners; however, the most common type of incident requiring an evacuation is a localized incident with the evacuation of specific areas and/or neighborhoods within the City. The scope of this Evacuation Support Annex is for evacuation within the City's jurisdiction and borders.

## 1.1 Purpose

This Evacuation Support Annex provides guidance for the effective coordination of evacuation operations, identifies the actions involved during an evacuation, and is based upon the following priorities:

- **Protect life and safety:** separate or safeguard community members from hazards and protect first responders.
- **Reduce risks:** take actions needed to minimize impacts to property, infrastructure, and the environment.
- **Use inclusive and culturally competent approaches:** consider populations that may be disproportionately affected, such as people with disabilities and others with access and functional needs<sup>3</sup>—including socioeconomically marginalized populations, those unhoused pre-disaster, and those with household pets—and provide needed resources and services.
- **Engage with the public:** provide accurate, timely, and accessible information to affected populations.
- **Minimize displacement:** reduce the amount of time evacuees must be separated from home and the distance they must travel to access safe shelter.

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<sup>3</sup> Access and functional needs are defined by the California Governor's Office of Emergency Services as individuals who are or have: physical, developmental, or intellectual disabilities; chronic conditions or injuries; limited English proficiency; older adults; children; low-income, homeless, and/or transportation-disadvantaged (i.e., dependent on public transit); and pregnant women.

This framework complements the City’s Emergency Operations Plan (EOP), other existing plans, and the standard operating procedures (SOPs) of responsible city departments and agencies. The **Evacuation Plan** (in development) is designed to convey the protective actions and evacuation procedures that further address a variety of factors—including the City’s demographics, location, infrastructure, resources, authorities, and decision-making processes. Additional SOPs, protocols, and tactical actions taken to manage specific evacuation functions—such as the establishment of a Local Assistance Center, the coordination of damage assessment activities, etc.—are addressed in other support annexes and in operational documents maintained by the participating organizations.

## 1.2 Legal Authority

Penal Code 409.5 PC is the California statute that prohibits unauthorized entry into an emergency area. This means to enter and remain in an area that law enforcement officers have closed because of a disaster such as a storm, fire, earthquake, or accident. This code is used in evacuations to provide authority to law enforcement and other authorized officials when closing areas for safety and security reasons or restricting access to impacted/damaged areas. This code is often used in evacuations to restrict access to dangerous areas until they can be inspected or deemed safe.

Invoking provisions of the California Emergency Services Act (CESA) may provide further immunity from liability for local jurisdictions to allow for controlling the movement of people during a proclaimed emergency.

## 1.3 Assumptions

Planning assumptions clarify the parameters under which this Evacuation Support Annex will be used; they are the overarching constraints for protective actions and evacuation. Additional assumptions and considerations are listed in the **Evacuation Plan** (in development). The following critical assumptions apply, but are not limited to:

- The evacuation response actions are only occurring in the City of San José. Any neighboring jurisdictions that are evacuating will impact the City and its ability to safely evacuate the impacted population.
- A local emergency has been proclaimed.
- All elements of the State’s Standardized Emergency Management System (SEMS) are functional.
- During a major incident, a detailed and credible Common Operating Picture may not be achieved initially.
- Response capabilities and resources may be overwhelmed.
- The City of San José may experience a staffing shortage during evacuations due to the majority of City staff living outside of the City limits. If an evacuation occurs during the evening or weekend, staff may not be able to get into the City to perform their evacuation activities.
- The primary means of transportation in the City during an evacuation will be privately owned and operated vehicles on the City’s roadways. Transit providers may be able to

provide evacuation assistance for populations who do not have a vehicle. Other modes of transportation will be considered in the Evacuation Plan.

- Not all persons advised of an evacuation order will have the means to evacuate (e.g., have personal transportation, have access to public transportation, have the ability to use general population transportation, etc.). This includes individuals with disabilities, those with access and functional needs, and homebound individuals.
- Staff of responding entities may themselves be affected by the incident and/or may live a significant distance outside of the City, which may impact their ability to undertake some of the roles assigned in this Evacuation Support Annex and the Evacuation Plan.
- Roadways, highways, bridges, and other infrastructure may be impacted by overload, accidents, stalled vehicles, road construction, weather conditions, or directly by the incident itself.
- In the City of San José, Police and Fire Departments use different geographic divisions to denote response districts. Common geographic boundaries, including street names and addresses, will be used to describe coordinated evacuation and re-entry operations. See the Evacuation Plan (in development) for additional evacuation terms, divisions, and nomenclatures.
- Tools for public alerts and warnings oftentimes have low success rates, and—as such—may fail, be misunderstood, or ignored, or create unintended consequences (such as unnecessary evacuations that result in traffic congestion). Do not assume everyone on a notification list receives the message.
- Depending on the impact of the incident, evacuees may need to be lodged in shelters around the City. The number of evacuees may overwhelm the sheltering capabilities within the City.
- A large-scale or mass evacuation will require coordination with a variety of entities—including neighboring jurisdictions, enclaved jurisdictions, the Operational Area, and state agencies such as California Highway Patrol (CHP) and California Department of Transportation (Caltrans).
- In any given situation, the type of threat, meteorological conditions, time of day, populations and geographies at risk, and other factors will determine the City’s response capabilities, available resources, and strategies.
- Evacuations will be performed in accordance with The Americans with Disabilities Act (ADA), in an inclusive and nondiscriminatory manner. This includes the acceptance of service animals as defined by ADA in evacuation transportation and evacuation points. Under the ADA regulations, service animals have access to the same facilities as the humans they serve.
- Correctional institutions, hospitals, mental health centers, and assisted living facilities have legal responsibilities to plan for moving populations under their care; however, coordination with such institutions for situational awareness will be critical.





## 2. CONCEPT OF OPERATIONS

The Concept of Operations presents an overall framework for coordinating evacuation operations and a phased timing of evacuation activities. This concept of operations is intended to be flexible in order to provide the Incident Commander, Law Enforcement, and supporting departments/agencies protective action options to apply once they have assessed the situation. Response operations begin once an emergency occurs that triggers evacuation operations. The end-state is when evacuation operations have concluded and re-entry of the evacuated population has been achieved.

### 2.1 General

Evacuation activities will reflect the City's operational priorities:

- Protect human life, safety, and health
- Support the safe movement of residents and emergency response personnel
- Provide accessible services and information
- Establish effective and unified coordination across responding agencies
- Act within established legal authorities

The City may issue evacuation orders pursuant to the general police power of the City for the benefit of the public good (i.e., to protect order, public safety, health, and society). Terminology regarding evacuation orders has changed over time to reflect clarity in existing statutes and should be coordinated with the Operational Area. The following standard statewide evacuation terminology<sup>4</sup> applies to current law:

- Evacuation Order: Immediate threat to life. This is a lawful order to leave now. The area is lawfully closed to public access.
- Evacuation Warning: Potential threat to life and/or property. Those who require additional time to evacuate—and those with pets and/or livestock—should leave now.
- Shelter-in-Place: Go indoors. Shut and lock doors and windows. Prepare to self-sustain until further notice and/or contacted by emergency personnel for additional direction.
- Evacuation Order(s) Lifted: The formal announcement of lifting evacuations in an area currently under evacuation.
- Hard Closure: Closed to all traffic except Fire and Law Enforcement.
- Soft Closure: Closed to all traffic except Fire, Law Enforcement, and critical incident resources (i.e. Utility, Caltrans, City/County Roads etc. or those needed to repair or restore infrastructure).
- Resident-Only Closure: Soft closure with the additional allowance of residents and local government agencies assisting with response and recovery.

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<sup>4</sup> <https://calalerts.org/documents/Letter%20to%20Public%20Safety%20Partners%20-%20Standard%20Evacuation%20Terminology.pdf>.

## 2.2 Protective Actions

An evacuation order *before* the public is at risk is the preferred protective action. In other circumstances, when evacuation may cause greater harm to life and safety, shelter-in-place will be the preferred protective action. Per the *2019 DHS Planning Considerations: Evacuation and Shelter-in-Place Guidance for State, Local, Tribal, and Territorial Partners* document, the following are protective actions before or during an incident that may require an evacuation:

Pre-incident protective actions occur when a warning is available before an incident and fall into two categories:

- Pre-incident evacuation moves the most vulnerable, threatened population away from a potential area of impact, and shelters populations in place when and where conditions support this. Pre-incident evacuation requires transportation resources and infrastructure other than—or in conjunction with—those utilized during normal conditions. Pre-incident evacuation decision-making requires officials to balance potentially costly, hazardous, or unnecessary evacuations against the possibility of loss of life from untimely evacuation.
- Pre-incident shelter-in-place allows people to remain in place in areas that are less impacted, helping to reduce the negative impacts of evacuation.


Post-incident protective actions occur during and/or after an incident. This may be the result of a no-notice event or an unexpected impact of a notice event.

- Post-incident shelter-in-place may be necessary in certain instances such as an ongoing active shooter or complex coordinated terrorist attack.
- Post-incident evacuation should only occur when it is unsafe for the affected population to remain in the incident area, such as after a hazardous material spill with shifting wind patterns that may endanger a new part of the community. In contrast to pre-incident evacuations, post-incident evacuations may occur simultaneously with life-saving response operations. Resource constraints will arise as resources otherwise employed to support evacuation operations instead fulfill other emergency response tasks.

The factors that determine the complexity of an evacuation operation are the nature of the threat, the resources available, the amount of time in which evacuation operations can be conducted, and the number of people that require evacuation. Options for protective actions will be chosen by the first officers or responders on scene or the Incident Command Post (ICP)/Unified Command based on the needs of the situation.

The Continuum of Evacuation Options (see **Table 7-1** below) illustrates the range of complexity during an evacuation from low to high.

**Table 2-1: Continuum of Evacuation Options.**



Complexity	First Option	Second Option	Third Option	Last Resort
<b>Evacuation Options</b>	Shelter-in-place	Evacuation of a City facility	Evacuation of the impacted areas within the City	Evacuation of the entire City
<b>Transportation Elements</b>	First Responder Equipment	First Responder Equipment Personal Vehicles	First Responder Equipment Personal Vehicles Buses/Mass Transit Other Resources	All Available Transit Resources

### 2.3 Initial Actions

Initial evacuation decisions and actions will likely be organized and conducted at the field level. Field operations can be coordinated and supported, as necessary, by a Law Enforcement Department Operations Center (DOC) or at an ICP. The Law Enforcement DOC may operate at the San José Police Department DOC or with the inclusion of other law enforcement departments, as required by the severity of the incident. The ICP will coordinate the initial evacuation operations and will likely become a Unified Command due to the complex nature of evacuation.

