City Council Study Session

Emergency Management Roadmap Update

December 10, 2018

CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY

San José Threat and Hazard Identification and Risk Assessment

City of San José THIRA Threat/Hazard List (2015)			
Not in Priority Order			
Natural Hazards	• Destructive Weather (Flood, Storm, Tornado, Hail, Lightning) • Earthquake • Flood (Coastal, River) • Fire (Wildland) • Epidemic/Pandemic Outbreak • Agricultural Disease Outbreak • Ground Subsidence/Sinkholes • Landslide/Mudslide • Drought • Tidal Sieche • Tsunami • Volcano • Space Weather/Space Hazards	Terrorism Threats	• Terrorism: Conventional (Mumbai-style Attack) • Terrorism: Chemical Incident • Terrorism: Biological Incident (Non-Contagious) • Terrorism: Biological Incident (Contagious) • Terrorism: Radiological Incident • Terrorism: Nuclear Incident • Terrorism: Explosive Incident • Terrorism: Cyber • Terrorism: Aircraft as a Weapon
Technological Hazards	• Fire (Structural/Industrial) • Hazardous Materials Incident (Accidental/Unintentional) • Pipeline Failure/Explosion • Structural Failure/Collapse: Dams (Anderson Dam) • Structural Failure/Collapse: Building • Structural Failure/Collapse: Levee System • Utilities Interruption/Failure: Water Systems • Utilities Interruption/Failure: Power Systems • Utilities Interruption/Failure: Wastewater/Stormwater Systems • Utilities Interruption/Failure: Solid Waste Systems • Nuclear Reactor Incident	Intentional Threats	• National State of Emergency • Civil Unrest/Riot • Active Shooter Incident (School, Mall, Place of Worship) • Resource Loss/Shortage: Food • Aircraft Incident (Accidental) • Illicit Drug Manufacture/Storage • Other Mass Casualty Incidents • Criminal: Cyber Crime • Nuclear Weapon Accident/Incident

Emergency Management Roadmap

Emergency Management Roadmap

- Council directed focus on 6 keys areas

1. Strengthen Organizational Structure for Emergency Management
2. Improve Emergency Planning
3. Complete Flood Recovery and build Resilience
4. All Hazard Preparedness
5. Enhance Emergency Management Capabilities
6. Increase Coordination

Done

On Track

Very Minor Issues

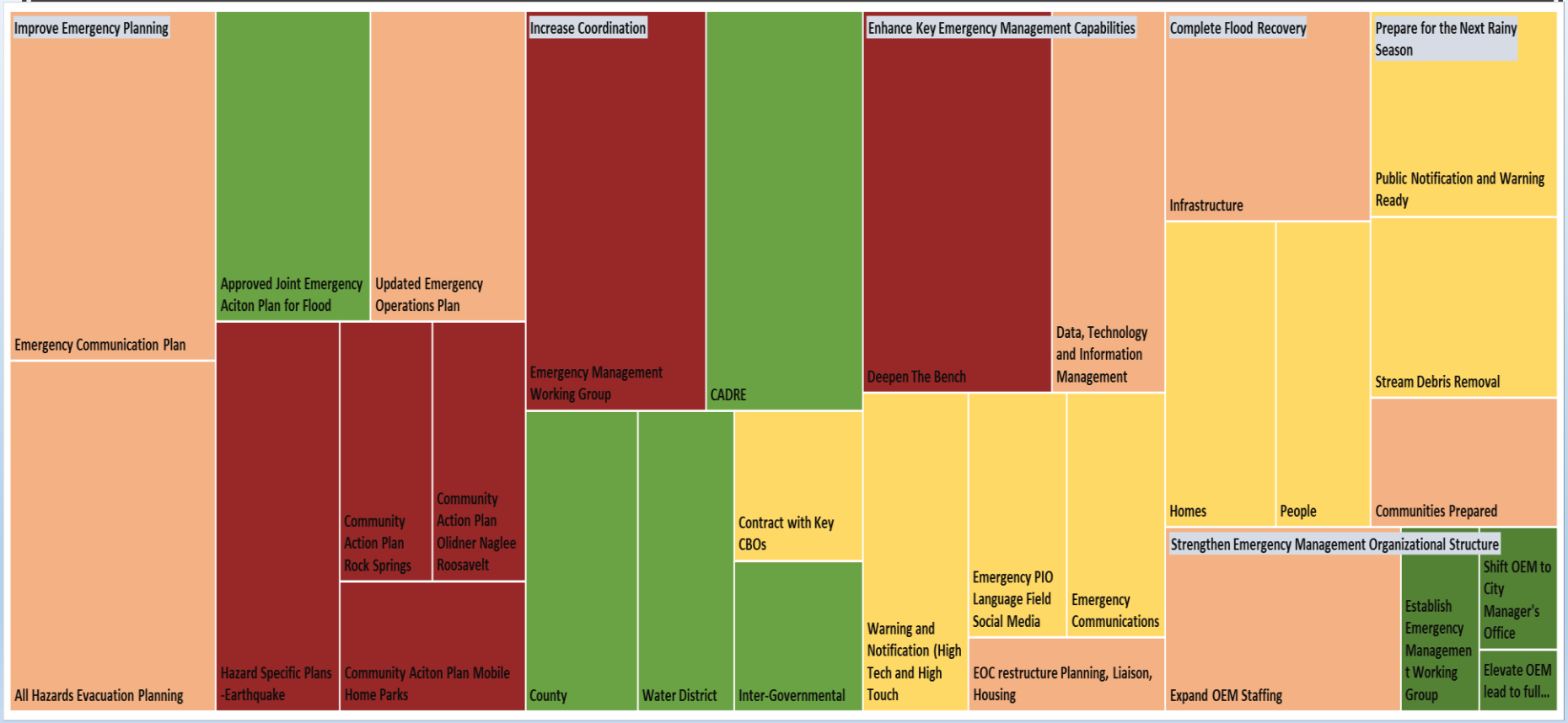
Moderate Issues

Serious Issues

Very Serious Issues

Stuck/ Not Started

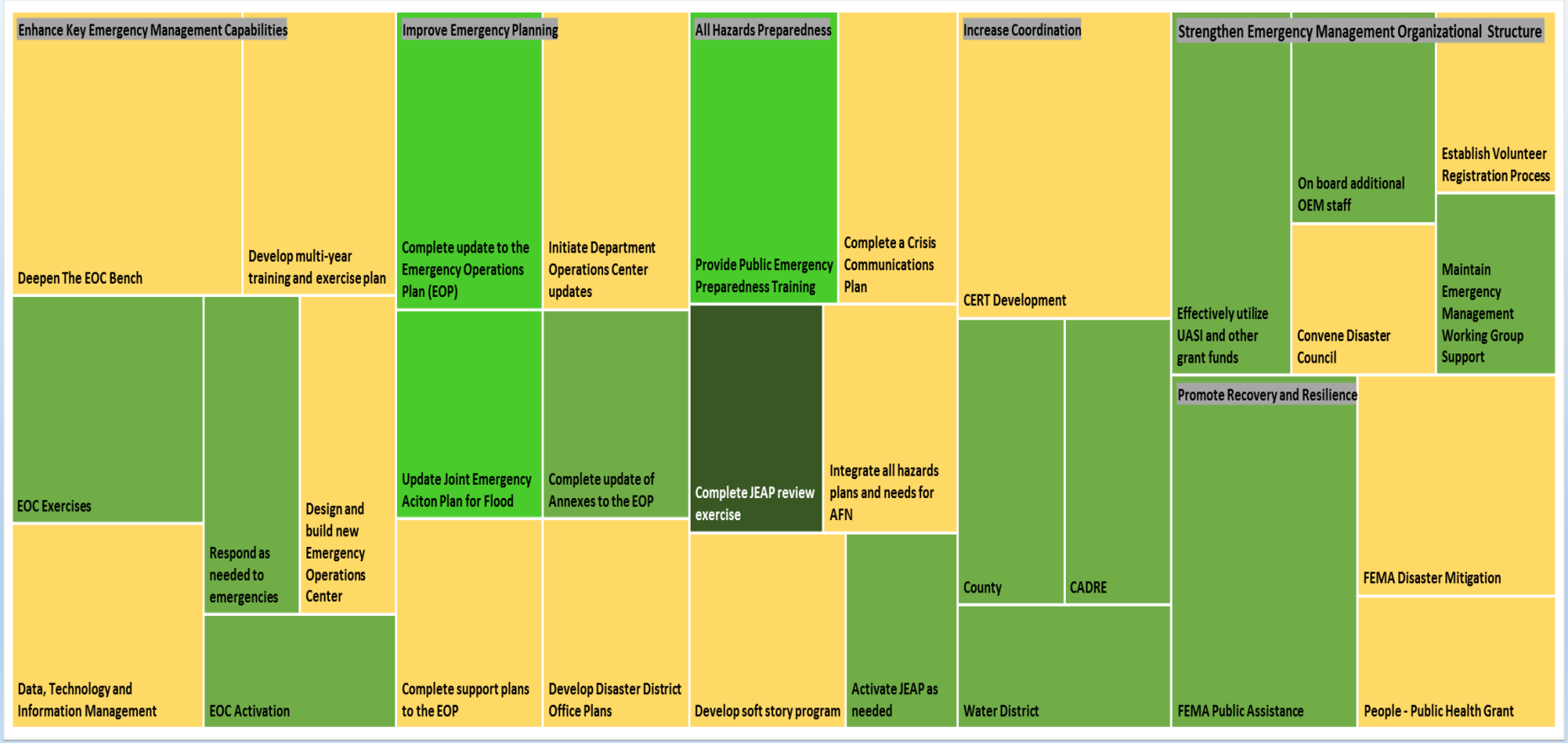
August 2017 – Emergency Management Roadmap

