



Memorandum

TO: EMERGENCY SERVICES
COUNCIL

FROM: Raymond Riordan

SUBJECT: EMERGENCY OPERATIONS
PLAN

DATE: December 3, 2018

Approved

Date

3 DECEMBER 2018

RECOMMENDATION

1. Approve the City of San Jose Emergency Operations Plan, Base Plan.
2. Recommend approval by the City Council.

OUTCOME

Approval of the Emergency Operations Plan (EOP), Base Plan will allow the City of San Jose Office of Emergency Management to present the EOP to the City Council for adoption. This would comply with Municipal Code 8.08.030 and allow city staff to continue the development of the support annexes and materials to meet the Standardized Emergency Management System and National Incident Management System requirements to have a current EOP in place.

BACKGROUND

The City of San José Disaster Council was established in 1947, consistent with the California Emergency Services Act, and accredited by the California Office of Emergency Services. The Council was renamed the Emergency Services Council in 2004, which was the last time it has met. The purpose of the Disaster Council or Emergency Services Council is to:

- A. Review plans and procedures, and when appropriate, recommend approval by the City Council.
- B. Review agreements (mutual aid or others), and when appropriate, recommend approval by the City Council.
- C. Review and approve how volunteer organizations are organized and integrated with city response, including Community Emergency Response Teams (CERT), Radio Amateur Civil Emergency Services (RACES) and Search and Rescue organized volunteer programs.

The City of San Jose last approved and adopted an Emergency Operations Plan (EOP) in 2004. Some updates were provided in 2006 and 2010, that were not officially adopted. In 2017, the Office of Emergency Management utilized one-time funding to update the EOP, by hiring APTIM Contract Services to facilitate the effort. The scope of work included meeting state and federal requirements, focus on six challenges during response to the 2017 Coyote Creek Flood (Crisis Communications, Evacuation, Damage Assessment, Debris Clearance, Mass Care and Shelter, and Recovery), and ensuring involvement of all city departments in the development of the updated EOP.

The EOP went through three reviews and comments were collected and updated each time. All departments have had an opportunity to review and comment on the EOP.

ANALYSIS

The City of San José Emergency Operations Plan (EOP) provides an overview of the jurisdiction's approach to emergency operations. It identifies emergency response policies, describes the response and recovery organization, and assigns specific roles and responsibilities to City departments, agencies, and community partners. The EOP has the flexibility to be used for all emergencies and will facilitate response and recovery activities in an efficient and effective way. This section of the EOP provides a description of the EOP's intended audience, the method of distribution, the approval process, and its applicability to other plans. This plan also describes the role of the City of San José's Emergency Operations Center (EOC) and the coordination that occurs between the EOC, Department Operations Centers (DOCs), those conducting field-level activities, and external entities such as the Operational Area, community partners, and City residents and visitors.

This EOP is an evolving, dynamic document, and the City of San José Office of Emergency Management (OEM) is responsible for maintaining it. This plan complies with the National Incident Management System (NIMS), the National Response Framework (NRF), the Standardized Emergency Management System (SEMS), the Incident Command System (ICS), and is in alignment with Santa Clara Operational Area Emergency Operations Plan, and the California State Emergency Plan (SEP).

The purpose of the EOP is to establish the foundational policies and procedures that define how the City will effectively prepare for, respond to, recover from, and mitigate against natural or human-caused disasters. It provides a description of the emergency management organization and how it is activated. It also addresses the following issues:

- Identifies the departments designated to perform response and recovery activities and specifies their roles and responsibilities
- Sets forth lines of authority and organizational relationships and shows how all actions will be coordinated
- Describes the system used to coordinate the request for and integration of resources and services available to the City during disaster situations

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- Specifies the coordination and communications procedures and systems that will be relied upon to alert, notify, recall, and Emergency Operations Center personnel; warn the public; and protect residents and property
- Identifies supporting plans and procedures applicable to the EOP and referenced as plan annexes or appendices
- Describes the emergency management organization and transition of priorities and objectives to address post-disaster recovery considerations
- Reflects the most recent guidance for emergency planning and consider better alignment with county, state, and federal emergency plans to support a unified approach to emergency management
- Formalizes protocols that reflect best practices and operational realities
- Develops hazard-specific plans that are scalable, actionable, and realistic
- Provides a response structure for all-hazards
- Includes Americans with Disabilities Act inclusion in all aspects of preparedness, response, and recovery

EVALUATION AND FOLLOW-UP

The EOP is comprehensive and provides the structure for the continued development of the support annexes and other supporting plans, that when developed can be approved by the City Manager. The six EOP Support Annexes that will be further developed in 2019, include:

- Crisis Communications
- All Hazard Evacuation Guidance
- Damage Assessment
- Debris Clearance
- Mass Care and Shelter
- Recovery

OEM is responsible for the coordinating the development and maintenance of the EOP. Each City department tasked with functional responsibility is responsible for taking leadership in the development and maintenance of relevant portions of the EOP, which includes assigned functional annexes.

A review of the EOP is scheduled annually with fall exercises to ensure the plan elements are valid, current, and remain in compliance with SEMS, NIMS, and other instructions. Similar to the development process, each responsible department/agency reviews and updates its portion of the EOP and/or modifies its standard operating procedures as required based on deficiencies identified during exercises or real events. All revisions to the EOP are documented in the Record of Changes at the front of the plan.

In addition to periodic reviews, the EOP will also be reviewed, updated, and approved by the City Manager, after the following events:

- A major incident

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- A change in operational resources (e.g., policy, personnel, organizational structures, management processes, facilities, equipment)
- A formal update of planning guidance or standards
- Each EOC activation
- Major exercises
- A change in the jurisdiction's demographics or hazard or threat profile
- A change in the acceptability of various risks
- The enactment of new or amended laws or ordinance

Every four years a comprehensive update of the Emergency Operations Plan, Base Plan, will be presented to the City Council for adoption.

PUBLIC OUTREACH

The opportunity for the Emergency Services Council to review and approve the EOP addresses the need to update the Emergency Operations Plan as identified at the following public meetings:

- August 7, 2017 City Council Meeting on the 2017 Coyote Creek Flood After Action Report,
- December 1, 2017 City Council Study Session,
- May 17, 2018 Community Resiliency Plan Status Report to the Public Safety, Finance and Strategic Support Committee, and
- August 16, 2018 Emergency Management Workplan Report at the Public Safety, Finance and Strategic Support Committee, and

COORDINATION

This memo has been coordinated with the City Attorney's Office.

CEQA

According to CEQA Guideline PP17-009 this report is a Staff Report or Informational Memo that involves no approvals of any City action.

/s/

Raymond Riordan
Director, Office of Emergency Management

For questions, please contact Raymond Riordan, Director, Office of Emergency Management, at (408) 794-7055.

Attachment 1: Emergency Operations Plan, Base Plan, November 2018