Once it is determined that an evacuation should occur, the Incident Commander and/or EOC Director will issue an evacuation warning, evacuation order, shelter-in-place order, and/or hard and soft closures. The type of order, warning, or closure will be determined by the type, nature, and magnitude of the incident.

The EOC Director issues an evacuation order in consultation with the Chief of Police, Director of Emergency Services (City Manager or their designee), and the Incident Commander.

#### Evacuation Phases

To ensure consistency and operational coordination, the City of San José utilizes five evacuation phases as listed in the County of Santa Clara EOP (2022). The five phases are mobilization, evacuation and shelter-in-place, impact, displacement/mass care, and re-entry. Used in conjunction with evacuation and shelter-in-place zones, these phases provide a construct to move people to safety or have them shelter-in-place.

Phases may differ across zones that face unique hazards and considerations, may not occur at all, or may occur in any order based on incident realities. For instance, during no-notice events, the impact, mobilization, and evacuation and shelter-in-place phases may be compressed or occur simultaneously, depending on incident specifics.

- **Mobilization:** Begins with the identification of a threat or hazard that could lead to an evacuation or shelter-in-place order. The first activity is initial notification of people, systems, and resources to establish incident command and management structures. Emergency management officials make coordinated decisions for protective actions and priorities, disseminating clear evacuation messaging to the public. Mobilization will likely happen concurrently with other phases for no-notice events and low-notice events.
- **Evacuation and Shelter-In-Place:** Begins when a threat requires evacuation or shelter-in-place operations—either following or concurrent with mobilization phase activities, depending on incident notice. For no-notice events, this is the first phase and mobilization may happen both outside and within the impact area as part of the response. This phase includes implementing the protective actions of evacuation and/or shelter-in-place orders, which will vary depending on the size and scope of the incident. This phase may be used in advance of the impact phase for notice events (e.g., hurricanes) or after the impact phase for no-notice or low-notice events (e.g., earthquakes, terrorist attacks) to meet incident objectives and protect life and property.
- **Impact:** This phase begins when jurisdictions start to see adverse impacts on operations. During this phase, for notice events, jurisdictions work to secure facilities, people, and equipment and clear and close public transit to minimize the impact of the hazard. Within the impact phase, the “zero hour” marks the time needed to ensure the safety of first responders as the hazard makes an impact, and it is the designated point in time when it is no longer safe for responders to continue operations.
- **Displacement/Mass Care:** If evacuees must leave their home jurisdiction, they must remain in the host jurisdiction until their community is safe. Mass care is mobilized and conducts operations throughout an incident to establish shelters and provide other services, but greater emphasis is placed on these activities during the Mass Care phase. During this phase, the evacuating jurisdictions communicate with the host jurisdictions to coordinate numbers and types of evacuees, shelters for them, and potential length of evacuation. Not every evacuation necessitates a robust mass care operation; it is most commonly conducted during long-lasting events. During shelter-in-place operations, mass care may consist of mobile commodity distribution or the establishment of hubs for evacuees to obtain food, water, and information during evacuations that last hours instead of days.
- **Re-Entry:** Incorporates the coordinated movement of evacuees back into a community once the threat or hazard dissipates and the event causing the evacuation ends. In instances where residents are not able to return to their communities for a longer period, this population is relocated to host areas and returned when it is safe. Re-entry typically marks the transition to recovery activities. This phase may follow the re-entry of first responders—if the threat or hazard was significant enough to require first responders to evacuate—or will begin once first responders have stabilized the area to a point where residents can return.

## 2.4 Timing of Critical Activities

Some of the abovementioned evacuation phases may not occur at all or may occur in any order based upon the realities of the incident. The following timeline correlates evacuation phases with emergency management phases, which are described in the **EOP, Phases of Emergency Management**.

**Table 2-2: Phases of Emergency Management and Evacuation.**

Emergency Management Phase	Approximate Timeline	Evacuation Phase
Phase 1: Preparedness	Pre-incident	N/A
Phase 2: Initial Response	Within 72 hours of an incident	Mobilization Evacuation Shelter-in-Place Impact
Phase 3: Continued Response	72 hours to 14 days after an incident	Impact Displacement/Mass Care Re-Entry
Phase 4: Short-Term Recovery	Two weeks to two months after an incident	Re-Entry
Phase 5: Long-Term Recovery	Two months to a year or more after an incident	N/A

A large-scale evacuation must be phased to facilitate the orderly departure of evacuees from the City. Evacuation zones are one type of control measure used to phase the departure of evacuees. It is expected that the majority of evacuation movements will take place in private cars and other vehicles traveling on roads and highways. The selection of specific routes for an evacuation will be based on the nature of the disaster. Damage to roadways or proximity to an emergency or disaster may prevent some roads from being used in an evacuation. Specific roads used in an evacuation will be designated by the Incident Commander based on an evaluation of available roadways and the nature of the incident.

## 2.5 Evacuation Modes

A holistic approach to evacuation planning includes the consideration of all modes of transportation (transit, bicycles, pedestrian facilities, micro mobility options, personal vehicles, buses, etc.) for evacuees<sup>5</sup>. The full range of options is important to address issues of equity and ensure all evacuees have the means to evacuate. This includes supporting electric vehicle charging and alternative fuel infrastructure along evacuation routes. The Evacuation Plan (in development) will include the planning and operational information for these modes that may be used during evacuations from the City of San José.

<sup>5</sup> Promoting Resilient Operations for Transformative, Efficient, and Cost-Saving Transportation (PROTECT) Formula Program Implementation Guidance, July 29, 2022. [https://www.fhwa.dot.gov/environment/sustainability/resilience/policy\\_and\\_guidance/protect\\_formula.pdf](https://www.fhwa.dot.gov/environment/sustainability/resilience/policy_and_guidance/protect_formula.pdf).

## 2.6 Evacuation Routes

Depending on the location and nature of the emergency, certain roads will be used for evacuation while others will need to be closed to prevent vehicles from entering threatened areas. The Incident Commander or Unified Command will determine the evacuation routes to be utilized during an evacuation. See the **Evacuation Plan** (in development) for additional information on evacuation routes.

## 2.7 Critical Evacuation Activities

The activities listed below are ordered according to evacuation phase for a no-notice incident. For an incident with notice, some of the same activities listed in the mobilization and evacuation phases may take place prior to the mobilization phase. While the activities are listed sequentially, some activities may take place simultaneously or in a different order in accordance with incident requirements. The activities do not constitute a comprehensive list of all possible actions that may be taken, but rather represent the most critical activities to be accomplished based on best practices and legal authorities.

As mentioned, an Evacuation Plan is currently being developed for the City. As a continued area of focus and in order to design an Evacuation Plan that includes the whole community, the following elements are part of this planning process:

- Using evacuation modeling to anticipate and track the locations and numbers of residents and household pets that may need to evacuate. This includes those individuals and household pets that may use public transportation during an evacuation.
- Including all evacuation partners and stakeholders in the planning process. This includes paratransit providers and other accessible transportation providers to assist with the evacuation needs of those with disabilities and access and functional needs.
- Anticipating and planning for the mass care and sheltering needs of the City’s population. The Mass Care and Sheltering Plan has additional details, but specific mass care and shelter considerations should be included in the evacuation planning process.

Additional Evacuation Planning Team activities are listed below in Phase 1: Preparedness.

**Table 2-3: Critical Evacuation Activities.**

Phase	Activity	Responsibility
<b>Phase 1: Preparedness</b>	Form an Evacuation Planning Team for holistic evacuation planning. This includes identifying additional/appropriate stakeholders (City departments, traffic management centers, transit reps, Santa Clara reps, non-government, private sector, etc.)	Office of Emergency Management

Phase	Activity	Responsibility
	Develop an Evacuation Plan. Provide written procedures and checklists for implementing the Evacuation Plan.	Evacuation Planning Team
	Develop relationships and agreements with external entities—including American Red Cross, Collaborating Agencies’ Disaster Relief Effort (CADRE), private industry, and nonprofit organizations to provide resources and coordination during evacuation and re-entry operations.	Office of Emergency Management
	Coordinate and communicate with regional, County, State, and Federal evacuation resources (including planning for reception of external assets or implementation of contraflow).	Evacuation Planning Team
	Review and include local and regional threat assessments for evacuation planning.	Evacuation Planning Team
	Assess the City’s population size and distribution and transportation infrastructure for the <b>Evacuation Plan</b> . This includes transportation modeling to estimate traffic flow and capacity, potential choke points, and incoming traffic/populations from other jurisdictions.	Evacuation Planning Team
	Identify evacuation resources and plan for resource gaps. See the <b>Evacuation Plan</b> (in development) for additional details.	Evacuation Planning Team
	Establish contracts, memorandums of understanding (MOUs), agreements, or relationships for transportation resources, including accessible transportation to meet the needs of individuals with disabilities and others	Office of Emergency Management Department of Transportation VTA <sup>6</sup> /Transit Agencies

<sup>6</sup> Valley Transportation Authority.