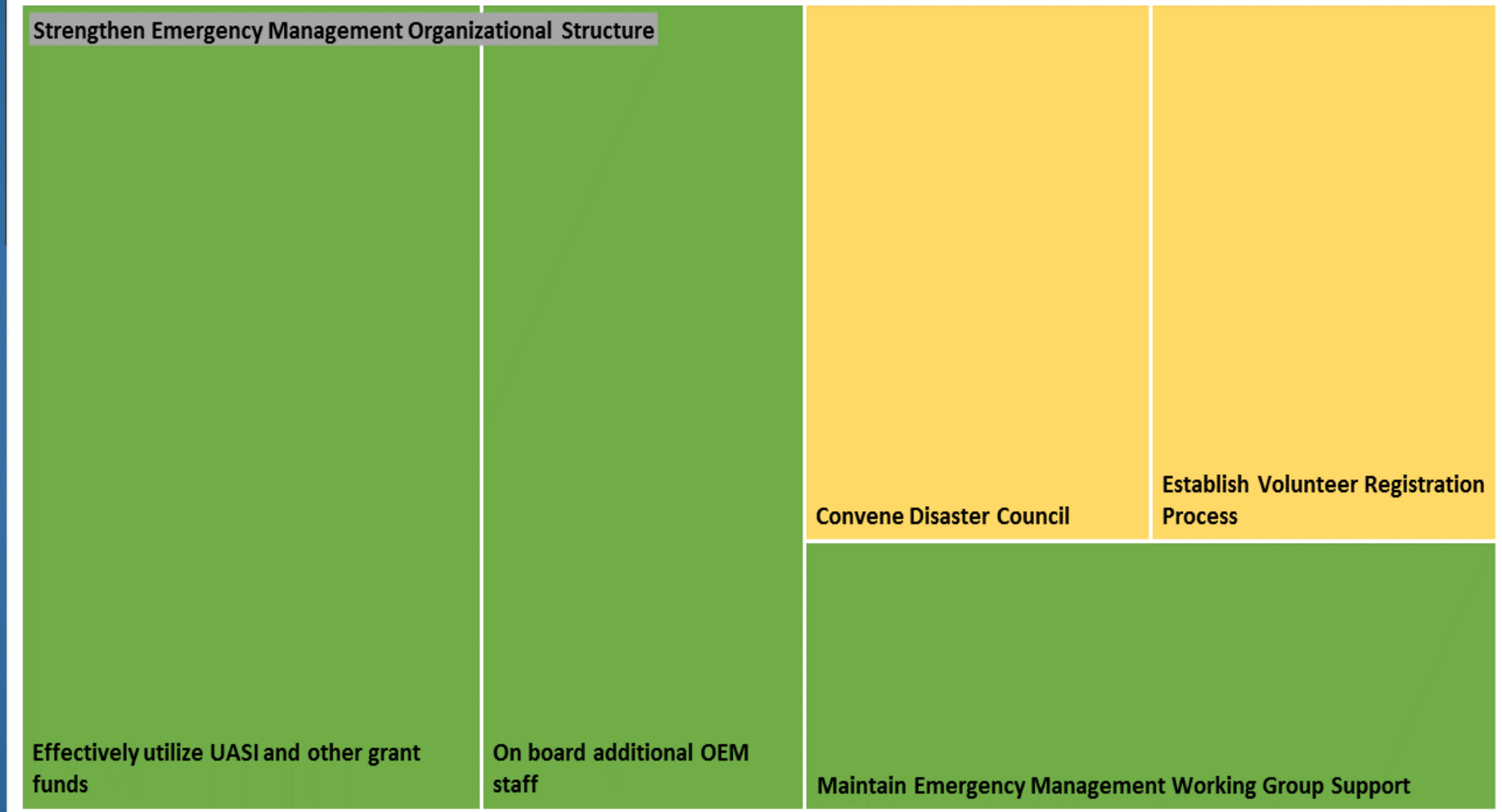


December 2017 – Emergency Management Roadmap

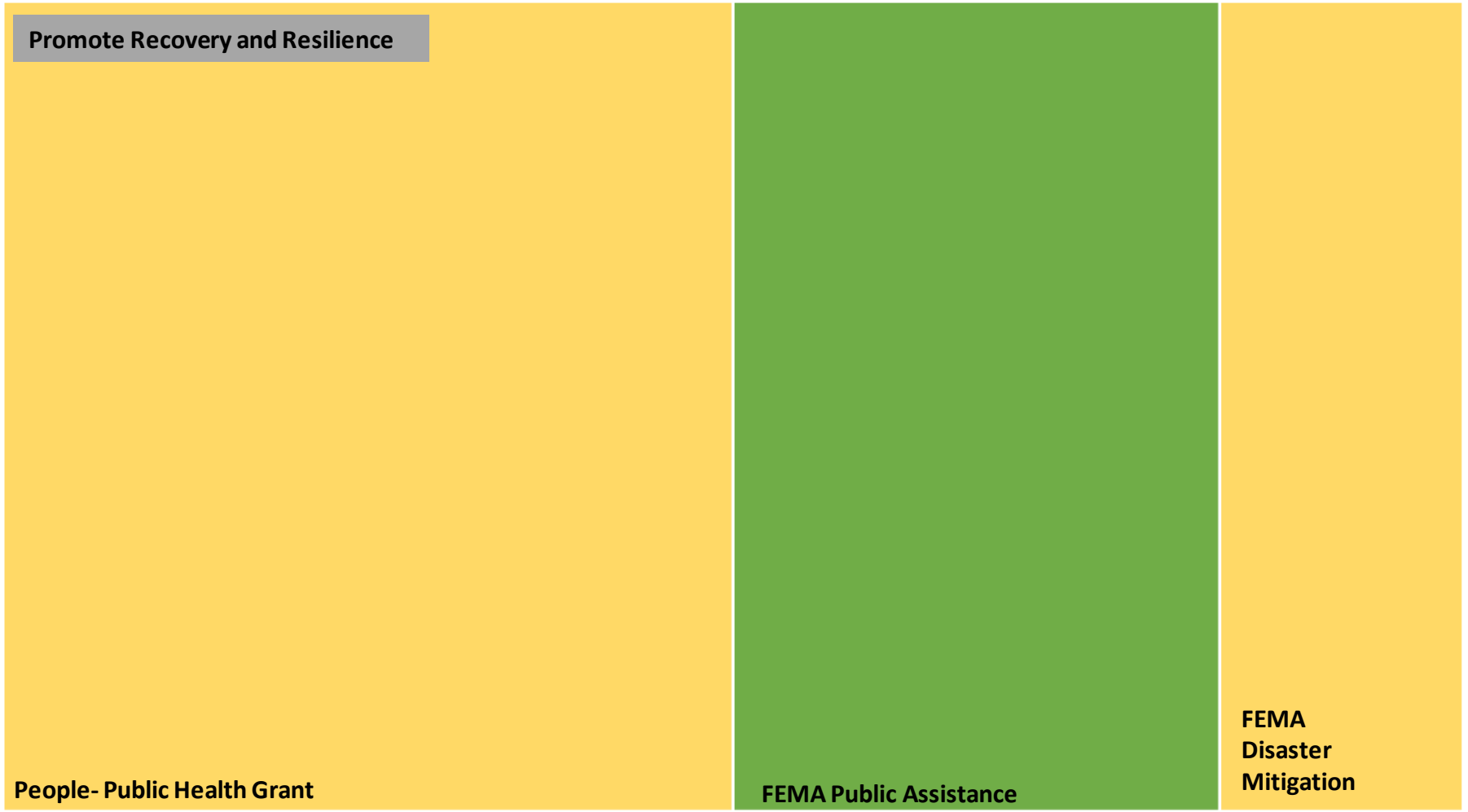
June 2018 – Emergency Management Roadmap

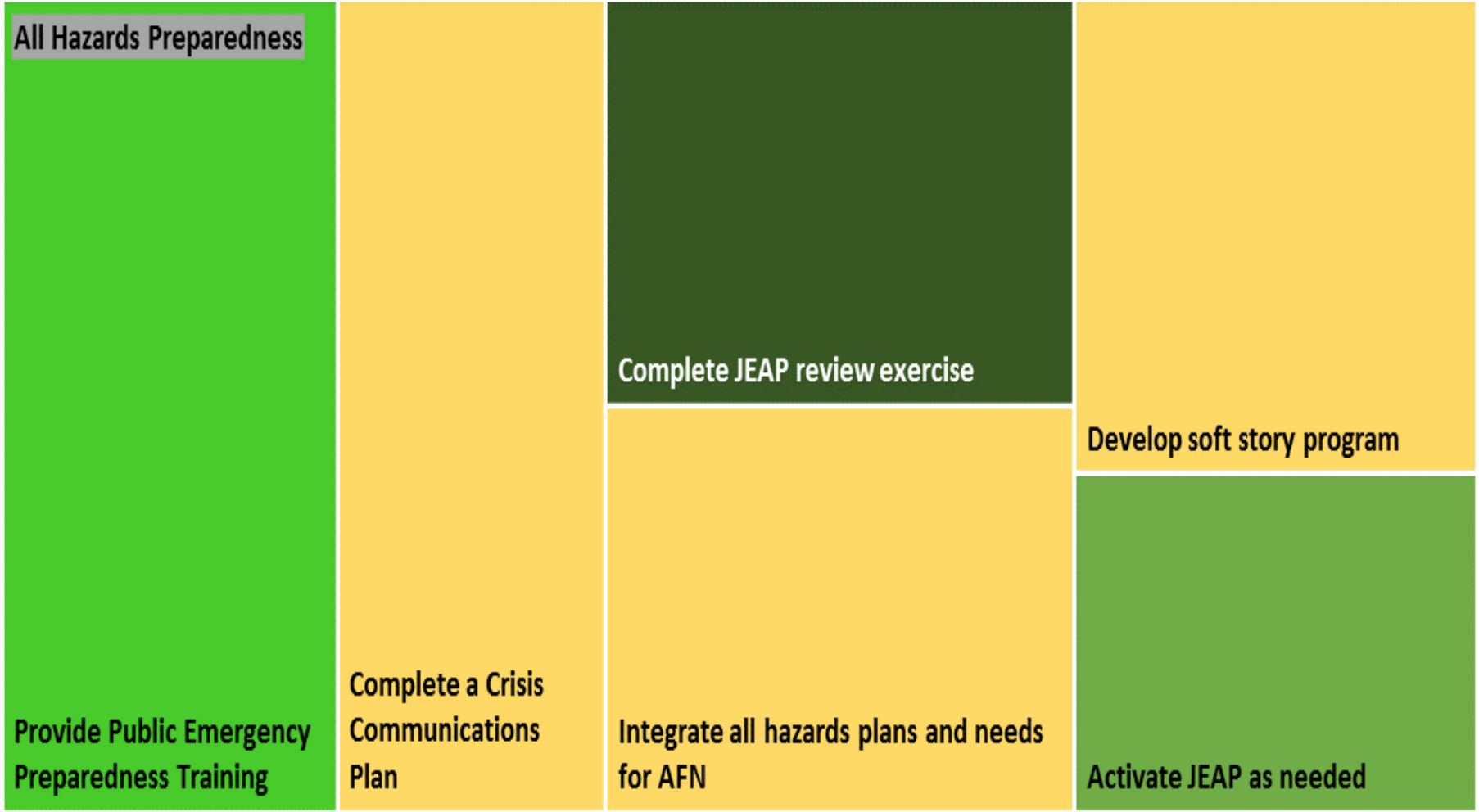
July 2018 – Emergency Management Roadmap



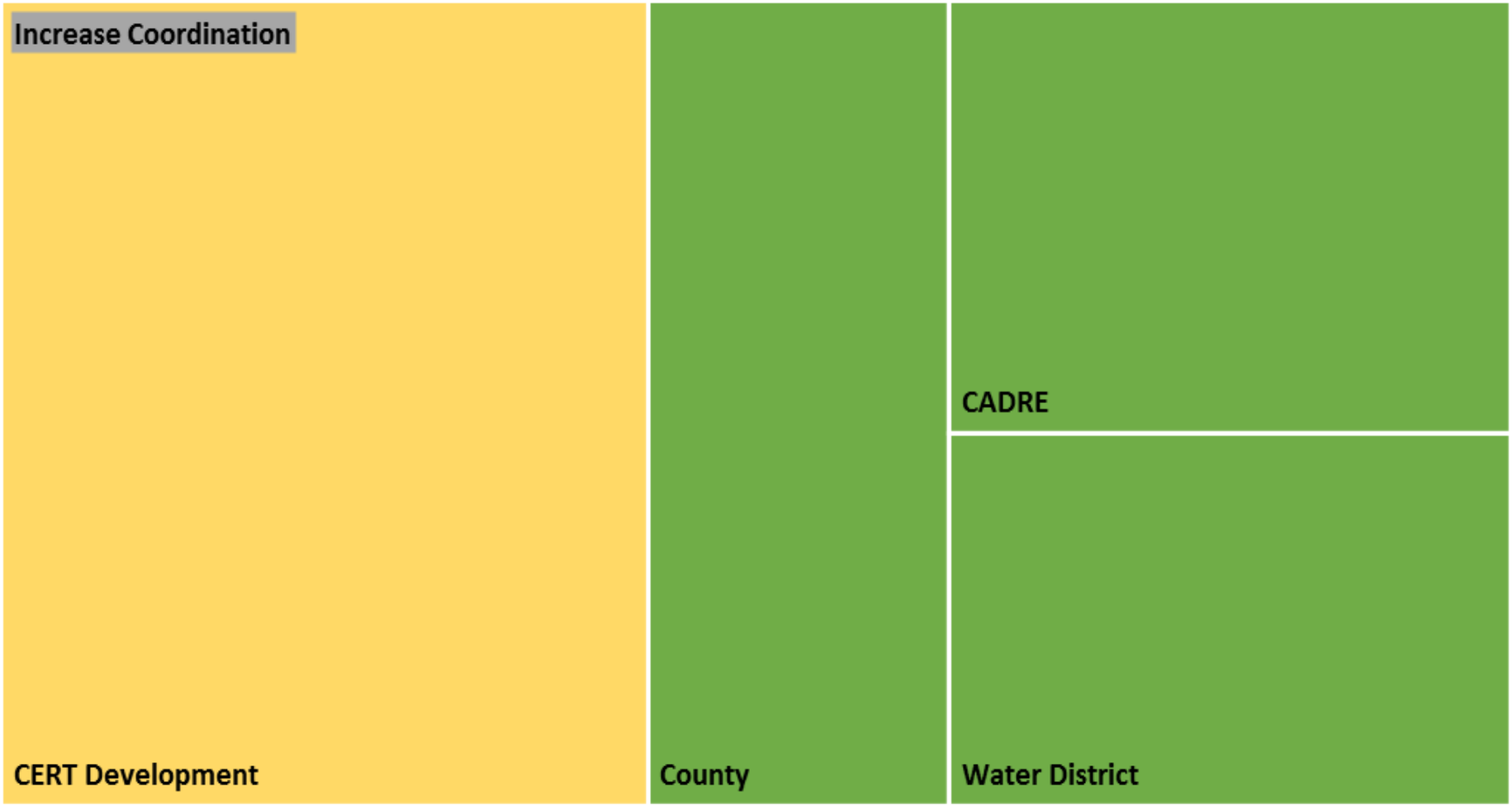

Strengthen Emergency Management Organizational Structure
Effectively utilize UASI and other grant funds
On board additional OEM staff
Convene Disaster Council
Establish Volunteer Registration Process
Maintain Emergency Management Working Group Support