Phase	Activity	Responsibility
	with access and functional needs. See the <b>Evacuation Plan</b> (in development) for additional details.	
	Develop primary evacuation routes and primary pick-up points using information about road capacity, traffic control, critical facilities, and likely mass care sites. See the <b>Evacuation Plan</b> (in development) for additional details.	Evacuation Planning Team
	Develop and deploy a public education campaign to bolster community preparedness for all evacuation phases. See the <b>Crisis Communications Plan</b> .	Office of Emergency Management City Manager’s Communications Office Evacuation Planning Team
	Develop pre-scripted evacuation phase messaging to deploy across a variety of communications tools. See the <b>Crisis Communications Plan</b> .	City Manager’s Communications Office
	Create procedures to address specific/unique considerations in the <b>Evacuation Plan</b> —such as children/unaccompanied minors, individuals with access and functional needs, senior populations, tourist and neighboring jurisdiction evacuees, hospitals/medical facilities, unhoused populations, correctional facilities, domestic/sexual violence shelters, multilingual messaging, etc. See the <b>Evacuation Plan</b> (in development) for additional details.	Evacuation Planning Team
	Address household pets, service animals, and large animal evacuation needs. This includes the anticipated locations and amount. See the <b>Evacuation Plan</b> (in development) for additional details.	Evacuation Planning Team
	Address critical considerations such as ingress/egress flow and issues,	Evacuation Planning Team



Phase	Activity	Responsibility
	contraflow lane reversal, evacuation clearance times, fuel management, traffic management, zone approach methodology, etc. See the <b>Evacuation Plan</b> (in development) for additional details.	
	Create procedures to address evacuee tracking. See the <b>Evacuation Plan</b> (in development) for additional details.	Evacuation Planning Team
	Determine how to coordinate information with rideshare companies, such as Uber and Lyft.	Evacuation Planning Team
	Develop procedures to coordinate with or use GPS navigation software, such as Waze, Google Maps, and/or Apple Maps. This includes creating digital equity resources and tools.	Evacuation Planning Team
	Establish procedures for adjusting traffic signal timing and other systems to expedite outbound traffic flow and public transit.	Department of Transportation/Traffic Management Center
	Review and integrate the <b>Damage Assessment Annex and Debris Management Annex and Plan</b> to eliminate conflicts for road prioritization and other evacuation elements.	Evacuation Planning Team
	Review and integrate the <b>Mass Care and Shelter Support Annex and Plan</b> concepts related to evacuation to ensure an effective continuity of services to populations displaced in an evacuation.	Evacuation Planning Team
	Review and integrate the <b>Recovery Plan</b> concepts related to evacuation and/or re-entry.	Evacuation Planning Team
	Develop training for evacuations (responders, partner agencies, City population, etc.). This should be in	Evacuation Planning Team

Phase	Activity	Responsibility
	coordination with the <b>Multi-Year Training and Exercise Plan (MYTEP)</b> .	
	Develop and implement evacuation resource training and exercise programs for the Police Department. This should be in coordination with the <b>MYTEP</b> .	Evacuation Planning Team
	Conduct evacuation exercises to test the annex and plan. This should be in coordination with the <b>MYTEP</b> .	Evacuation Planning Team
	Review the <b>Evacuation Plan</b> (in development) and annex annually and update as needed.	Evacuation Planning Team
<b>Phase 2: Initial Response</b>	<b>Mobilization</b>	
	Develop initial situational awareness on the scope and level of impact of the incident.	Field-Level Incident Command
	Determine initial primary department/agency and establish ICP.	Field-Level Incident Command
	Alert and activate personnel and evacuation partners.	Field-Level Incident Command
	Notify Office of Emergency Management (OEM) Duty Officer and hold initial incident conference call/meeting. Notify the Operational Area Duty Officer.	Field-Level Incident Command Office of Emergency Management
	Determine resource needs and elevate through the command structure to the EOC <sup>7</sup> .	Field-Level Incident Command
	Activate the EOC following established guidance. See the <b>EOC Operations Guide</b> for activation instructions.	Office of Emergency Management
	Develop situational awareness on the scope and level of impact of the incident to the City.	EOC Planning Section Situation Status

<sup>7</sup> Emergency Operations Center.

Phase	Activity	Responsibility
	Determine impacts to population and transportation infrastructure.	EOC Planning Section Situation Status EOC Operations Section Transportation Unit
	Relay incident information to senior officials and determine the need for an emergency proclamation.	Incident Commander Office of Emergency Management
	Develop the communications strategy. See the <b>Crisis Communications Plan</b> .	EOC EPIO <sup>8</sup> Branch EOC Planning Section Technical Specialist: Warning
	Identify staging areas for incoming response resources.	Field-Level Incident Command
	Coordinate with Santa Clara County and neighboring jurisdictions on the incident and the potential for resource requests/support from the County.	Office of Emergency Management
	Determine initial protective actions.	Field-Level Incident Command
	Determine zones affected by the incident and analyze demographics of impacted zones.	N/A
	Map projected impacted areas onto pre-staged GIS layers of San José’s geography, critical facilities, demographic data, etc.	EOC Planning Section Innovations Branch/GIS Unit
	Identify projected transportation needs and priorities.	EOC Operations Section Transportation Branch
	Activate the resources required to support mass transportation efforts (pre-identified in the preparedness phase), including transportation for those who do not have the means to evacuate on their own (via personal vehicle, access to public transportation, etc.). This includes individuals with mobility issues and homebound individuals.	EOC Operations Section Law and Transportation Branches
Establish or activate systems of communication among responding	EOC Logistics Section IT Support Branch	

<sup>8</sup> Emergency Public Information Officer.

Phase	Activity	Responsibility
	agencies (including Voluntary Organizations Active in Disaster [VOAD <sup>9</sup> ]) and levels of government.	
	Track, and—to the extent possible, support—ad-hoc evacuations out of affected areas and inbound movement of response resources.	EOC Operations Section Law Branch
	Identify ingress and egress issues associated with anticipated impacts and evacuation routes selected. Coordinate with neighboring jurisdictions and/or the Operational Area, as needed.	EOC Operations Section’s Law and Fire Branch
	Determine the scope of the potential evacuation areas within the City.	EOC Operations Section Branches
	Identify primary and secondary evacuation routes, evacuee assembly areas, and pick-up points within the City. For large-scale evacuations, close coordination with the Operational Area ESF #13 will be required.	EOC Operations Section’s Law, Transportation, and Mass Care Branches
	Communicate with facilities and systems that have individual SOPs.	EOC Planning Section’s Technical Specialist: Warning EOC Operations Section’s Law Branch EOC Mass Care Branch EOC Operations Section’s Fire and Rescue Branch Santa Clara County Public Health Department
	If conditions exist that put specific populations at risk, activate or put on standby plans, relationships, and resources for contacting such populations. This may include outreach teams for in-person notification.	EOC Operations Section Law and Mass Care Branches EOC Liaison Branch

<sup>9</sup> Voluntary Agencies Active in Disaster.

Phase	Activity	Responsibility
	Work with Liaison Branch to notify elected and senior officials that evacuation is imminent.	EOC Operations Section Law Branch
	<b>Evacuation and Shelter-in-Place</b>	
	The EOC Director, in consultation with the Chief of Police and Director of Emergency Services (City Manager or designee), will determine the need for an evacuation.	Chief of Police EOC Director
	Implement the communications strategy. See the <b>Crisis Communications Plan</b> .	EOC EPIO Branch EOC Planning Section Technical Specialist: Warning
	Brief incoming responders and EOC staff as they arrive and establish a regular meeting cadence.	Field Incident Command EOC Operations Section Law Branch and Fire and Rescue Branch
	Coordinate with the ADA Coordinator and field units to identify persons/facilities that have special evacuation requirements.	EOC Operations Section Fire and Rescue Branch and Mass Care Branch
	Provide mobilization assistance to health and medical facilities, incarceration facilities, and other facilities and systems, as resources are available and requested.	EOC Operations Section Fire and Rescue Branch, Law Branch, and Mass Care Branch
	Determine the need to activate private sector agreements/contracts/MOUs/MOAs <sup>10</sup> to assist with filling resource gaps.	EOC Logistics Section
	Provide a system for recording incoming requests for assistance, the department assigned to respond, and the action taken.	EOC Logistics Section
	Coordinate with the Mass Care Branch to determine evacuation destination points (including temporary evacuation points, reception centers, evacuation centers, and shelters) for	EOC Operations Section Mass Care Branch

<sup>10</sup> Memorandum of Understanding and Memorandum of Agreement.

Phase	Activity	Responsibility	
	all evacuees. Refer to the <b>Mass Care and Shelter Plan</b> for procedures.		
	Establish and support a Joint Information Center (JIC) to coordinate evacuation information and notification.	EOC EPIO Branch	
	Create a shelter plan. See the <b>Mass Care and Shelter Plan</b> .	EOC Operations Section Mass Care Branch	
	Finalize list of temporary evacuation points and shelter sites.	EOC Operations Section Mass Care Branch	
	Notify the Duty Office for the Collaborating Agencies' Disaster Relief Effort (CADRE) and VOAD.	Office of Emergency Management	
	Cross-reference the City of San José plans (Mass Care and Sheltering, Damage Assessments Annex, Recovery, and Debris Management) to deconflict the protective actions and evacuation strategy.	EOC Operations Section	
	<b>Impact</b>		
	Implement the evacuation strategy. Refer to the <b>Evacuation Plan</b> for additional details.	EOC Operations Section Field Command	
	Coordinate with the Traffic Management Centers for control of VMS <sup>11</sup> and/or other message signs at pre-designated areas.	Field Command	
	Coordinate with the Transportation Branch on halting work zone activities on evacuation routes.	EOC Operations Section Law Branch	
	Implement access controls to close transportation infrastructure, entrances, and/or exits determined unsafe.	Field Command	
	Initiate vehicle towing and breakdown support along evacuation routes. Ensure assisting agencies know where	Field Command	

<sup>11</sup> Variable Message Signs.

Phase	Activity	Responsibility
	the nearest temporary evacuation point is for stranded motorists.	EOC Operations Section Law Branch
	Coordinate with the Mass Care Branch to determine any reunification actions needed at temporary evacuation points, reception centers, evacuation centers, and final destinations.	EOC Operations Section Mass Care Branch
	Provide timely and accurate public information to the JIC, including evacuation alerts, notices, routes, assembly areas, pickup points, and other instructions to the public in accessible formats.	EOC EPIO Branch
	Determine zero hour criteria for halting operations and sheltering personnel (wind speed, flooding conditions, hazardous material exposure limits, etc.).	EOC Operations Section Law Branch and Fire and Rescue Branch
	Control evacuation traffic, both the flow of responders and resources into the City, and evacuees out of the City. This should be done in coordination with the Operational Area.	EOC Operations Section Law Branch Field Command and Units
	Request additional mutual aid resources as needed to complete evacuation and protective actions.	Discipline-Specific
	Create and manage a fuel management strategy for evacuation operations.	EOC Logistics Section Fuel and Utilities Unit
	Acquire, maintain, and deploy support logistics such as fuel distribution systems, maintenance support, law enforcement staff, shelter staff, mass care supplies, and other resources as needed.	EOC Logistics Section Fuel & Utilities Unit Police Department Field Units Parks, Recreation and Neighborhood Services Department
	Record and communicate all actions taken to primary department representatives. Make brief and accurate status reports to primary agencies.	EOC Planning Section

Phase	Activity	Responsibility
	Anticipate and track locations and number of residents and household pets using public transportation to evacuate.	OEM <sup>12</sup> EOC Operations Section Transportation Branch EOC Planning Section
	Ensure that paratransit providers like VTA Access and other accessible transportation for those with access and functional needs is provided during evacuation.	EOC Operations Section Transportation Branch
	Establish command and control of tactical operations during the evacuation.	Field Command
	Coordinate resources for Temporary Evacuation Points (TEPs). This should be done in coordination with the Operational Area ESF #4, 6, 10, 13, and 16 for a large-scale evacuation.	EOC Operations Section
	Coordinate traffic control along evacuation routes.	EOC Operations Section Law Branch Field Command and Units
	Procure, allocate, and manage resources for en route support of populations with disabilities and others with access and functional needs.	EOC Logistics Section EOC Operations Section Mass Care and Shelter Branch
	Coordinate door-to-door and public address system notification in the evacuation area.	EOC Operations Section Fire and Rescue Branch Field Command and Units EOC Operations Section CERT <sup>13</sup> Branch
	Ensure the public receives safety messages regarding restricted areas, safety conditions, situation updates, and re-entry timelines. All inclusivity and accessibility considerations discussed previously apply.	EOC EPIO Branch

<sup>12</sup> Office of Emergency Management.