Improve Emergency Planning **Complete update to the Emergency Operations Plan (EOP)**	**Update Joint Emergency Aciton Plan for Flood**	**Complete support plans to the EOP**
Initiate Department Operations Center updates	**Complete update of Annexes to the EOP**	**Develop Disaster District Office Plans**

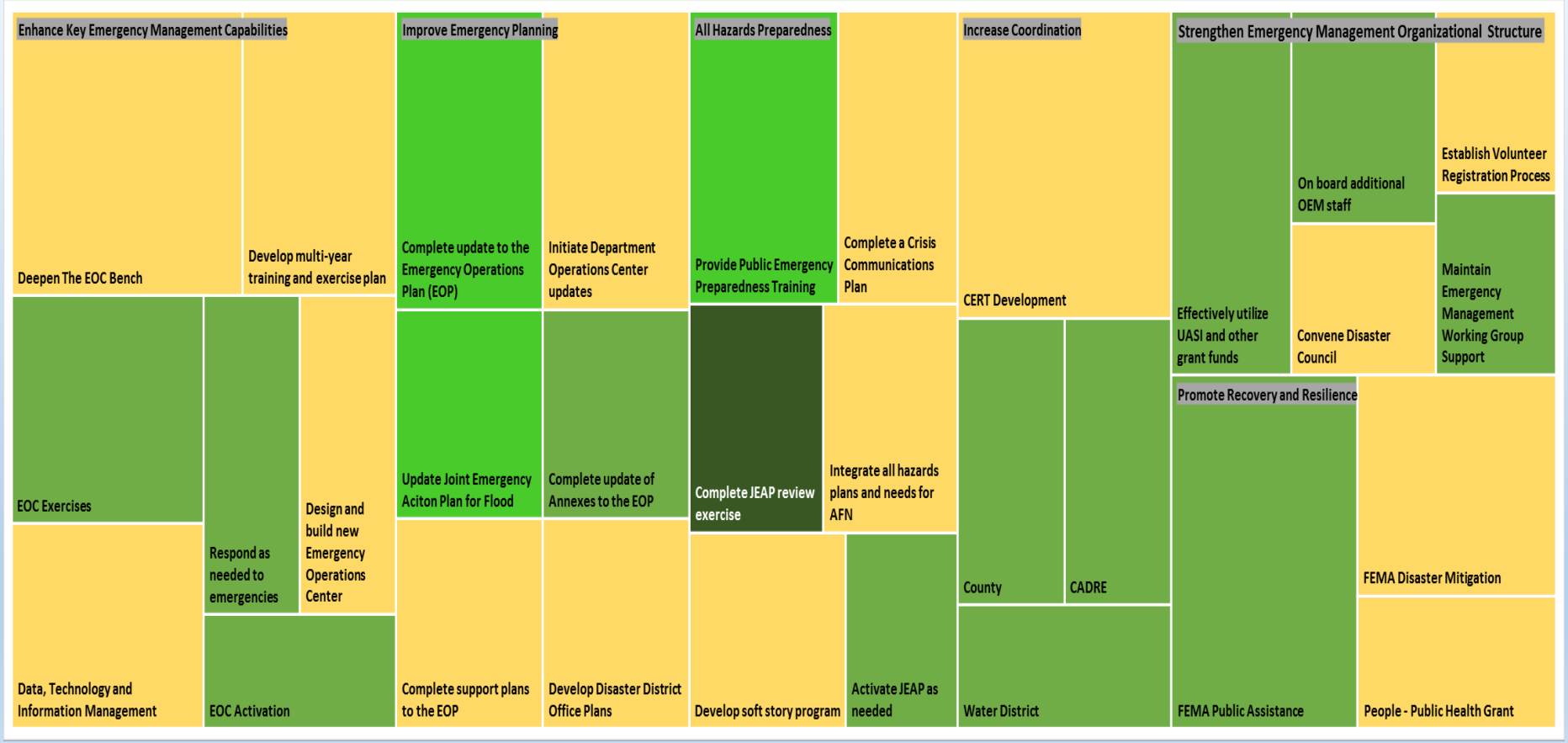

Promote Recovery and Resilience
People- Public Health Grant
FEMA Public Assistance
FEMA
Disaster
Mitigation


All Hazards Preparedness
Provide Public Emergency Preparedness Training
Complete a Crisis Communications Plan
Complete JEAP review exercise
Integrate all hazards plans and needs for AFN
Develop soft story program
Activate JEAP as needed

Enhance Key Emergency Management Capabilities
Develop multi-year training and exercise plan
Data, Technology and Information Management
Respond as needed to emergencies
Deepen The EOC Bench
EOC Exercises
Design and build new Emergency Operations Center
EOC Activation


Increase Coordination
CERT Development
County
CADRE
Water District

July 2018 – Emergency Management Roadmap



Community Emergency Response Team

December 10, 2018

CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY

Emergency Services Council

- Approved the national Community Emergency Response Team Training Curriculum for local delivery.

- Adopted a proposed San Jose Community Emergency Response Team Training schedule.

What is Community Emergency Response Team (CERT)?

- Educates and trains volunteers about disaster preparedness for the hazards that are most likely to occur in San José.
- Train to respond safely, responsibly and effectively to emergency situations, such as fire safety, light search and rescue, team organization and disaster medical operations.
- 20-hour training commitment
- Nationwide volunteer training program that professional responders can rely on during disaster situations, which allows them to focus on more complex tasks.

Unit 1 – Disaster Preparedness

Learning Objectives:

- Identify the roles and responsibilities for community preparedness.
- Describe the types of hazards most likely to affect their community and their potential impact on people, health, and infrastructure.
- Undertake personal and organizational preparedness actions.
- Describe the functions of CERTs and their role as a CERT member.

Unit 2 – Fire Safety and Utility Controls

Learning Objectives:

- Explain and understand the role of CERTs in fire safety.
- Identify and reduce potential fire and utility risks in the home and workplace.
- Extinguish small fires using a fire extinguisher

Unit 3 – Disaster Medical Operations — PART 1

Learning Objectives:

- Identify the “killers.”
- Apply techniques for opening airways, controlling bleeding, and treating for shock.
- Conduct triage under simulated disaster conditions.

Unit 4- Disaster Medical Operations- Part 2

Learning Objectives:

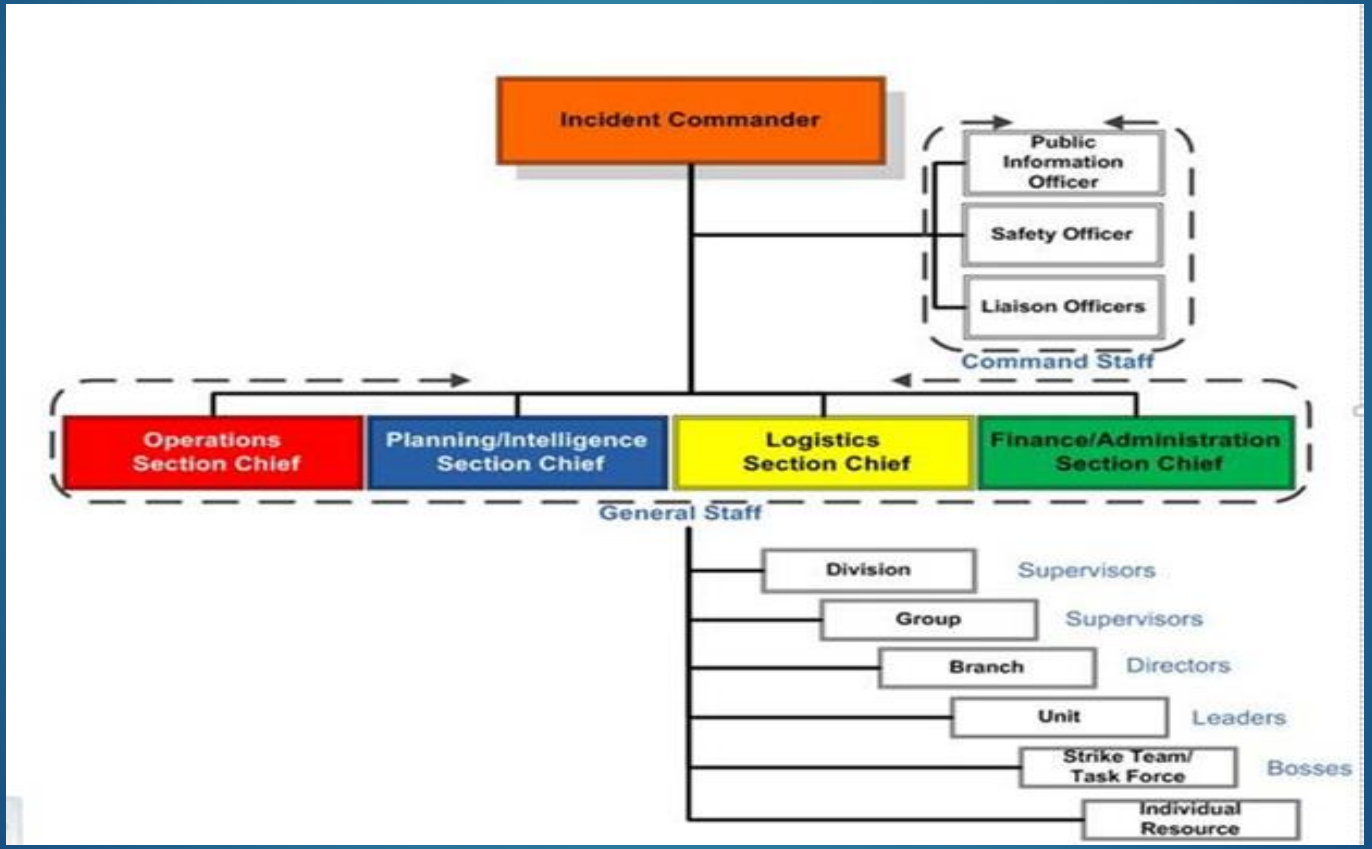
- Take appropriate sanitation measures to help protect public health.
- Perform head-to-toe patient assessments.
- Establish a treatment area.
- Apply splints to suspected fractures and sprains and employ basic treatments for other injuries.

Unit 5 – Light Search and Rescue

Learning Objectives:

- Identify sizeup requirements for potential search and rescue situations.
- Describe the most common techniques for searching, both interior and exterior.
- Use safe techniques for debris removal and survivor extrication.
- Describe ways to protect rescuers during search and rescue.

Unit 6 – CERT Organization



Unit 7 – Disaster Psychology

Learning Objectives:

- Describe the disaster and post-disaster emotional environment for survivors and rescuers.

- Describe the steps that rescuers can take to relieve their own stress and that of other disaster survivors.

Unit 8 – Terrorism and CERT

Learning Objectives:

- Define terrorism
- Identify potential targets in the community
- Identify the eight signs of terrorism
- Identify CERT operating procedures for a terrorist incident
- Describe the actions to take following a suspected terrorist incident.