<sup>13</sup> Citizen's Emergency Response Team.



Phase	Activity	Responsibility
	Conduct safety checks and search and rescue operations in evacuation areas as needed.	EOC Operations Section Fire and Rescue Branch Fire Department Field Units
	Coordinate support services to assist travelers (removal of broken-down cars, provision of basic traveler roadside assistance, directions, water, gas, services at highway rest stops) with the Operational Area and private sector.	EOC Operations Section
	Ensure coordination with the City’s damage assessment process to ensure evacuation routes and critical transportation paths are accessible.	EOC Operations Section Law Branch DOT DOC <sup>14</sup>
	<b>Displacement/Mass Care</b>	
	Provide staff and resources for evacuees at temporary evacuation points, reception centers, evacuation centers, and reunification centers outside the affected areas (assumes City capacity for sheltering and impacted areas are within the City only). The EOC Mass Care Branch is the lead for mass care operations, including sheltering and feeding. Support may come from the County and the American Red Cross.	EOC Operations Section Mass Care Branch
	Ensure arrival points are accessible to those with access and functional needs. Make or coordinate modifications as necessary.	EOC Operations Section Mass Care Branch
	Coordinate care for household pets and service animals at shelters and mass care sites. Ensure the City’s Animal Care Shelter has the resources it needs to shelter pets. Coordinate with nonprofit partners, as needed, for domestic and livestock animals.	EOC Operations Section Mass Care Branch Public Works DOC Animal Care Branch Field Units

<sup>14</sup> Department Operations Center.

Phase	Activity	Responsibility
	Assess family reunification needs and develop a strategy for reunification.	EOC Operations Section Mass Care Branch EOC Recovery Section PRNS <sup>15</sup> Branch
	Coordinate the mass care and sheltering needs for evacuees. See the <b>Mass Care and Sheltering Plan</b> and <b>Evacuation Plan</b> (in development) for additional details.	EOC Operations Section Mass Care, Law, and Transportation Branches Mass Care and Shelter Field Units
	Develop situational awareness about the impacts to evacuated areas, including public and private property, utility service, infrastructure, and potential health and safety concerns.	EOC Planning Section Situational Status Branch
	Coordinate with gas, water, and electric utilities to ensure utilities are restored and conditions are safe for re-entry.	Public Works DOC
	Survey current resources and activate mutual aid/private sector agreements for additional resource needs.	EOC Operations Section Mass Care Branch EOC Logistics Section
	Communicate situation updates to and from the EOC to pass-through, host communities, and other impacted jurisdictions.	EOC Liaison Officer
	Develop a re-entry strategy for evacuees and potential continued mass care and sheltering needs.	EOC Operations Section Law Branch and Mass Care Branch
	Develop a re-entry plan that describes routes, ingress/egress concerns, traffic control, transportation options, resources, restoration of utilities, and ongoing risks for re-entry.	EOC Operations Section Law Branch
	<b>Phase 3: Continued Response</b>	<b>Re-Entry</b>
	Coordinate with the City’s damage assessment personnel to assess status of re-entry routes and services.	EOC Operations Section Damage Assessment Branch

<sup>15</sup> Parks, Recreation, and Neighborhood Services.

Phase	Activity	Responsibility
		EOC Recovery Section Infrastructure Branch ROC <sup>16</sup> Infrastructure Branch
	Coordinate traffic flow (use of signals, physical barriers, and LE personnel, etc.) during re-entry.	Field Command EOC Operations Section Law Branch
	The EOC in conjunction with the Police Department and Fire Department will determine when evacuation orders can be lifted.	EOC Director
	Lift the evacuation order for areas in which hazards have been removed and basic utilities are functioning.	EOC Director
	Communicate and coordinate with health and medical facilities, incarceration facilities, and other facilities and systems, as a resource about re-entry plan and timeline.	EOC Operations Section
	On the approval of/concurrence with the Police Department; Fire Department; Planning, Building, and Code Enforcement; OEM; Santa Clara County Public Health Department; and utility providers, implement the re-entry plan.	EOC Director
	Communicate with companies most likely to supply services to evacuees as they travel back into the area (ex: gas suppliers to ensure that gas stations along major re-entry routes are open and get supplies as needed).	EOC Logistics Section
	Continue the reunification efforts.	EOC Operations Section Mass Care Branch Field Units
	Provide for the procurement, allocation, and use of necessary transportation and law enforcement	EOC Logistics Section

<sup>16</sup> Recovery Operations Center.

Phase	Activity	Responsibility
	resources by means of mutual aid or other agreements for re-entry.	
	Coordinate with transportation networks performing initial restoration activities (i.e., debris clearance) to add re-entry routes, as available.	EOC Operations Section Public Works Branch EOC Recovery Section Infrastructure Branch
	Assess the need for interim or permanent housing among the evacuated population.	EOC Operations Section Mass Care Branch EOC Recovery Section Case Management Branch
	Coordinate the return of evacuees to appropriate drop-off points and provide private paratransit from shelters to their residences, or interim housing.	EOC Operations Section Transportation and Mass Care Branches
	Set up and provide staff to manage and coordinate re-entry points for those returning to their homes to track re-entry and authorized access.	EOC Recovery Section Case Management Branch
	Provide messaging to the public that covers the boundaries of the reopened area; the time people may return; the mitigation of risks; routes; public and specialized resources available; health effects to monitor for; and recommended safety actions upon return—all in an accessible format.	EOC EPIO Branch
<b>Phase 4: Short-Term Recovery</b>	Continue to coordinate with Santa Clara County Operational Area as needed.	OEM/EOC Management
	Continue to support the re-entry of evacuated populations.	EOC Recovery Section Case Management
	Provide the public with regular updates on which re-entry sites/routes are open and available.	EOC EPIO Branch City Manager’s Communications Office
	Coordinate the demobilization and release of any transportation mutual aid resources.	EOC Recovery Section Infrastructure Branch

Phase	Activity	Responsibility
	<i>This may occur in Phase 5: Long-Term Recovery if mutual aid resources are required for a longer period of time.</i>	
	Coordinate the demobilization and release of mass care and sheltering resources assigned to evacuee support. <i>This may occur in Phase 5: Long-Term Recovery if mass care and sheltering resources are required for a longer period of time.</i>	EOC Recovery Section PRNS
	Draft recommendations for after-action reports (AARs) and other reports as appropriate.	All
<b>Phase 5: Long-Term Recovery</b>	Work with appropriate agencies to determine the long-term solution for evacuated populations, including those who cannot return to re-inhabit their homes.	EOC Recovery Section Case Management Branch ROC Operations Section Housing RSF
	Continue to track the status and meet the needs of long-term displaced residents.	ROC Operations Section Community Services RSF
	Maintain records and documentation of response and recovery operations. <i>This may take place in Phase 4: Short-Term Recovery if operations conclude within that phase.</i>	ROC Finance/Funding Section

2.8 Communications and Public Information

Evacuation is a coordinated effort between several City of San José departments and agencies. As the Police and/or Incident Commander initiate evacuation operations and/or protective actions, immediate communications and public information needs exist.

2.8.1 Interoperable Communications

During initial evacuation operations, field responders emphasize saving lives, property, and the environment; controlling the situation; and minimizing the effects of the emergency. Interoperable communications are integral to the success of any response effort. On a day-to-day basis, the inability to communicate between response departments/agencies can cause inconveniences, service delivery delays, and is potentially life-threatening. In the event of a disaster or emergency, a lack of interoperability can cause citizen and first responder deaths. To that end, the responding departments/agencies and ICP/Unified Command will:

- Leverage face-to-face communications wherever appropriate. For example, the co-location of all Commands at the ICP or Unified Command provides the best direct communications and reduces the demand on interoperability resources.
- Employ the City of San José communications assets until such time as either those assets become taxed or inadequate based on the nature and/or scope of the incident.
- If responding departments/agencies are users of a shared system, utilize that shared system to establish interoperable communications.
- If responding departments/agencies operate on disparate systems, utilize shared or mutual aid channels to establish interoperable communications.
- If responding departments/agencies do not share systems or channels, utilize a gateway solution to establish interoperable communications.
- Where interoperable communications cannot otherwise be established between responding departments/agencies, utilize swap or cache radios to establish operable communications for responders.
- If no other method of interoperability can be established, relay communications through staff members.

For additional interoperability considerations, communications roles and responsibilities, and interoperability procedures, please refer to the Santa Clara County interoperability communication procedures.

### *2.8.2 Public Information*

During a threat or hazard involving shelter-in-place or evacuation protective measures, a concise, accurate, accessible, and understandable message to the public is critical. When an evacuation becomes necessary, the City of San José considers the needs of the whole community. This includes the methods used to disseminate public information. Often individuals will require auxiliary aids and services or language access services to initiate effective communication and to receive and respond to information using methods that facilitate effective communication. Individuals may not be able to hear verbal announcements or alerts; see directional signs; communicate their circumstances to emergency responders; or understand how to get assistance due to hearing, vision, cognitive, behavioral, mental health, or intellectual disabilities, and/or limited English proficiency. In addition to auxiliary aids and services, the use of plain language benefits most people. Public information will be handled by the PIO to ensure the needs of the entire community are considered during an evacuation.

The ICP or Unified Command will include a PIO. The PIO will disseminate warnings, emergency public information, and evacuation and/or shelter-in-place instructions to evacuees and other populations within the City of San José. Additional public information considerations, response roles and responsibilities, and procedures are listed in the **Crisis Communications Plan**.

### 3. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section outlines roles and responsibilities specific to evacuation operations and protective actions by City department, in addition to the roles outlined in the City’s EOP and the **Evacuation Plan** (in development). Coordinating and supporting external entities’ roles and responsibilities are also outlined. City departments and external partners may also make or be asked to make contributions in addition to what is described below.

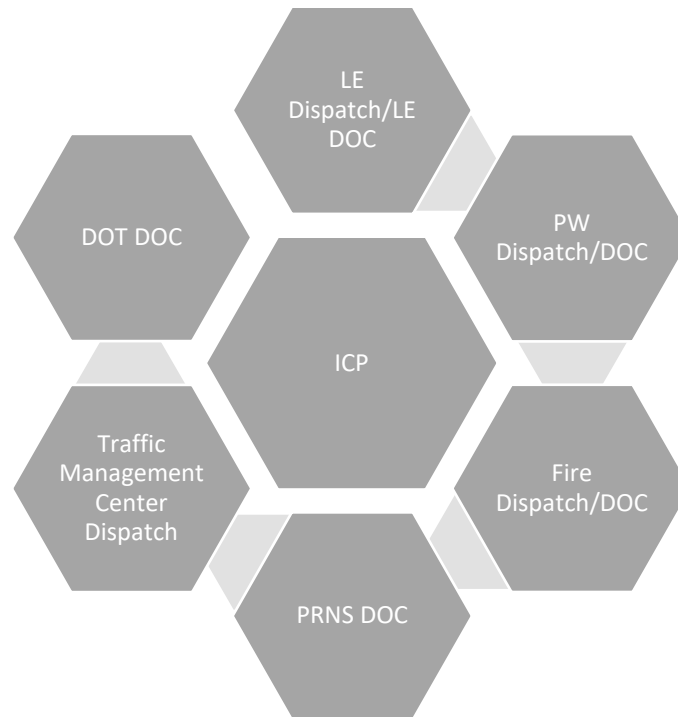
In a mass evacuation, the City EOC will activate jointly with the County of Santa Clara and both City and County will provide staff to fulfill these responsibilities.



#### 3.1 Organization

Departments with evacuation responsibilities will initially organize and conduct operations at the field level. Field operations can be coordinated and supported by a Law Enforcement Department Operations Center (DOC), other department DOCs, and/or at an ICP. The LE DOC is operated by the San José Police Department and may include other law enforcement departments, as required by the severity of the incident. Likewise, during the initial evacuation operations the ICP will likely change into a Unified Command structure.

**Table 3-1: Initial Evacuation Structure.**



At the City’s EOC, the Operations Section will support evacuation operations through the Law Branch, which may include an Evacuation Unit, and other units for enforcement, perimeter control, and related functions. Evacuation operations will also be coordinated with the Transportation Branch, Damage Assessment Branch, and Mass Care Branch of the Operations Section. The Law Enforcement DOC, if activated, or EOC Operations Section Law Branch will develop a re-entry plan, coordinate with the Planning and Intelligence Section on advanced planning measures to be taken, and coordinate the execution with appropriate branches in the Operations Section. Public information activities for evacuation will be developed and implemented in close coordination with the EPIO Branch, under the Management Section.

### 3.2 City Agency/Department Responsibilities

In addition to continuing to provide their own essential services, responding departments will also be expected to perform the activities described below during an emergency or disaster. If required, departments will assign personnel and resources to support evacuation operations in the field, at the Command Posts, at the Law Enforcement DOC, and at the City’s EOC.

Agencies and departments are expected to develop supporting plans and procedures to help them meet the roles and responsibilities outlined below.

#### 3.2.1 Police Department

- Serve as the primary department for the City’s overall evacuation and re-entry operations by staffing the EOC Operations Section Law Branch.
- Establish Incident Command or Unified Command for implementing protective actions and/or evacuation operations.



- Recommend evacuation, if determined to be necessary.
  - The EOC Director, in consultation with the Director of Emergency Services (City Manager or their designee) and the Chief of Police, will order an evacuation.
- Coordinate the development of an evacuation plan and timeline for the implementation of protective actions and/or the conduct of evacuation operations.
- Order mutual aid and law enforcement resources.
- Protect individuals and property during evacuation operations.
- Coordinate with Santa Clara County to use the emergency messaging platforms AlertSCC, Integrated Public Alert & Warning System (IPAWS), and Wireless Emergency Alerts (WEA) for issuing evacuation orders. Appropriate staff are trained to prepare messages.
- Direct and coordinate field-warning activities in support of an evacuation order, including door-to-door notification (using volunteers) and public address by vehicle-mounted speakers or sirens.
- Coordinate with the Santa Clara County Sheriff's Office/Operational Area EOC for all evacuation operations if the evacuation will need to utilize County roadways and/or expand beyond the City's borders.
- Coordinate with the EOC Operations Section Transportation Branch regarding route planning and traffic control support.
- Control traffic on local streets and roads during evacuations.
- Provide perimeter control at evacuee assembly areas.
- Coordinate contract workers, private security, or officers to provide safety and security for evacuated areas.
- Control access to and from evacuated areas, including establishing a perimeter and containment around the evacuation zone as directed by the Incident Commander.
- Coordinate with the EOC Operations Section Mass Care Branch for initial security at City-managed shelters, temporary evacuation points, evacuation centers, reunification centers, etc. Ongoing security functions will be provided by separate contracts/vendors.
- Work with the EOC Operations Section Mass Care Branch to manage temporary re-entry to allow evacuees to gather their belongings and determine preliminary property damage. The EOC Operations Section Mass Care Branch will provide the EOC Operations Section Law Branch with information, if available, on who has evacuated from mass care site registries to streamline re-entry.
- Document purchases, equipment use, and labor hours associated with these efforts throughout the operation.

### *3.2.2 Fire Department*

- Serve as the primary department for search and rescue efforts by staffing the EOC Operations Section Fire and Rescue Branch. As such, field units may be asked to assist in evacuating additional needs populations or evacuating residents from hazardous areas.
- Provide an Incident Commander to the ICP if requested.
- Coordinate with the San José Police Department and the EOC, if activated, to determine protective actions and/or evacuation needs, priorities, and strategies.

- Support the request and provision of fire mutual aid resources to conduct these operations.
- Direct on-scene evacuations as a result of fires or hazardous materials spills, as necessary, whenever there is an immediate threat to life and safety.
- If requested, the EOC Operations Section Fire and Rescue Branch will also support efforts to facilitate evacuation operations by:
  - Providing personnel for door-to-door notification.
  - Providing siren- and public address-equipped vehicles to assist with notification.
  - Providing resources to escort vehicles used for mass evacuation or to support traffic management.
  - Performing and reporting initial damage assessment.
- Deploy HAZMAT team, if needed, to establish evacuation perimeters and screen for contamination.
- Coordinate efforts to provide education and training to the public around evacuation procedures.
- Document purchases, equipment use, and labor hours associated with these efforts throughout the operation.

### *3.2.3 City Manager's Office*

- Activate the EOC and the EOP and Annexes.
- The City Manager or their designee, acting as Director of Emergency Services, is responsible for proclaiming a local emergency, as needed.
- In coordination with the Police and Fire departments, the City Manager's Office will support efforts to determine evacuation and shelter-in-place needs, priorities, and strategies.
- Support public information and community awareness efforts.
- Through the PIO, the City Manager's Office will support efforts to develop messaging strategies and communication tools around public safety topics, such as evacuation.
- Notify and communicate with senior and elected officials.

### *3.2.4 City Manager's OEM*

- Activate the EOC.
- Issue evacuation order, in consultation with the Chief of Police and Director of Emergency Services (City Manager or their designee).
- Provide coordination and support to other departments or agencies as necessary.
- Coordinate public alert and warning efforts, including:
  - Working with the City's PIO(s) to develop pre-scripted messaging for protective actions and evacuation notices (warnings, orders, etc.) that can be deployed during an emergency through a variety of communications channels.
  - Deploying convergent/unaffiliated volunteers and affiliated volunteers from the City's CERT and Amateur Radio Emergency Service (ARES)/Radio Amateur Civil Emergency Service (RACES) programs to support door-to-door notification.

- Use of AlertSCC and IPAWS
- If the Santa Clara County Operational Area EOC has been activated, the OEM or EOC Liaison Branch will provide coordination between City and County EOCs.
- Support planning efforts related to protective actions and evacuation, including planning for individuals with disabilities and others with access and functional needs. Work with the CADRE Access and Functional Needs team leads, Silicon Valley Independent Living Center, the San Andreas Regional Centers, and other services and organizations serving individuals with access and functional needs, as needed and appropriate.
- In coordination with PW for the provisioning of supplies for sheltering pets, the EOC Logistics Section will coordinate the resources for the City’s Animal Care Shelter (including fuel for its emergency generator, satellite phone, fuel for vehicles, and supplies for sheltering pets and livestock, as needed).
- Through the EOC’s Logistics Section, obtain equipment, supplies, and staff for evacuation processes. This may also include sourcing transportation and fuel distribution systems to support both processes.

### *3.2.5 Department of Public Works*

- Provide safety assessments for City-owned facilities that will be used as temporary evacuation points or shelters.
- Provide GIS expertise and resources to support mapping and route planning efforts.
- Provide an ADA Coordinator whose responsibilities include:
  - Pre-inspect sites pre-identified as likely shelter sites, temporary evacuation points, reception centers, reunification centers, or evacuation centers; provide ADA assessments and modifications, as needed.
  - During the immediate response period, perform assessments of shelter sites, temporary evacuation points, reception centers, reunification centers, or evacuation centers and remain on-call to provide ADA modifications to those sites, as needed.
  - Coordinate with City agencies and community partners to ensure individuals with disabilities and others with access and functional needs receive the resources and services needed to evacuate safely.
  - In coordination with the Police Department, determine pick-up points, specialized resources, and assisted procedures for evacuees with disabilities and other access and functional needs.
- Provide animal care services through the Public Works DOC Animal Care Branch, including but not limited to:
  - Coordination with the American Red Cross (if available) to identify shelter sites where pets and people will be co-located and provision of animal care resources to those sites.
  - Coordination with private and nonprofit partners, including Pet Food Express and WeCARE, which will augment and/or provide animal care services as needed.