Unit 9 – Review, Final Exam, Disaster Simulation

Next Step

- **Meet with Councilmember staff**
- **Meet with organizational support groups like**
  - Neighborhood Commission
  - Existing CERT groups
  - Faith groups
- **Identify adequate facilities, supplies and materials**
- **Translate materials for Vietnamese**
- **Conduct more Train the Trainer**

Questions

EMERGENCY MANAGEMENT TRAINING

Elected and Appointed Officials

Anh Tran

AGENDA

12.10.2018

- EMERGENCY MANAGEMENT ROADMAP UPDATE
- ELECTED OFFICIALS
- TABLETOP EXERCISE

Community Resilience: We All Play A Role

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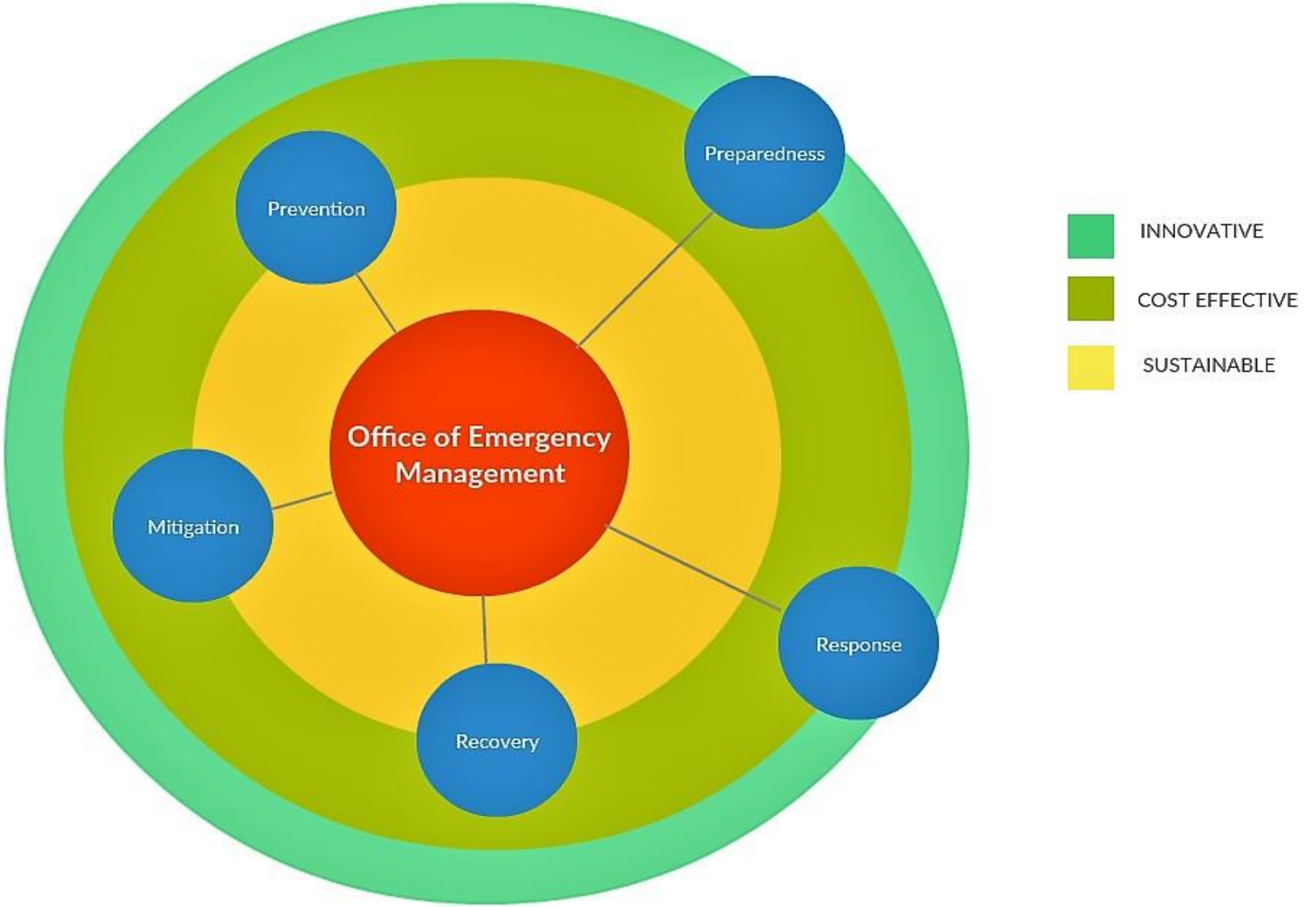
MISSION OF THE OFFICE OF EMERGENCY MANAGEMENT



REQUIRED EMERGENCY MANAGEMENT EFFORTS

CORE SERVICES

- Emergency Management (EM)
- Homeland Security (HLS)
- Continuity of Government (COG)
- Continuity of Operations (COOP)
- Emergency Planning & Risk Management
- Interagency Coordination
- Hazard Mitigation
- EM Training and Exercise Program
- Mass Warning and Notification
- Incident Management
- Post-Disaster Recovery Coordination

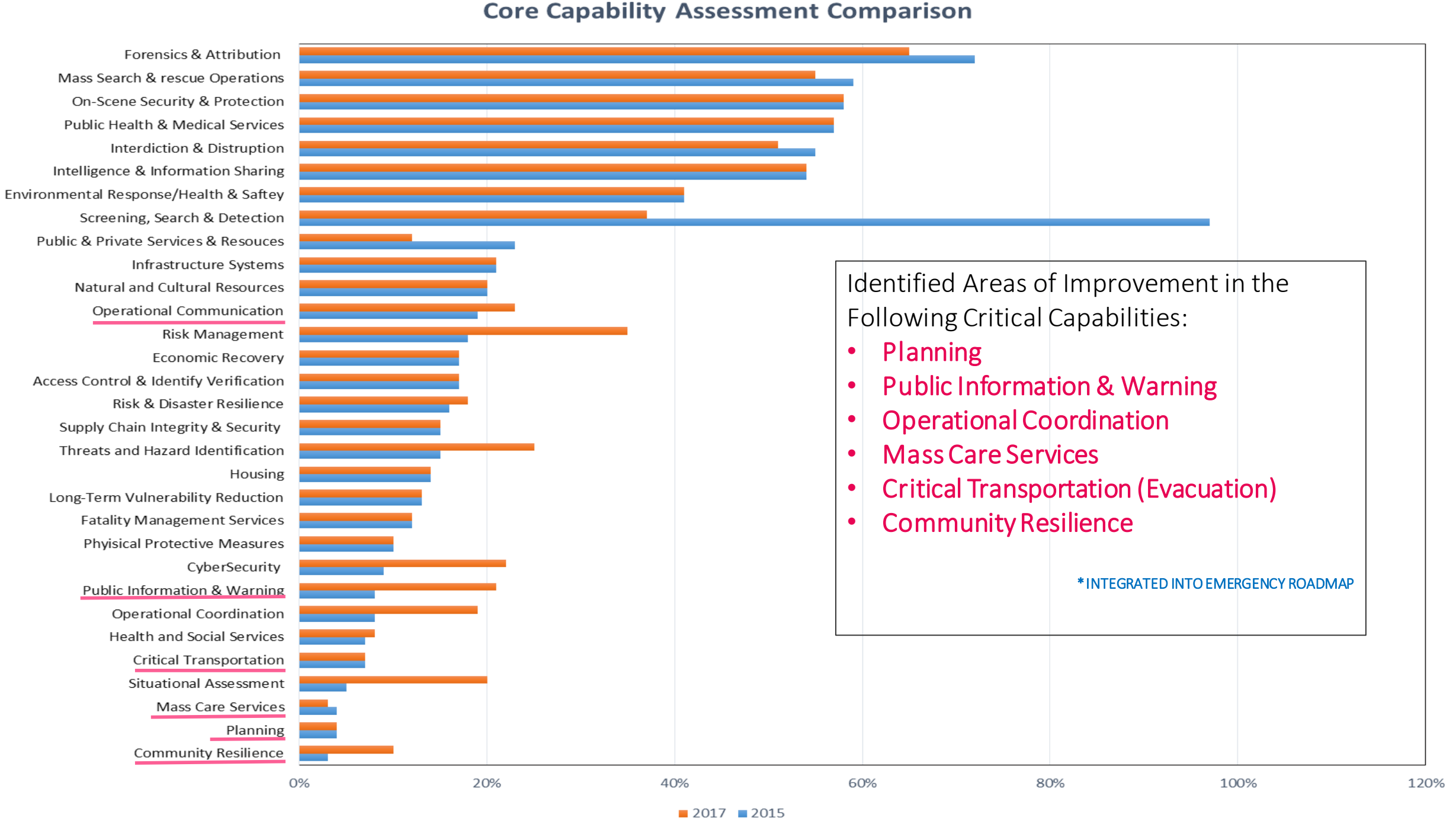
IMPLEMENT STANDARDS

- National Incident Management System (NIMS)
- State of California's Standardized Emergency Management System (SEMS)
- National Fire Protection Association (NFPA) Standard 1600
- Emergency Management Accreditation Program (EMAP) Standards

Table 1. Department of Homeland Security Core Capabilities

In July 2015-March 2017, the Office of Emergency Management assessed City-wide emergency and homeland security readiness against the 31 Core Capabilities defined by the Department of Homeland Security National Preparedness Goal.

Prevention	Protection	Mitigation	Response	Recovery
Planning				
Public Information and Warning				
Operational Coordination				
Forensics and Attribution Intelligence and Information Sharing Interdiction and Disruption Screening, Search, and Detection	Access Control and Identity Verification Cybersecurity Intelligence and Information Sharing Interdiction and Disruption Physical Protective Measures Risk Management for Protection Programs and Activities Screening, Search, and Detection Supply Chain Integrity and Security	Community Resilience Long-term Vulnerability Reduction Risk and Disaster Resilience Assessment Threats and Hazard Identification	Critical Transportation Environmental Response/Health and Safety Fatality Management Services Infrastructure Systems Mass Care Services Mass Search and Rescue Operations On-scene Security and Protection Operational Communications Public and Private Services and Resources Public Health and Medical Services Situational Assessment	Economic Recovery Health and Social Services Housing Infrastructure Systems Natural and Cultural Resources


Core Capability Assessment Comparison
Forensics & Attribution
Mass Search & rescue Operations
On-Scene Security & Protection
Public Health & Medical Services
Interdiction & Distruption
Intelligence & Information Sharing
Environmental Response/Health & Saftey
Screening, Search & Detection
Public & Private Services & Resouces
Infrastructure Systems
Natural and Cultural Resources
Operational Communication
Risk Management
Economic Recovery
Access Control & Identify Verification
Risk & Disaster Resilience
Supply Chain Integrity & Security
Threats and Hazard Identification
Housing
Long-Term Vulnerability Reduction
Fatality Management Services
Phyisical Protective Measures
CyberSecurity
Public Information & Warning
Operational Coordination
Health and Social Services
Critical Transportation
Situational Assessment
Mass Care Services
Planning
Community Resilience
0%
20%
40%
60%
80%
100%
120%
2017
2015
Identified Areas of Improvement in the Following Critical Capabilities:
• Planning
• Public Information & Warning
• Operational Coordination
• Mass Care Services
• Critical Transportation (Evacuation)
• Community Resilience
*INTEGRATED INTO EMERGENCY ROADMAP

EMERGENCY MANAGEMENT SYSTEMS

STANDARDIZED EMEGENCY MANAGEMENT SYSTEM (SEMS)

- State of California Law Government Code Section 8607 (1993)
- Incident Command System (ICS)
- Unified Command System (UCS)
- Multi-Agency Coordination System (MACS)
- Master Mutual Aid Agreement
- Operational Area Structure
- Compliance required to remain eligible for response related costs