- Coordination with the City’s Animal Care Shelter to assess impacts, notify staff of evacuation plan, and identify alternate locations to house animals, if needed.
- Coordinate with Santa Clara Large Animal Evacuation Team for all large animal evacuation needs.
- Use the Joint Emergency Action Plan with Valley Water to monitor flood conditions that may trigger evacuations of affected populations.
- Coordinate with utility providers regarding the restoration of potable water, functional wastewater, power, and other basic utilities to allow for the return and re-entry of evacuees to their homes.
- Document purchases, equipment use, and labor hours associated with these efforts throughout the operation.

### *3.2.6 Department of Transportation*

- Staff the EOC Operations Section Transportation Branch.
- Coordinate with the Traffic Management Center (TMC) through the DOT DOC for viewing/monitoring field conditions if roadside or field communication equipment is operational (electric power is functioning). This coordination may include providing traffic control resources, including the programming of traffic signals and deployment of route signage, barricades, and message boards.
- Provide available and recommended evacuation route information to the EOC Operations Section Law Branch.
- Provide traffic control resources, including the programming of traffic signals and deployment of route signage, barricades, and message boards.
- In coordination with the EOC Operations Section Transportation Branch, coordinate accessible transportation services to provide assistance for people with disabilities and others with access and functional needs at Temporary Evacuation Points (TEPs).
- Coordinate traffic management strategies with the EOC Operations Section Law Branch, the County’s Roads and Airports Department, Caltrans, CHP, and other regional transportation agencies.
- Communicate open and closed roads via social media and other broadcast media.
- In coordination with the EOC Operations Section Damage Assessment Branch, coordinate debris removal on city roadways, prioritizing evacuation routes and routes to critical facilities.
- Monitor traffic flow and condition of evacuation routes.
- Provide available camera feeds to EOC, if requested.
- Coordinate with GPS navigation software companies (Waze, Google Maps, Apple Maps).
- Work with local transit partners to coordinate transportation for evacuees between mass care sites, places of employment, etc.
- Document purchases, equipment use, and labor hours associated with these efforts throughout the operation.

### *3.2.7 City Attorney's Office*

- Ensure that protected actions and evacuation operations planning comply with all state and City procedures, laws, codes, and ordinances.
- Provide legal expertise to ensure evacuation planning and operations comply with local, State, and Federal disability and access regulations, as necessary.

### *3.2.8 Information Technology Department*

- Provide on-call IT support at arrival points to establish Wi-Fi connectivity and IT equipment for evacuees and shelter staff, as needed.

### *3.2.9 Parks, Recreation, and Neighborhood Services*

- Serve as the primary department responsible for providing mass care services to evacuees by staffing the EOC Operations Section's Mass Care Branch.
- Activate the Mass Care Support Annex and Shelter Management Plan.
- Activate and staff the Parks, Recreation, and Neighborhood Services Department Operations Center (DOC) to support mass care and sheltering functions.
- Set up and provide staff to manage and coordinate arrival points at shelter sites, temporary evacuation points, reception centers, evacuation centers, and/or reunification centers.
- Staff the EOC Operations Section Mass Care Branch to identify and facilitate the opening and management of all shelter sites, temporary evacuation points, reception centers, evacuation centers, and reunification centers.
- Coordinate with CADRE, the American Red Cross, and other local VOADs to provide services and resources that may be needed at evacuation points and shelters.
- Coordinate with the Transportation Branch to arrange transportation resources to move evacuees to and from temporary evacuation points, reception centers, evacuation centers, and reunification centers as necessary.
- Coordinate with Valley Transportation Authority (VTA), VTA Access, or private transportation providers to provide transportation assets (passenger buses) to facilitate evacuation operations.
- Coordinate with private sector partners, including large and small businesses and nonprofit organizations, to provide services and resources for evacuees.
- Coordinate with San José Housing Department and Santa Clara County Housing and Homeless Services to advise on the evacuation of transient and unhoused populations from within the evacuation zone.
- Provide access to buildings, equipment, and resources that may be needed to facilitate evacuation operations including but not limited to using Parks, Recreation, and Neighborhood Services Department facilities to establish pickup points, staging areas, temporary evacuation points, reception centers, evacuation centers, and reunification centers.

- Coordinate with the Damage Assessment Branch to provide rapid safety assessments of Parks, Recreation, and Neighborhood Services Department facilities to be used as shelter sites.
- Contract with pre-approved vendors to order equipment, supplies, and personnel needed to support mass care services.
- Ensure that adequate personnel (disaster service workers, volunteers, contractors, and mutual aid resources) are available to support mass care activities.
- Work with the EOC Operations Section Law Branch to provide information, if available, regarding evacuees to manage re-entry for belongings or preliminary damage assessments.
- Coordinate with private sector partners, including large and small businesses, to provide services and resources for evacuees.
- Document purchases, equipment use, and labor hours (including for volunteers) associated with these efforts throughout the operation.

#### *3.2.10 PIO/City Manager's Communications Office:*

- Work with the OEM and law enforcement agencies to develop pre-scripted messages for protective actions and evacuation operations that can be deployed during an emergency through a variety of communications channels.
- Disseminate public alerts or warnings, at the request of the Incident Commander or Director of Emergency Services. Coordinate with law enforcement agencies with the authority to do so.
- Coordinate with the Incident Commander and/or EOC Director to make operational decisions and develop strategies for communicating to the public, given incident scope and impact.
- Determine need and distribution of notifications through IPAWS and deploy the message, as needed in compliance with the City's Crisis Communications plans and procedures. Staff from the Police and Fire Departments and from the OEM are trained and authorized to develop messaging and use notification systems. The staff and notification systems are identified in the Crisis Communications Support Annex.

#### *3.2.11 Housing Department will*

- Advise on the evacuation of the unhoused populations from within the evacuation zone.
- Coordinate with the EOC Operations Section Mass Care Branch on the need for short-term evacuee housing and longer-term housing solutions for evacuees that cannot return to their homes.

### 3.3 External Partner Responsibilities

The following external entities may provide support, services, situation reports, information, and/or resources to the City of San José, based on their expected roles, responsibilities, and availability. The City must typically request state and Federal resources through coordination with the Santa Clara County Operational Area. The City can develop relationships or agreements

with private sector partners and regional partners independently or in coordination with the County.

### *3.3.1 Santa Clara County Operational Area*

The City will coordinate with the County during evacuation planning and operations. Depending on the scope, complexity, and impact of an incident, the San José Police Department and Santa Clara County Sheriff's Office may establish a Unified Command to coordinate regional field operations in combined City and County areas. The activities listed below are typical duties/actions Santa Clara County may perform during an evacuation in the Operational Area. For additional details, please see the **Santa Clara Emergency Operations Plan**.

#### **Santa Clara County Office of Emergency Services:**

- Maintains communication and coordination with the City's Recovery Section for jurisdictional support.
- Requests resources from the County's recovery organization when jurisdictional resources are depleted.
- Assists with collection and coordination of information necessary to request State and Federal disaster-assistance programs.
- Provides leadership in identifying county-level recovery issues and challenges requiring multi-jurisdictional awareness and coordination.

#### **Santa Clara County Department of Public Health:**

- Provides recommendations on health considerations/concerns during an evacuation.
- Provides assistance for all long-term health needs of existing clients within the City of San José as requested by the Operational Area to fulfill City requests for assistance.
- Provides long-term recovery counseling for disaster survivors and responders.
- Coordinates with the City's EOC to identify, obtain, and allocate needed medical resources; recommend policy direction; and direct resources according to needs and potential impact on citywide services.
- Identifies and addresses gaps in the delivery of medical care to meet post-disaster needs (may include creative alternatives to facility-based care and collaboration with small clinics and private practices).
- Provides long-term epidemiological monitoring and analysis of disaster impacts on the physical and mental health of affected populations.
- Provides information addressing emerging public health threats, including disease surveillance, food borne illnesses, water quality, etc.
- Coordinates with the City's Long-Term Recovery Organization to ensure that a fully functioning health-care system has been restored and effectively supports the physical and mental health and well-being of disaster survivors.

#### **Santa Clara County Social Services Agency:**

- Coordinates with the City's recovery organization to promote the economic and social well-being of individuals, families, and neighborhoods, by coordinating with VOAD to

provide cash assistance, food, health insurance, in-home care, and other direct services to people in need.

- Coordinates programs for survivor recovery and stabilization, including childcare, General Assistance, Medi-Cal, Housing Assistance, Food Stamps, Supplemental Security Insurance (SSI), Social Security Disability Insurance (SSDI), and In-Home Support Services (IHSS) within the Operational Area to fulfill the City of San José's requests.
- Identifies health-care and social services unmet needs to develop solutions that address long-term recovery implementation with other stakeholders.

#### **Santa Clara County Office of Supportive Housing:**

- Provide information, services, and resources for shelter, rental assistance, and connecting to long-term housing to extremely low-income/special needs households.
- Coordinates with the City's ROC Housing RSF to meet any unmet housing needs.

#### *3.3.2 Regional Partners*

The activities listed below are typical duties/actions the regional entities may perform during an evacuation in the Operational Area/region. For further information, please see each entity's plans and procedures.

#### **Santa Clara County Housing Authority:**

- Coordinates the relocation of displaced persons that are a part of Santa Clara County Housing Authority programs.
- Participates in a State-coordinated Disaster Housing Taskforce to identify gaps in State and Federal housing capabilities and possible solutions and develop a post-disaster housing strategy.
- Provides strategic guidance and insight into post-disaster housing challenges and resources.

#### **Santa Clara Valley Transportation Authority (VTA):**

- Works through the Operational Area to accommodate the evacuating population from the City of San José as resources are available.
- Provides transportation and evacuation resources, including en route support if requested from the Operational Area to fulfill the City's requests for assistance.
- Makes available resources and routes from its 42-mile light rail system, paratransit vehicles, and fleet of over 100 buses to support regional mass transportation and evacuation operations, as needed.
- Provides a PIO to the JIC to support transportation communications, as needed.

#### **Valley Water:**

- Monitors waterways and notifies the City of hazardous or potentially hazardous conditions.
- Coordinates with the City of San José when the Emergency Action Plan (EAP) is activated for flooding considerations and information-sharing.



### **Public School Districts:**

- Provides access to school facilities, equipment, and resources that may be needed to establish pickup points, sheltering operations, and facilitate the movement of people from evacuation areas to mass care sites.
- Implement protective action for the school facilities.
- Facilitate reunification of unaccompanied minors with their families.
- Report on status of school operations.

### **The Metropolitan Transportation Commission (MTC):**

- As the coordinating entity for transportation planning in the nine-county region of the Bay Area, MTC will coordinate the response of Bay Area transit resources among mass transportation agencies, as needed.
- Coordinates with Cal OES to identify transit resources needed for emergency responses.
- Coordinates activities under the San Francisco Bay Area Transit Operators Mutual Aid Agreement.

### *3.3.3 State of California*

During a disaster, the State of California manages state resources and coordinates information and resources among regional governing bodies through Operational Areas. The state serves as the coordination link between the Federal government and Operational Area. The City of San José must request state resources through the Santa Clara County Operational Area.

### **California Governor’s Office of Emergency Services (Cal OES) can:**

- Coordinate with the City and Operational Area on requests for Governor’s state of emergency proclamations and requests for Presidential major disaster and emergency declarations.
- Coordinate with Operational Area to obtain out-of-area resources to meet survivor needs, in accordance with requests from the City.
- Administer state and Federal disaster-assistance programs.
- Provide technical assistance regarding damage assessments and recovery program activities.
- Coordinate resources for safety assessment program inspections.
- Convene and facilitate the Regional Recovery Taskforce, if established.
- Provide a State Coordinating Officer (SCO) to coordinate and control State and Federal recovery efforts in control of local resources.
- Participate in or lead a State-coordinated Disaster Housing Taskforce to identify gaps in state and Federal housing capabilities and possible solutions, and develop a post-disaster housing strategy.
- Provide a State Disaster Recovery Coordinator to assist with coordination of state recovery resources.
- Activate State Recovery Support Functions (RSFs), as needed.

### **California Department of Transportation (Caltrans) can:**

- Clear debris from key transportation routes within and leading to the City.
- Provide technical assistance, engineering, and construction management resources and support during response activities.
- Administer disaster assistance for emergency and permanent repairs, as provided by the Federal Highway Administration (FHWA) Emergency Relief (ER) Program.

**California Department of Resources Recycling and Recovery (CalRecycle) can:**

- Clear debris from key transportation routes within and leading to the City.
- Provide technical assistance, engineering, and construction management resources and support during response activities.

**California Department of Housing and Community Development (HCD) can:**

- Administer funding provided by HUD’s Community Development Block Grant – Disaster Recovery (CDBG-DR) and CDBG – National Disaster Recovery Competition programs that provide funding to help communities recover after disasters and to promote innovative recovery and resilience programs.
- Participate in or lead a State-coordinated Disaster Housing Taskforce to identify gaps in state and Federal housing capabilities and possible solutions and develop a post-disaster housing strategy.
- Administer the State Housing Law Program that continuously refines the building standards to comply with new or changing laws and regulations and develops statewide building standards for new construction of hotels, motels, lodging houses, apartments, dwellings, and other buildings.
- Develop and implement Title 24 building standards necessary to provide accessibility in the design and construction of all housing other than publicly funded housing.

**California Department of Social Services can:**

- Administer funding for the Federal Individual and Households Program (IHP) and the State Supplemental Grant Program (SSGP).

**California Department of Public Health can:**

- Provide services for people with medical needs that include dietary restrictions during the transition to long-term recovery.
- Support Santa Clara County Public Health in monitoring the sanitation of food sites, the health of shelter residents, and the safety of food and water.

*3.3.4 Federal Agencies*

When the need for support exceeds City, county, and State resources, the State—through Cal OES—can request assistance from Federal agencies with the statutory authority to provide assistance. In most circumstances, Federal resources must be requested through the Operational Area. The National Response Framework and National Disaster Recovery Framework provide the frameworks for coordinating delivery of Federal assistance and resources to augment the efforts of State and local governments.

**The Federal Emergency Management Agency (FEMA) can:**

- Coordinate with the Cal OES Recovery Branch on disaster-assistance programs offered under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended.
- Appoint an FCO who will work with the State Coordinating Officer (SCO) to coordinate State and Federal recovery efforts in support of local operations.
- Provide a Federal Disaster Recovery Coordinator to assist with the coordination of Federal recovery resources.
- Activate Federal RSFs, as needed.

**U.S. Department of Housing and Urban Development (HUD) can:**

- Provide long-term recovery housing and urban planning assistance.
- Administer the CDBG-DR Program, in coordination with the California Housing and Community Development Department.

**Small Business Administration (SBA) can:**

- Provide low-interest loans to homeowners and renters for residences damaged by a declared disaster.
- Provide low-interest disaster loans for physical damages or economic injury to small businesses and private nonprofit organizations for disaster damages and costs.
- Participate in Local Assistance Center(s) or Disaster Recovery Center(s) established after a disaster to provide recovery services to survivors.

**U.S. Army Corps of Engineers (USACE) can:**

- Assist with debris management and recycling efforts.
- Provide technical assistance, engineering, and construction management resources and support during response and short-term recovery activities.

*3.3.5 Private Sector Partners*

The Silicon Valley is home to the most innovative businesses in the world. Start-ups, large multi-national corporations, big-box stores, grocery chains, health-care institutions, and small- and medium-sized businesses can all play roles in supporting the City’s recovery from disaster. Private sector partners understand the value of helping the communities in which they operate. Some businesses may offer the latest in drone technology or sophisticated information management tools, while others may provide food to residents or offer important feedback about the City’s post-disaster permitting process. The City of San José is encouraged to proactively engage businesses in the area to build strategic private-public partnerships (P3s) to build the capabilities for resource and information-sharing during response and recovery operations. Some resources that the private sector may provide during an evacuation include:

- Private transportation (taxis, limos, ride-sharing services, paratransit services, charter vans, and large-capacity buses).
- Provide passenger buses for employee transportation programs.
- Provide mobility transportation services to individuals and households throughout Santa Clara County.

- Provide fuel for evacuees and re-entry operations.

Please refer to the **Evacuation Plan** (in development) for additional private sector roles, responsibilities, and coordination efforts.

### *3.3.6 Nonprofit Organizations*

After a disaster, the need and demand for social and human services increases exponentially. The staff, facilities, and resources of those organizations may be directly affected, further limiting their capacity to respond to the increased need. Nonprofits, community-based organizations, and faith-based organizations offer invaluable support during recovery and often have close ties to the communities and neighborhoods they serve. Organizations working with disaster survivors should be regarded as important post-disaster recovery planning partners.

#### **Santa Clara Large Animal Evacuation Team can:**

- Provide volunteer resources for animal services during an evacuation.

#### **American Red Cross can:**

- Participate in community or Local Assistance Center operations to provide assistance to disaster survivors.
- Implement the Coordinated Assistance Network (CAN), to facilitate the collection and sharing of client data, if requested.
- Participate in long-term recovery organizations or committees to assist with addressing survivors' long-term recovery needs.

#### **Collaborating Agencies' Disaster Relief Effort (CADRE) can:**

- As the local VOAD for Santa Clara County, establish a network of participating private nonprofit organizations to support the community in a disaster through the following functional teams: Access and Functional Needs, Food Sourcing and Distribution, Mental Health, Donations Management, Case Management.
- Act as a point of contact for nonprofit organizations and volunteers that work in disasters.
- Coordinate information and resources available from member organizations.
- Assist with coordinating the relationship between the City of San José and participating organizations to obtain goods, services, and financial assistance to meet long-term recovery needs of survivors.
- Connect the City with programs and organizations that can provide volunteers to support mass care and shelter operations.

#### **The Silicon Valley Organization can:**

- Assist with obtaining, coordinating, and disseminating disaster-related information to and from member agencies.
- Assist with obtaining donations from member agencies to address survivor recovery needs.
- Participate in and provide recommendations to support recovery planning efforts.

#### **Community Foundation of Silicon Valley can:**

- Work with nonprofit organizations to support their disaster resilience/preparedness efforts.
- Provide philanthropic support for donor fundraising.
- Assist with collecting and managing monetary donations to assist disaster survivors.
- Assist private sector organizations in creating Employee Disaster Funds (EDFs) to accelerate assistance to affected employees after a disaster incident.
- Provide information on organizations involved in recovery and relief operations.

**Other Community- and Faith-Based Organizations can:**

- Provide advocacy, information, volunteers, strategic guidance, resources, and direct assistance to support survivors.
- Coordinate with the City’s recovery organization to identify recovery needs, strategies, and priorities.