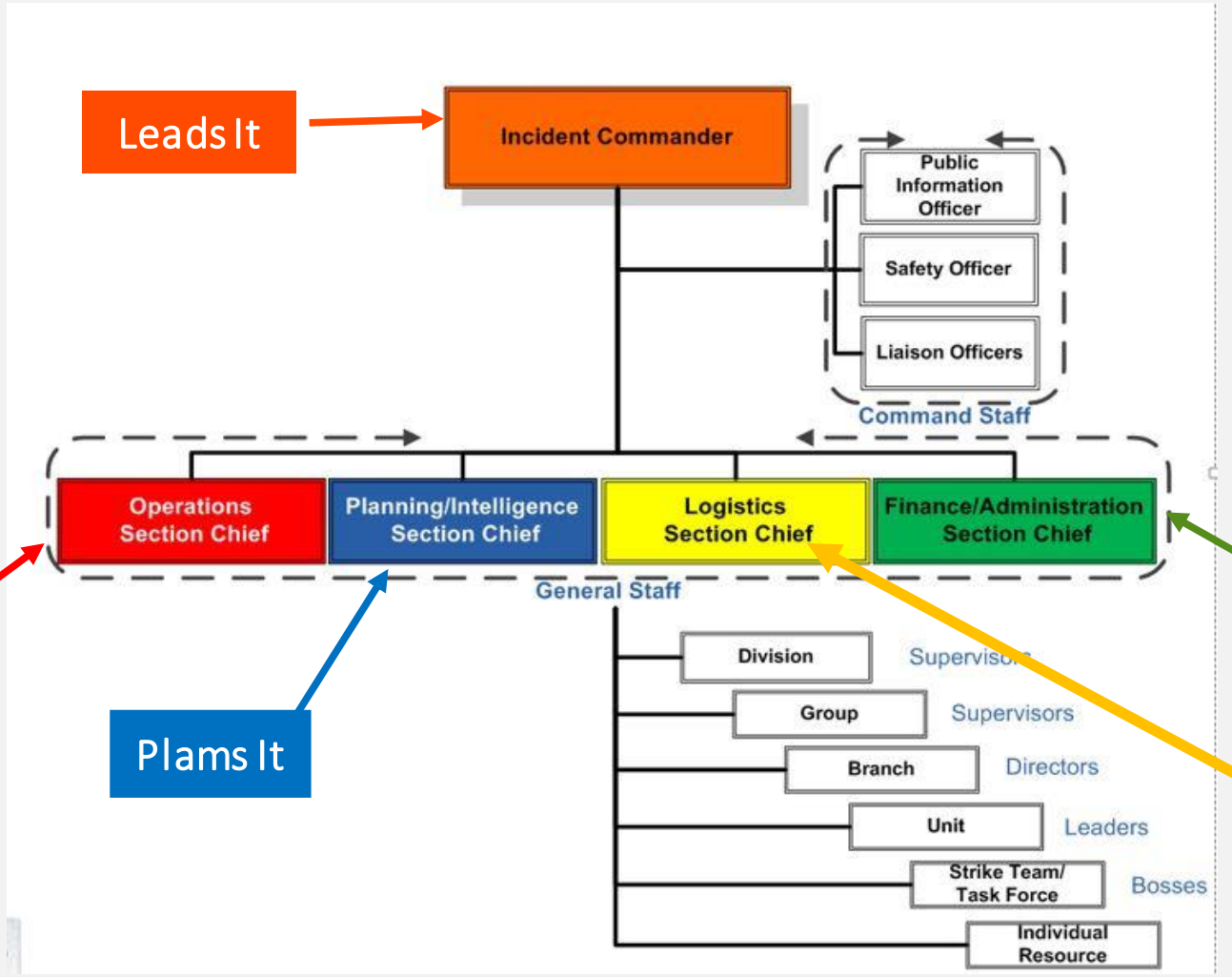
NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

- Federal Requirement
- Joint Information System
- Incident Command System (ICS)
- Unified Command System (UCS)
- Multi-Agency Coordination System (MACS)
- Compliance required for grants or FEMA funding

FIELD-LEVEL INCIDENT COMMAND SYSTEM

5 major components

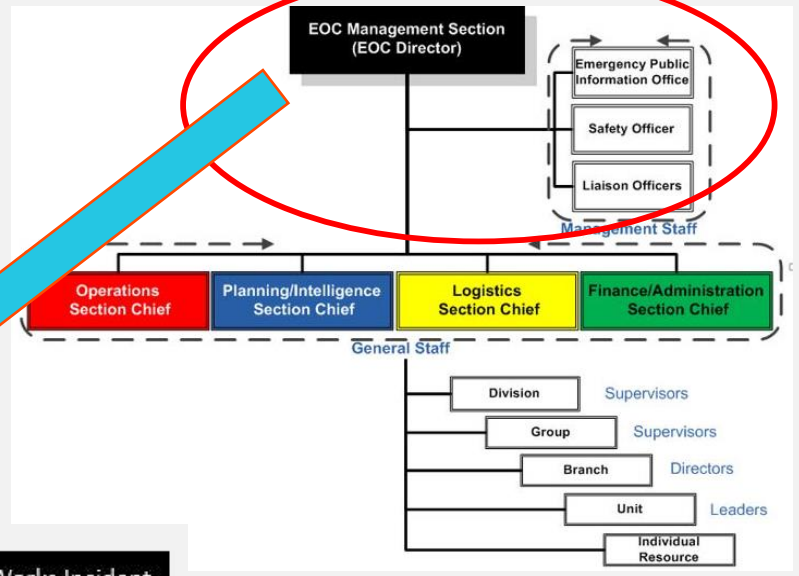
- Command
- Operations
- Planning/Intelligence
- Logistics
- Finance/Administration



EMERGENCY OPERATIONS CENTER

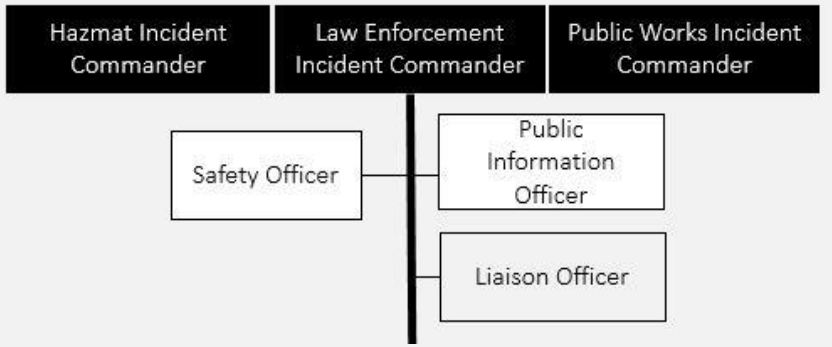
5 Major Components

- Management
- Operations
- Planning/Intelligence
- Logistics
- Finance/Administration



Unified Command

- Incident Commanders/ EOC Directors representing agencies or jurisdictions that share responsibility for the incident response from a single Incident Command Post/ EOC

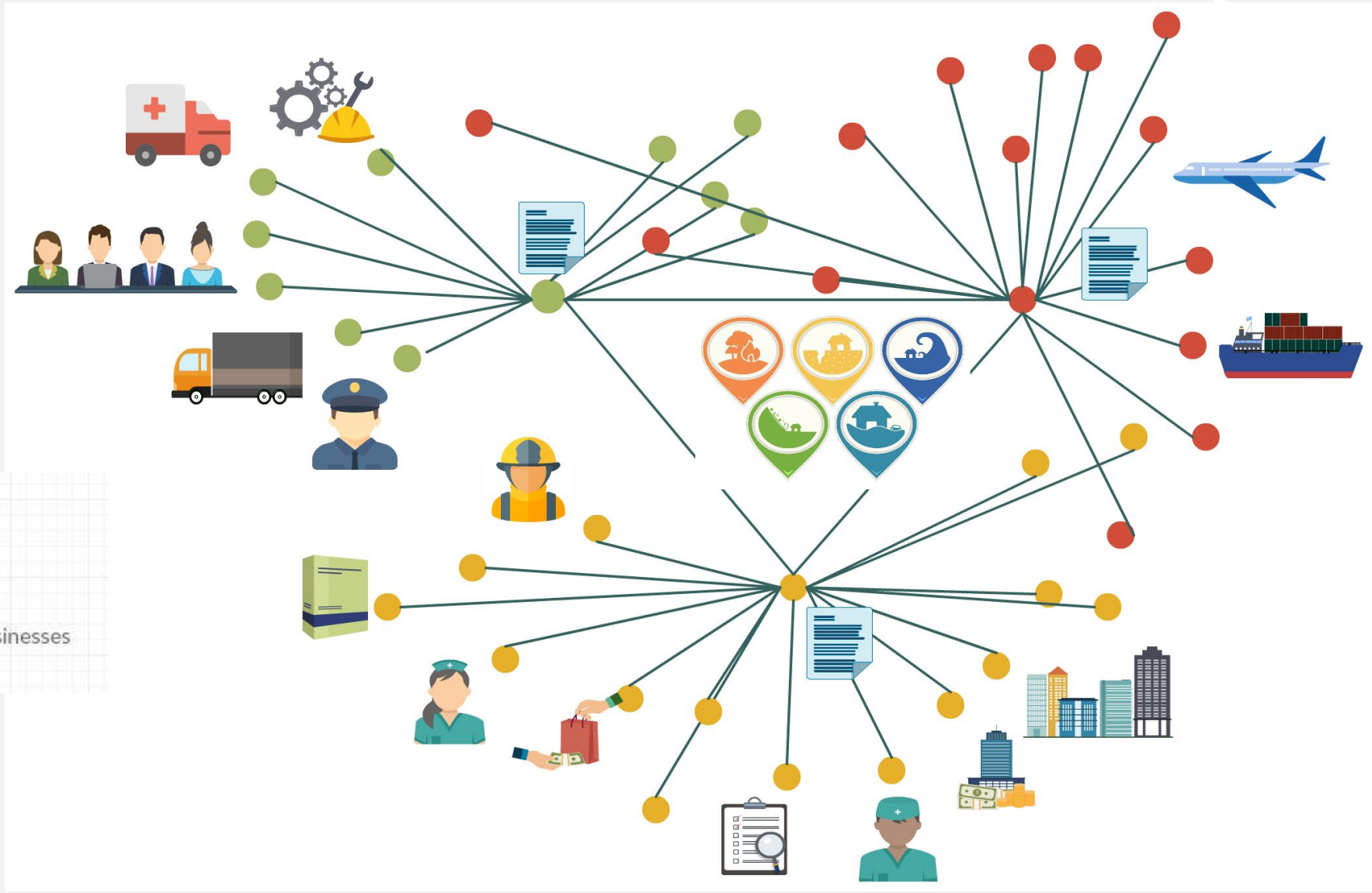


FUNCTIONS OF MULTI-AGENCY COORDINATION SYSTEM

- **Support** incident management policies and priorities
- **Facilitate** logistics support and resource tracking
- **Inform** resource allocation decisions based upon priorities
- **Manage** incident related information
- **Coordinate** interagency and intergovernmental issues regarding incident management policies, priorities, and strategies

MUTUAL AID ASSISTANCE/AGREEMENT

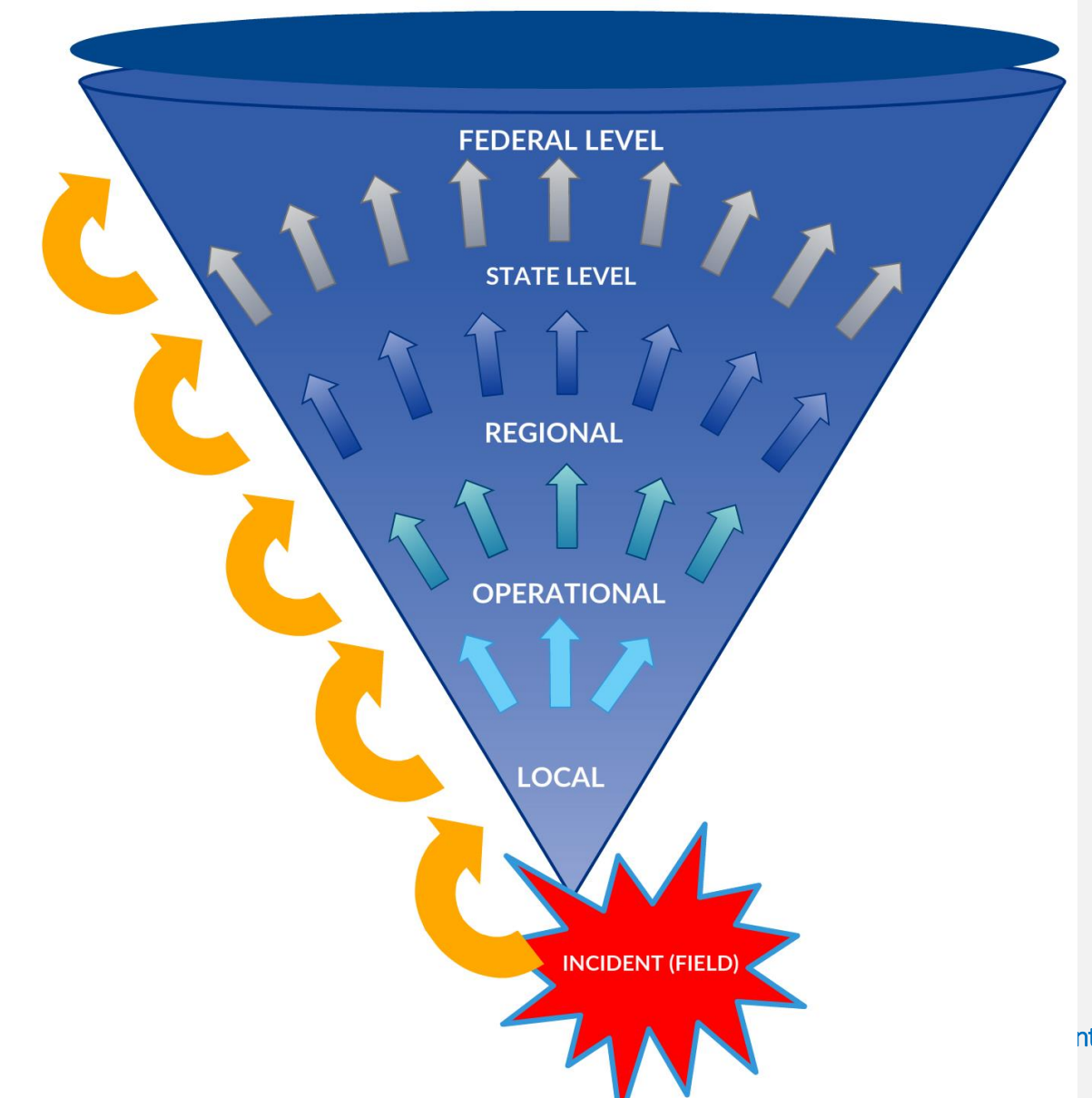
An agreement in which two or more parties agree to furnish resources and facilities and to render services to each and every other party of the agreement to prevent and combat any type of disaster or emergency.