## 4. AUTHORITIES & REFERENCES

The following agreements, procedures, plans, and guidelines apply to the execution of this Evacuation Support Annex:

### 4.1 Federal

- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, PL 100-707, as amended August 2016
- The Post-Katrina Emergency Management Reform Act of 2006
- Homeland Security Presidential Directives 5 & 8
- Americans with Disabilities Act of 1990 (ADA)
- Federal Emergency Management Agency (2016). *National Disaster Recovery Framework*
- Federal Emergency Management Agency (2017). *Pre-Disaster Recovery Planning Guide for Local Governments*
- Federal Emergency Management Agency (2018). *Public Assistance Program and Policy Guide*
- Federal Emergency Management Agency (2019). *Planning Considerations: Evacuation and Shelter-in-Place*
- Federal Emergency Management Agency. Policy and guidance memos, including 9500 series policies, as applicable

### 4.2 State

- California Emergency Services Act, Chapter 7 of Division 1 of Title 2 of the Government Code
- California Government Code Section 38791 – Powers of Municipal Corporations
- California Disaster Assistance Act (19 CCR §2900-2999.5)
- California Department of Transportation (2007). *Transit Emergency Planning Guidance*
- California Governor’s Office of Emergency Services (2013). *A Guide for Establishing a Local Assistance Center*
- California Governor’s Office of Emergency Services (2014). *Emergency Function 14 – Recovery Support*
- California Governor’s Office of Emergency Services (2017). *State of California Emergency Plan*. pp. 77-86
- California Public Contract Code
- California Labor Code (§3211.92—Disaster Services Workers)
- Standardized Emergency Management System Regulations (19 CCR §2400-2450)
- Local Emergency Prevention Measures for County Health Official: California Health and Safety Code §101040

### 4.3 Local

- City of San José, Office of Emergency Management (2018). *Emergency Operations Plan*. pp. 18-28

- County of Santa Clara, Office of Emergency Services (In Development). Recovery Annex to the County of Santa Clara Emergency Operations Plan
- Association of Bay Area Governments (2010). *Long-Term Disaster Recovery Plan: Prepared for City of San José as a Model Plan for Local Governments*
- Bay Area UASI (2019). *Critical Transportation Planning Toolkit*
- Bay Area UASI (2014). *Disaster Recovery Permit & Regulation Waiver Toolkit*
- Bay Area UASI (2015). *Local Government Disaster Recovery Framework (DRF) and Recovery Support Function (RSF) Guide*
- Metropolitan Transportation Commission (2018). *San Francisco Bay Area Regional Transportation Emergency Management Plan. Baseline Operating Plan*
- City of San José, Code of Ordinances, Title 8, Chapter 8.08 – OFFICE OF EMERGENCY SERVICES
- City of San José, Code of Ordinances, Title 17, Chapter 17.02 – ABATEMENT OF NUISANCE ON PRIVATE PROPERTY, Part 4—COST RECOVERY
- City of San José, Code of Ordinances, Title 17, Chapter 17.20 – HOUSING CODE
- City of San José, Code of Ordinances, Title 17, Chapter 17.22 – MOBILE HOME RENT ORDINANCE
- City of San José, Code of Ordinances, Title 17, Chapter 17.38 – MAINTENANCE AND REHABILITATION OF NEGLECTED VACANT OR ABANDONED BUILDINGS
- City of San José, Code of Ordinances, Title 17, Chapter 17.40 – DANGEROUS BUILDING CODE
- City of San José, Code of Ordinances, Title 17, Chapter 17.74 – IDENTIFICATION OF POTENTIALLY HAZARDOUS BUILDINGS
- Other ordinances and council policies, as applicable



## APPENDIX A: ACRONYMS AND GLOSSARY

The following represents a list of acronyms used in this Evacuation Support Annex; however, it is not meant to be an exhaustive list, especially in cases of City department name acronyms that are commonly used. Throughout this Evacuation Support Annex, full department names are used whenever possible and contextual.

### A – 1 Acronyms

ADA	The Americans with Disabilities Act
AFN	Access and Functional Needs
CADRE	Collaborating Agencies’ Disaster Relief Effort
Cal OES	California Governor’s Office of Emergency Services
Caltrans	California Department of Transportation
CBO	Community Based Organization
CERT	Community Emergency Response Team
CHP	California Highway Patrol
City	City of San José
DOC	Department Operations Center
DOT	Department of Transportation
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPIO	Emergency Public Information Officer
FEMA	Federal Emergency Management Agency
ICP	Incident Command Post
IPAWS	Integrated Public Alert & Warning System
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MTC	Metropolitan Transportation Commission
NGO	Non-Governmental Organization
OA	Operational Area
PRNS	Parks, Recreation, and Neighborhood Services
ROC	Recovery Operations Center
SEMS	Standardized Emergency Management

TEP	Temporary Evacuation Point
UASI	Bay Area Urban Areas Security Initiative
UC	Unified Command
VMS	Variable Message Sign
VOAD	Voluntary Organizations Active in Disaster
VTA	Valley Transportation Authority
WEA	Wireless Emergency Alerts

## A – 2 Glossary

Access and Functional Needs	Access and functional needs are defined by Cal OES as individuals who are or have: physical, developmental, or intellectual disabilities; chronic conditions or injuries; limited English proficiency; older adults; children; low-income, homeless and/or transportation-disadvantaged (i.e., dependent on public transit); and pregnant women.
Accessible	Encompassing the legally required features and/or qualities that ensure entrance, participation, and usability of places, programs, services, and activities by individuals with disabilities and others with access and functional needs.
Accessible Communication	Providing content in methods that are understandable and usable by people with limited or no ability to speak, see, or hear, those who experience limitations in learning or understanding, and those with limited English proficiency.
Contraflow	Contraflow is a form of reversible traffic operation in which one or more lanes of travel of a roadway are used for the movement of traffic in the opposite direction. It may be used to add capacity to roadways in an evacuation. Contraflow segments are most common and practical on freeways and divided highways because they have high capacity, ability to support high-speed operations, do not feature at-grade intersections that can interrupt the flow of traffic, and do not permit unrestricted access into reversed sections.
Emergency Event	A natural disaster or catastrophic failure resulting in an emergency declared by the Governor of the State in which the disaster or failure occurred and/or an emergency or disaster declared by the President.
Evacuation	The organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas and their reception and care in safe areas. Depending on the hazard, an evacuation order may derive from a number of agencies and/or authorities; however, evacuation operations are conducted and supervised by each jurisdiction’s law enforcement agency <sup>17</sup> .
Evacuation Center	Facilities that can accommodate people in transition during an emergency. Evacuation centers provide a central location for needs assessments and connection to available services.

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<sup>17</sup> State of California Emergency Plan (2017).

Evacuation Route	Evacuation route means a transportation route or system that is owned, operated, or maintained by a local, tribal, State, or Federal government entity and is used to transport the public away from emergency events; or to transport emergency responders and recovery resources; and is designated by the eligible entity with jurisdiction over the area in which the route is located for the purposes of evacuation.
Evacuation Order	An order to persons within the designated area that an imminent threat to life and property exists and individuals must evacuate in accordance with the instructions of local officials. Legal implications for entering an area closed by an evacuation order exist.
Evacuation Warning	A warning to persons in a designated area that a threat to life and property exists or is likely to exist in the immediate future. An evacuation order may follow. Individuals issued this type of warning are not required to evacuate; however, it would be to their advantage to do so.
Pet	A domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than commercial purposes, can travel in commercial carriers, and be housed in temporary facilities.
Reception Center	An interim site along an evacuation route that provides mass care and other emergency services to evacuees arriving in a host location via government transportation. A Reception Processing Site may be located within an impact jurisdiction (although outside the impact area) or in a host jurisdiction. These locations provide life-sustaining services—such as food, water, basic medical support, and assignment and transportation to a shelter. Additional services may include disaster and local weather information, reunification, and crisis counseling. Temporary sleeping space may also be provided while evacuee needs are evaluated or if evacuees arrive late at night. Jurisdictions should arrange separate areas for unaccompanied minors, people without identification, and individuals subject to judicial and/or administrative orders restricting their freedom of movement. These sites may also process evacuees returning to the impact jurisdiction.
Re-Entry	The coordinated movement of first responders, recovery resources, and the public back into a community once a threat or hazard dissipates and the event causing the evacuation ends.

Reunification Center	Reunification Center (pre-Family Assistance Center) provides a venue for authorities to provide information to survivors, coordinate access to support services, and facilitate the collection of information from families about the victims that can be used for victim identification.
Shelter	A facility where government agencies and/or pre-established voluntary organizations process, evaluate, and provide disaster services to evacuees without an endpoint destination. Meals and water should be available, as well as basic first aid, pet sheltering (if applicable), sleeping quarters, hygienic support, and basic disaster services (e.g., counseling, financial assistance, and referrals).
Shelter-in-Place	The use of a structure to temporarily separate individuals from a hazard or threat. Shelter-in-place is the primary protective action in many cases. Often it is safer for individuals to shelter-in-place than to try to evacuate. Shelter-in-place is appropriate when conditions necessitate that individuals seek protection in their home, place of employment, or other location when disaster strikes.
Temporary Evacuation Point	A temporary evacuation point allows a government agency to provide impacted community members with a location to go outside the hazard area, while the decision to activate an overnight shelter is determined. A TEP can also provide impacted community members with limited access to health services and emotional support prior to finding overnight accommodation – i.e., overnight shelter, hotel, etc.

## APPENDIX B: RECOMMENDED TRAINING

The following courses listed in **Table B-1** are a selection of recommended training courses generally available to those who may serve in roles relative to the performance of evacuation tasks and activities. This list is not meant to be comprehensive or exhaustive, but rather provides guidance based on best practices and generally available resources. Many courses can be completed online as part of an independent study curriculum. Please refer to the Multi-Year Training and Exercise Plan (MYTEP) for additional training courses.

**Table B-1: Recommended Training<sup>18</sup>.**

Course	Source
<b>IS-100.C</b> Introduction to Incident Command System, ICS 100	<a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c&amp;lang=en">https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c&amp;lang=en</a>
<b>IS-700.B</b> An Introduction to the National Incident Management System (NIMS)	<a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b&amp;lang=en">https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b&amp;lang=en</a>
<b>IS-200.C</b> Basic Incident Command System for Initial Response, ICS 200	<a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-200.c&amp;lang=en">https://training.fema.gov/is/courseoverview.aspx?code=IS-200.c&amp;lang=en</a>
<b>IS-800.B</b> National Response Framework, An Introduction	<a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-800.d&amp;lang=en">https://training.fema.gov/is/courseoverview.aspx?code=IS-800.d&amp;lang=en</a>
<b>Cal OES/CSTI</b> SEMS/NIMS Combined Course (Curriculum as of January 2015 or later)	California Specialized Training Institute (CSTI) classroom course
<b>Cal OES/CSTI</b> Essential Emergency Management Concepts Course	CSTI classroom course
<b>IS-230.E</b> Fundamentals of Emergency Management	<a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-230.e&amp;lang=en">https://training.fema.gov/is/courseoverview.aspx?code=IS-230.e&amp;lang=en</a>
<b>ICS-300/MGT904</b> Intermediate ICS for Expanding Incidents	Classroom course
<b>MGT346</b> EOC Operations and Planning for All Hazards	<a href="https://teex.org">https://teex.org</a>
<b>ICS-400/MGT905</b> Advanced ICS	Classroom course

<sup>18</sup> City of San José Multi-Year Training and Exercise Plan (MYTEP).

Course	Source
<b>G0358</b> Evacuation and Re-Entry Planning Course	Classroom course
<b>IS-909</b> Community Preparedness: Implementing Simple Activities for Everyone	<a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-909">https://training.fema.gov/is/courseoverview.aspx?code=IS-909</a>