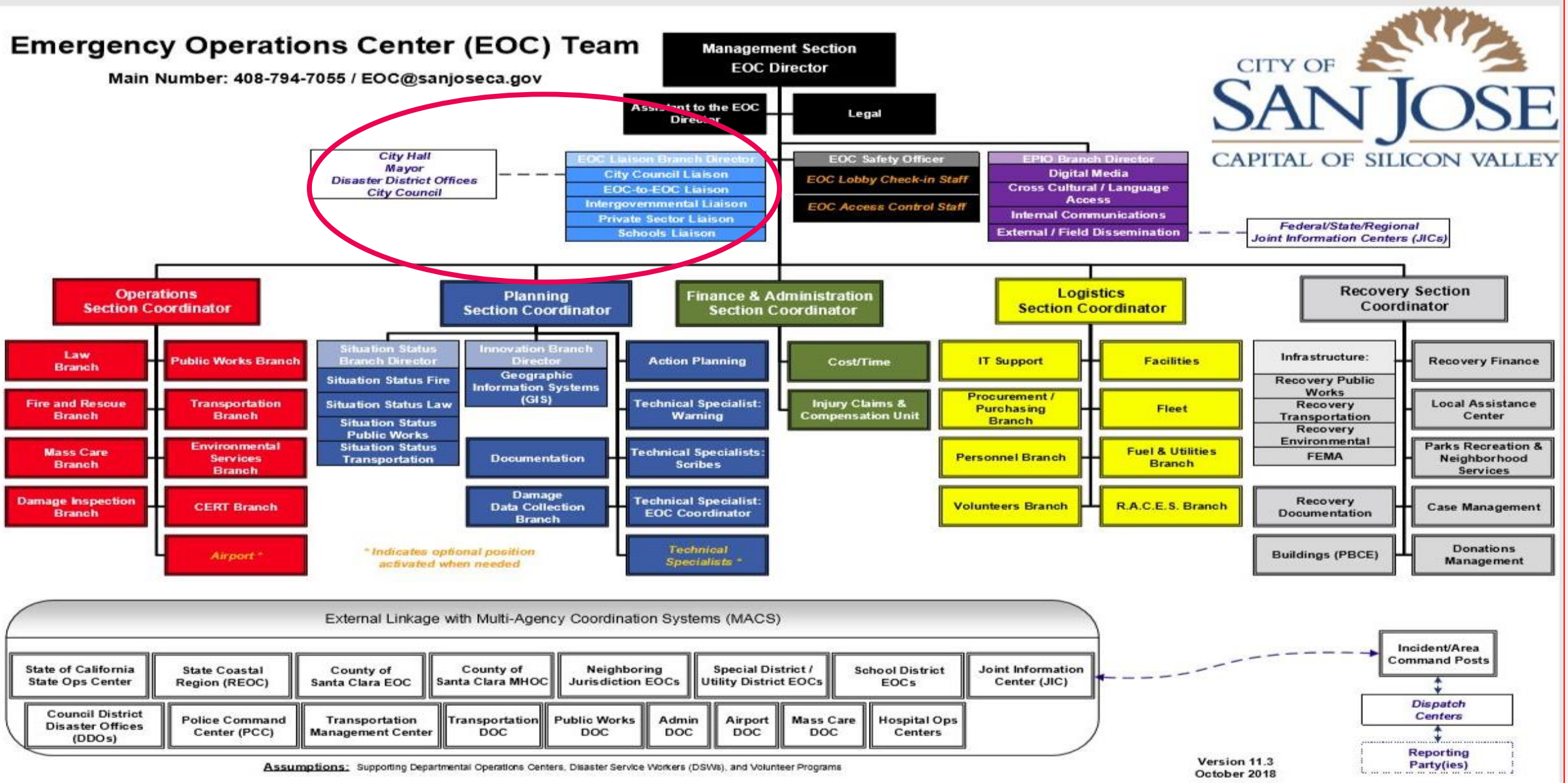
EMERGENCY MANAGEMENT SYSTEMS

Levels of Incident Management

1) Field Level
2) Local Government Level
3) Operational Area Level (58 Counties)
4) (State) Region Level (3 Regions)
5) State Level (SEMS)
6) Federal Level (NIMS)



CITY OF SAN JOSE EMERGENCY OPERATIONS CENTER (EOC)TEAM



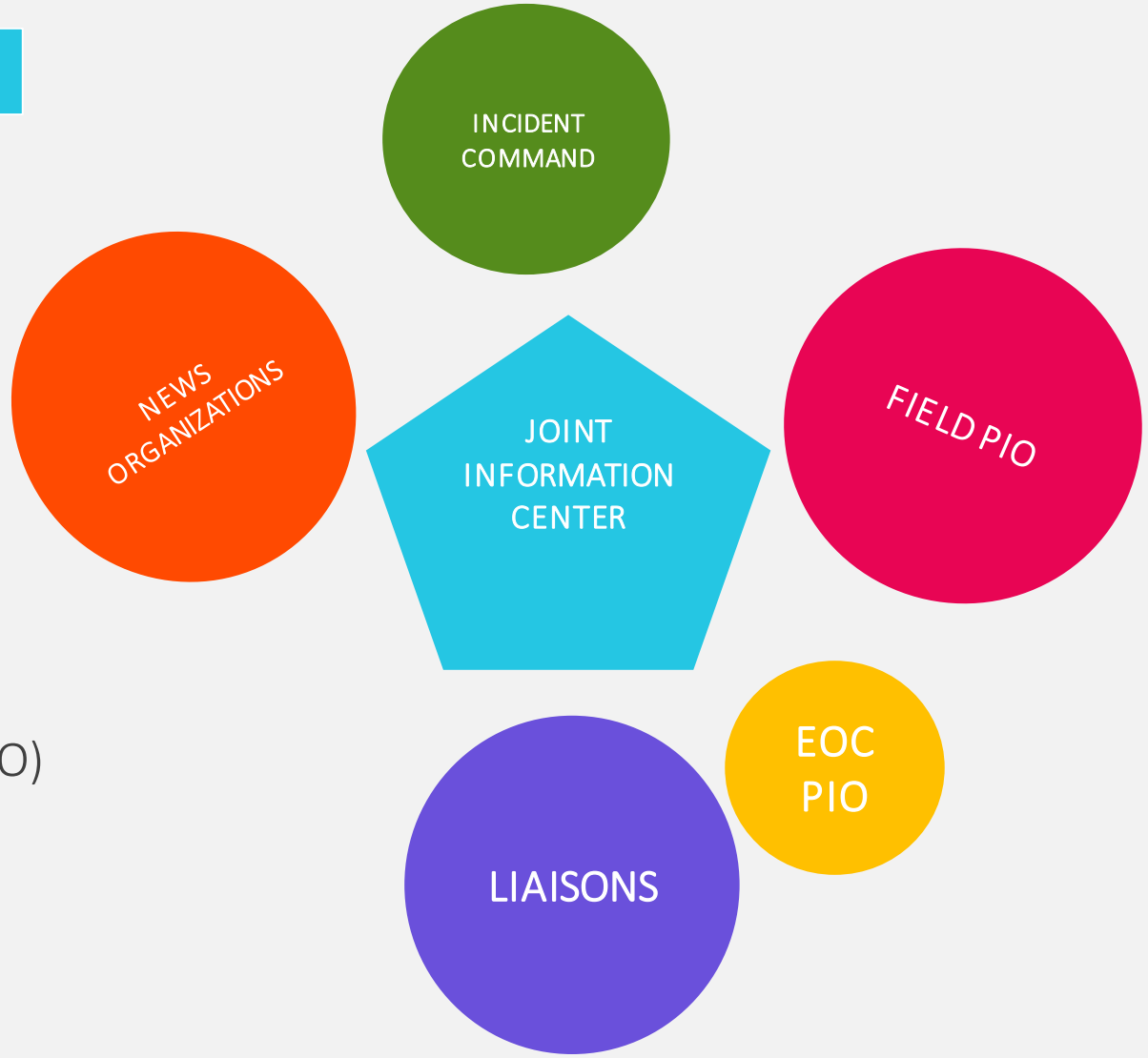
EMERGENCY PUBLIC INFORMATION

Role of the Public Information Officer & Liaisons

- Gather Information
- Verify Information
- Coordinate Information
- Disseminate Information

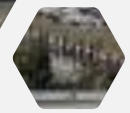
How Emergency Public Information is Disseminated

- Field Public Information Officers (PIOs)
- Emergency Public Information Office (EPIO) Branch
- Joint Information System (JIS) / Joint Information Center (JIC)

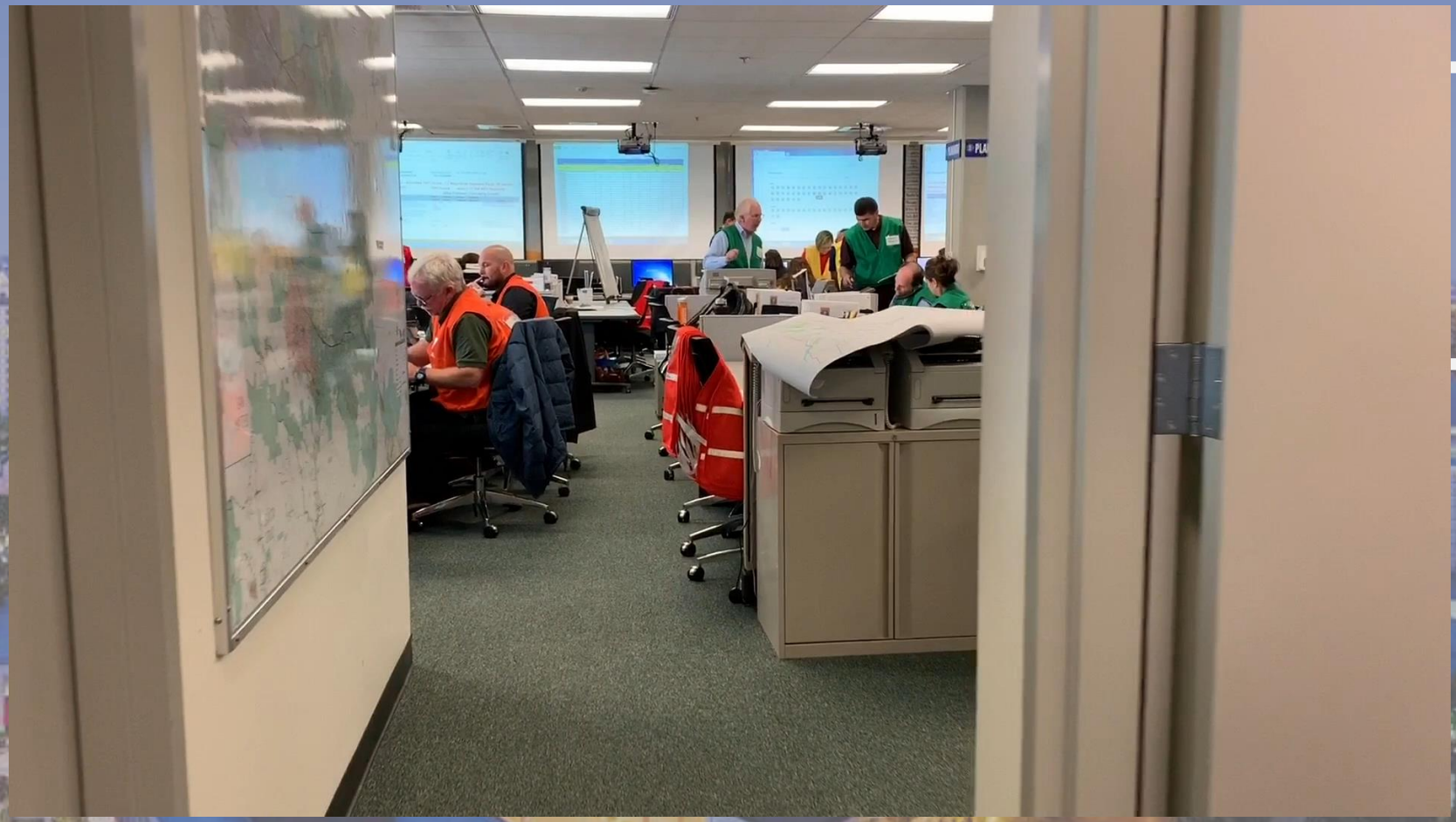


THE ROLE OF ELECTED & APPOINTED OFFICIALS

DISASTER DISTRICT OFFICES (DDO)



WE ALL HAVE A ROLE



PURPOSE:

- Provide Support to the Community & the Emergency Op. Center
- Be the Conduit of Information & Resources Before, During and After A Disaster

DISASTER **DISTRICT** OFFICE (DDO)

Serves as:

- Focal point of government assistance in large, complex emergencies.
- Location where Elected Officials can best support their constituents, gather information, and identify unmet needs.
- Location where Elected Officials support disaster assistance to constituents through co-located State/Federal Disaster Recovery Center (DRC) and/or Local Assistance Center (LAC).

City of San Jose- Office of Emergency Management

THE ROLE OF ELECTED OFFICIALS

ACTION LIST:

- Before an Emergency/Disaster
- During an Emergency/Disaster
- After an Emergency/Disaster

BEFORE A DISASTER

- Authorize and support prevention, preparedness, mitigation, response, and recovery policies.
- Get trained on NIMS/SEMS
- Train your staff on disaster response operations pertaining to your office
- Engage your community
- Support and encourage CERT training within your district
- Promote a neighborhood approach to emergency preparedness and response

DURING A DISASTER

- Support the work of Emergency Management Officials
- Review and approve the Proclamation of a Local Emergency and other special legislation/policy
- Determine public needs and identify current or future city actions related to the disaster
- Maintain situational awareness
- Maintain coordinated communication to the public as guided by a liaison or EOC Public Information Officer (PIO)to ensure that messaging is aligned with the Emergency Operations Center's (EOC) objectives

AFTER A DISASTER

- Assist residents and the City in finding immediate and long term solutions to problems resulting from the disaster.
- Maintain accurate and complete reports and documentation
- Support PIO and Liaison Branches to host and accompany VIPs and government officials to tour impacted areas, shelter sites and other areas following the disaster.
- Visit impacted areas, shelters, and other temporary facilities to identify problems and special issues, especially ones that impact recovery.

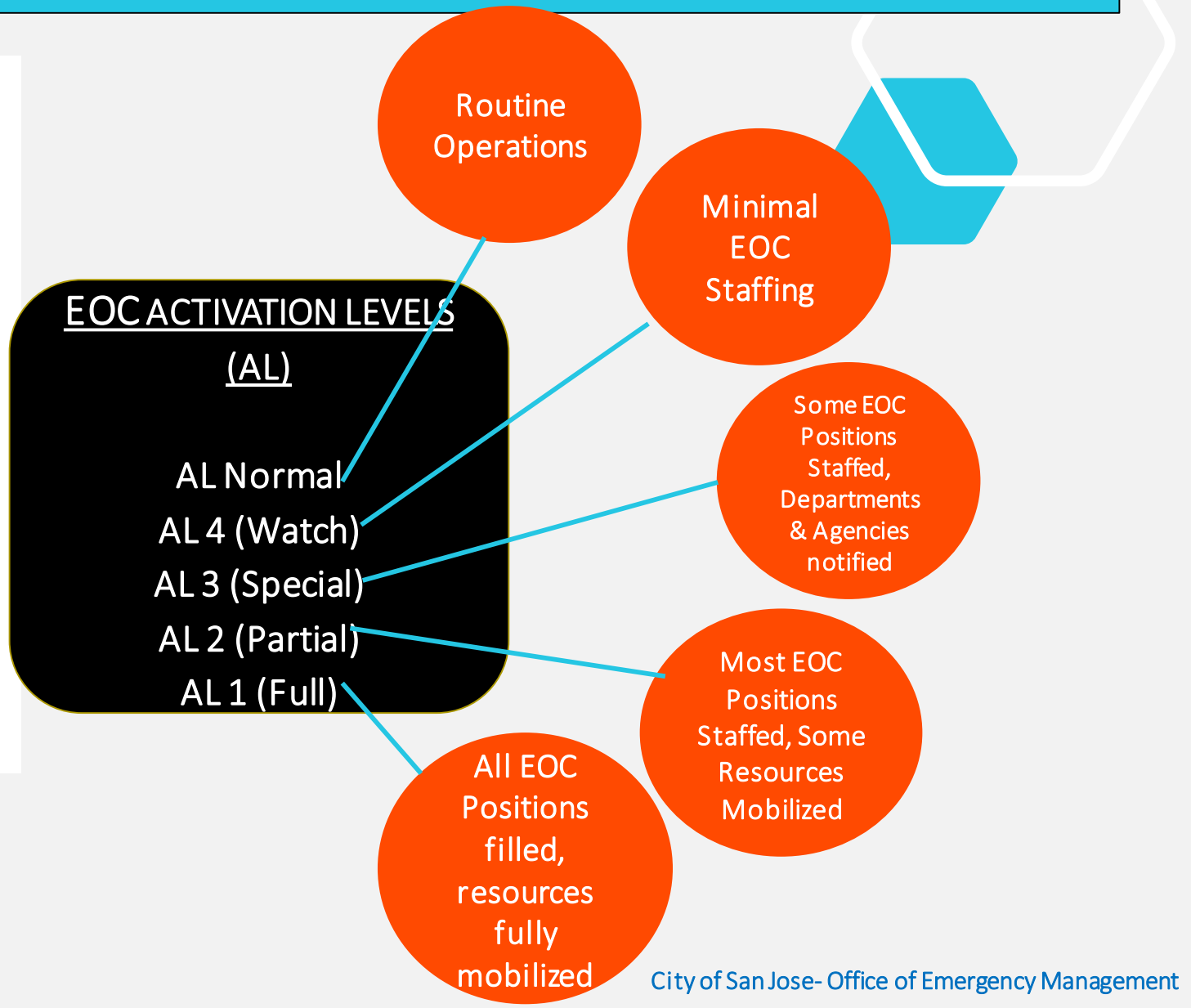
ACTIVATION PROCESS

Emergency Operations Center may be activated by:

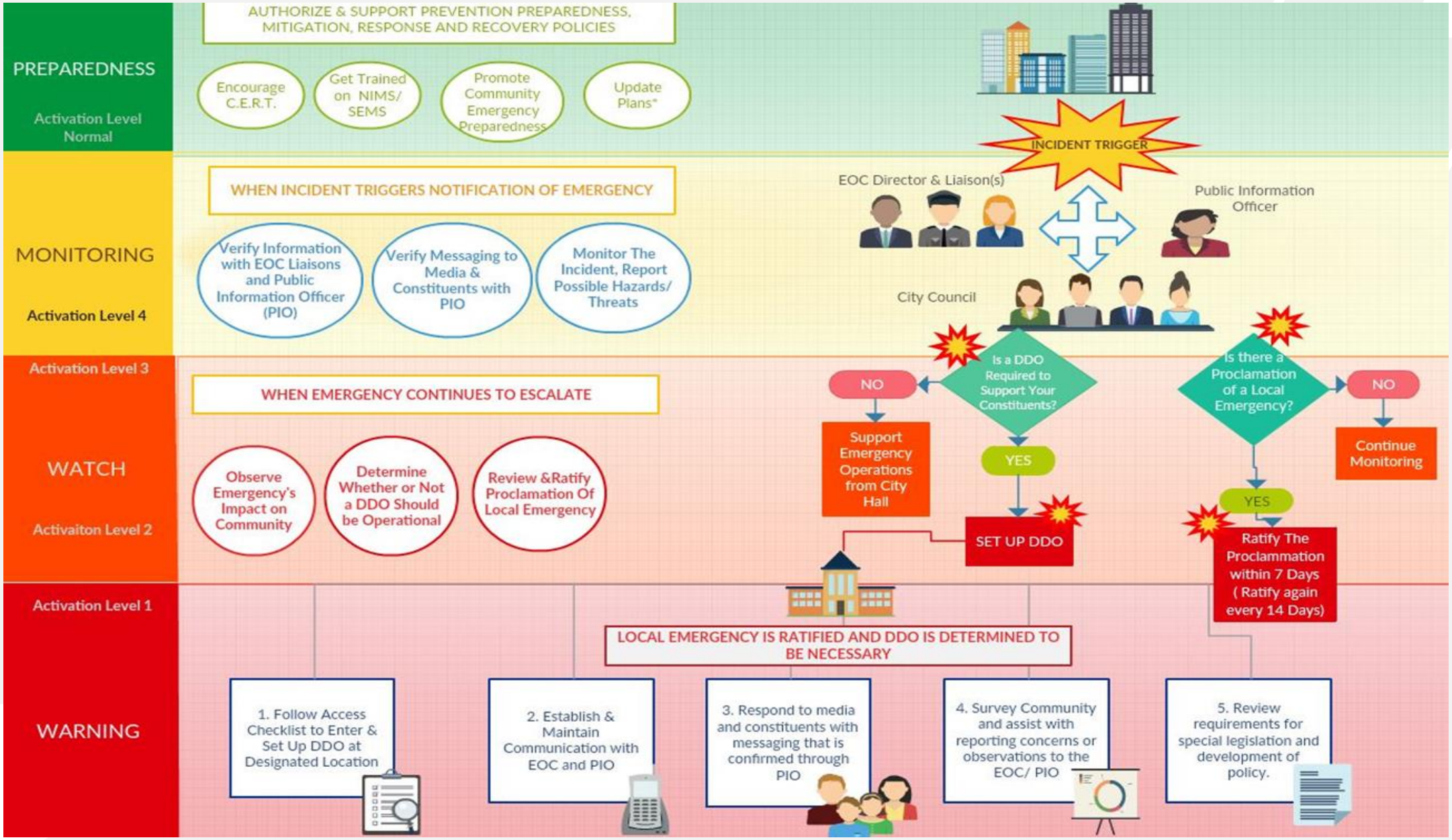
- City Manager or designee
- Assistant City Manager
- Fire Chief
- Police Chief
- Director, Office of Emergency Management

EOC Activation Levels:

- EOC Activation Level Normal
- EOC Activation Level 4 (Watch)
- EOC Activation Level 3 (Special)
- EOC Activation Level 2 (Partial)
- EOC Activation Level 1 (Full)



Elected Officials Guide- Attachment 2



YOUR DISASTER DISTRICT OFFICE PLAN

COMPONENT 1: DEVELOP SITE PLAN
COMPONENT 2: COMMUNICATIONS PLAN
COMPONENT 3: MEDIA & MESSAGING PLAN
COMPONENT 4: OPERATIONS & REPORTING PLAN
COMPONENT 5: DEMOBILIZATION/RECOVERY PLAN

SAMPLE –COMPONENT 1- STEP 1

PRIMARY
GARDNER COMMUNITY CENTER

Key/Building Access:
Contact 1: Jeremy Schoffner
Phone Number: (408) 793-5511
Contact 2: Anthony Ossenfort
Phone Number: (408) 793-5511

Other Contacts:
Disaster Office Lead:
Disaster Office Support Staff:
EOC Public Information Officer:
City Council Liaison:
Intergovernmental Liaison:
Private Sector Liaison:
School Liaison:
Media Contact:
Neighborhood Contact:
Religious Org. Contact:
Red Cross Contact:

CAPABILITIES

- Gym
- Connection to City Internet
- Banquet Hall Occupancy (Assembly: 372,Dining: 173)
- Bus Lines:64
- Internet is available, but no WiFi
- Number of Classrooms: 2
- Number of Computers: 11

ACTIVATION

PRIORITY:
1)_____
2)_____
3)_____
4)_____

SUPPORT REQUEST:
1)_____
2)_____
3)_____

POSSIBLE RESOURCES:
1)_____
2)_____
3)_____

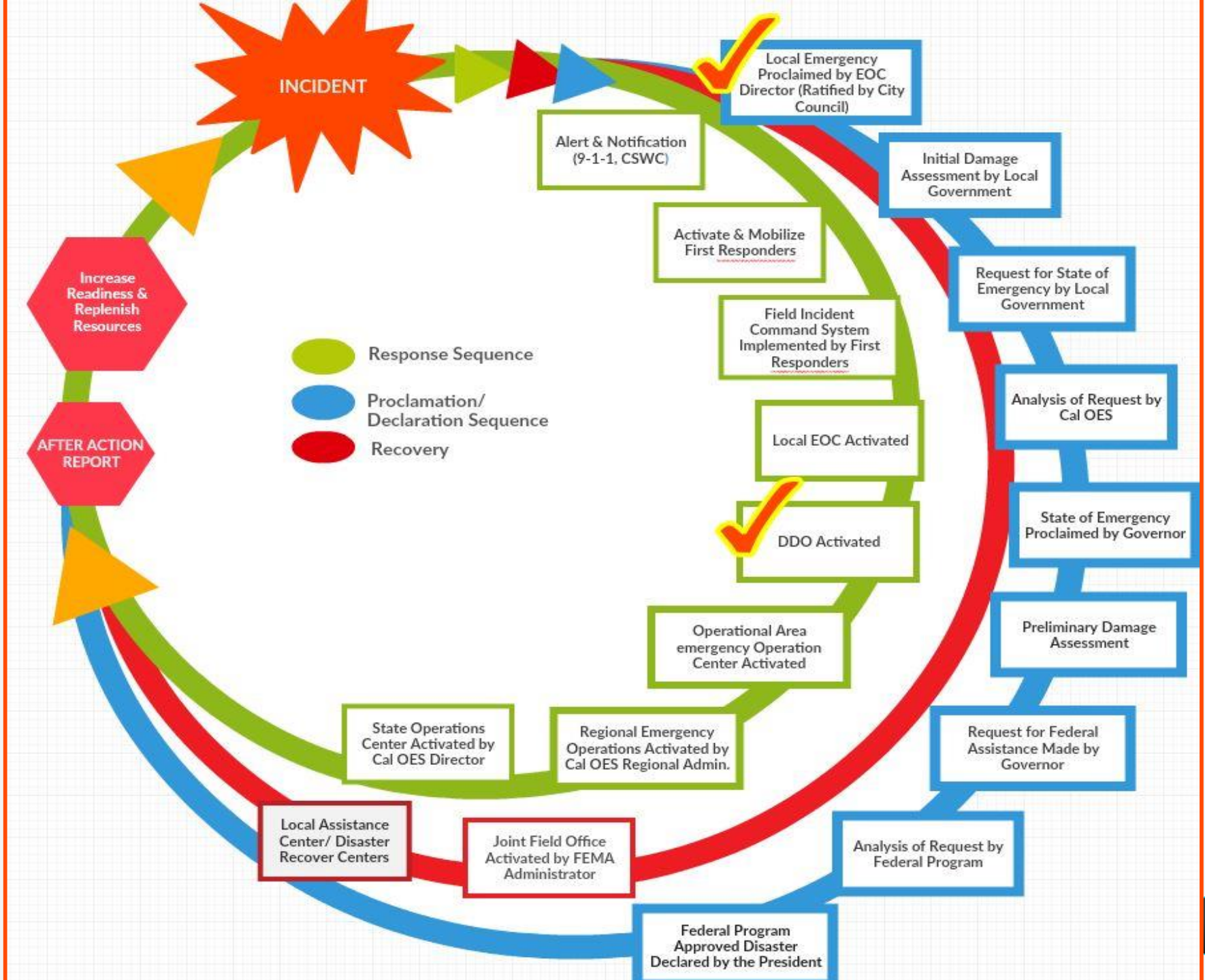
LOCATION

520 W. Virginia St.
San Jose, CA 95125
(408)535-3570

POSSIBLE SHELTER(S):
ROOM :_____
ROOM:_____

EMERGENCY MANAGEMENT

Sequence of Key Events



Elected Officials Guide- Attachment 3

REQUIRES LOCAL PROCLAMATION

Types of Recovery Programs

The chart below provides a sample of available programs and indicates local, state and federal proclamation/declaration requirements and program implementation criteria.

Assistance Type	Local	State	Federal	Program Implementation Criteria
Fire Management Assistance Grant (FMAG)	No	No	Yes	Fire suppression - The uncontrolled fire must threaten such destruction as would constitute a major disaster.
State Public Assistance: Director's Concurrence	Yes	No	No	Restoration of public infrastructure only - The event must be beyond the control/capabilities of the local jurisdiction.
State Public Assistance: Governor's Proclamation	Yes	Yes	No	Response and restoration costs - The event must be beyond the control/capabilities of the local jurisdiction.
Federal Public Assistance: Major Disaster	Yes	Yes	Yes	Response and restoration costs - The state must request within 30 days of the occurrence; demonstrate necessary actions are beyond the state's capability; and damages meet the criteria defined in federal regulations.
Federal Public Assistance: Emergency	Yes	Yes	Yes	Response costs only - The state must request assistance within 5 days after the need becomes apparent; must demonstrate effective response is beyond the state's capability; and federal assistance is necessary to save lives and protect health, safety, and property.
Federal Individuals and Households Program (IHP)	Yes	Yes	Yes	Grants to individuals for necessary expenses or serious needs - May be implemented upon a Presidential declaration. There is no set threshold; however, FEMA considers such criteria as concentration of damages, trauma, special populations, etc.
State Supplemental Grant Program (SSGP)	Yes	Yes	Yes	Offers grants to individuals after the maximum IHP grant is met and there are additional unmet needs.
U.S. Small Business Administration (SBA) Economic Injury Disaster Loans	No	No	Yes	Working capital loans for small businesses - May be independently implemented when at least 5 small businesses have suffered economic injury and other assistance is not otherwise available; may be implemented under a USDA designation; and may be implemented under SBA physical declarations.
U.S. SBA Physical Disaster Loan Program	No	No	Yes	Real and personal property loans - May be independently implemented when at least 25 homes and/or businesses have each suffered uninsured losses of 40 percent or more of the fair replacement or predisaster value.
U.S. Department of Agriculture (USDA) Disaster Designation	No	No	Yes	Crop production loss and physical loss loans - May be made available when at least 30 percent crop production loss or a physical loss of livestock products, real estate, or chattel property.
Crisis Counselling Programs	Yes	Yes	Yes	Referral services and short-term counseling - Funded by FEMA and administered by Department of Healthcare Services through the county mental health offices.
Disaster Unemployment Assistance	Yes	Yes	Yes	Funded by FEMA through the Department of Labor – Offers up to 26 weeks of disaster unemployment assistance upon a Presidential Disaster Declaration.

CalOES Elected Officials Guide, 2015

KEY CONSIDERATIONS & NEXT STEPS

- Identify a lead person to be key contact for ongoing planning and development of the Disaster District Office.
- Participate in future Emergency Management Trainings
- Continue working with OEM on Disaster District Office coordination with other city departments and private businesses
- Update Disaster District Office location designation
  - Identify at least 3 possible sites
  - City owned & operated preferred
  - Central and accessible to constituents

STEP 1: DEVELOP SITE PLAN
STEP 2: DEVELOP COMMUNICATIONS PLAN
STEP 3: MEDIA & MESSAGING PLAN
STEP 4: OPERATIONS & REPORTING PLAN
STEP 5: DEMOBILIZATION/RECOVERY PLAN

QUESTIONS?

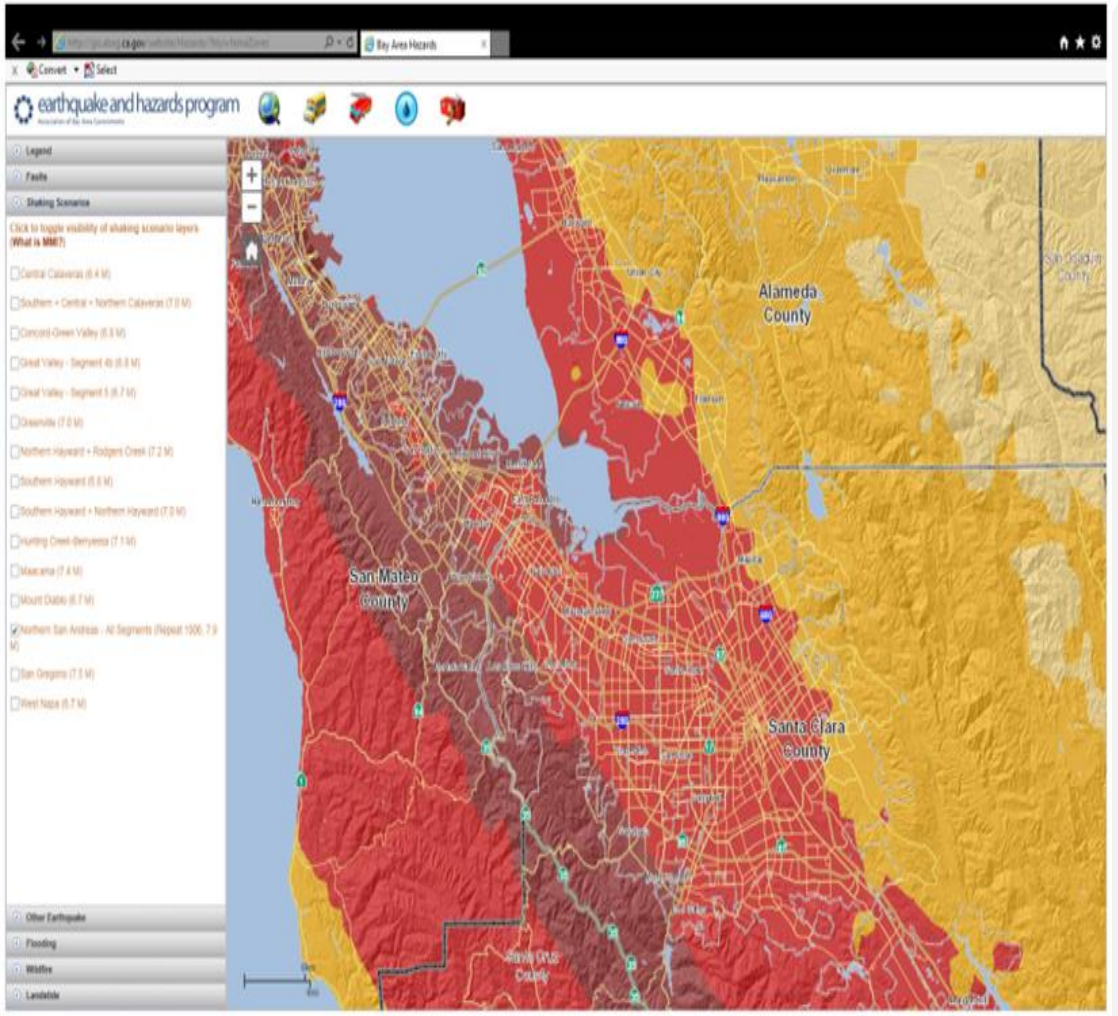
CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY

TABLE TOP EXERCISE

Attachment 4 to the Council Guide

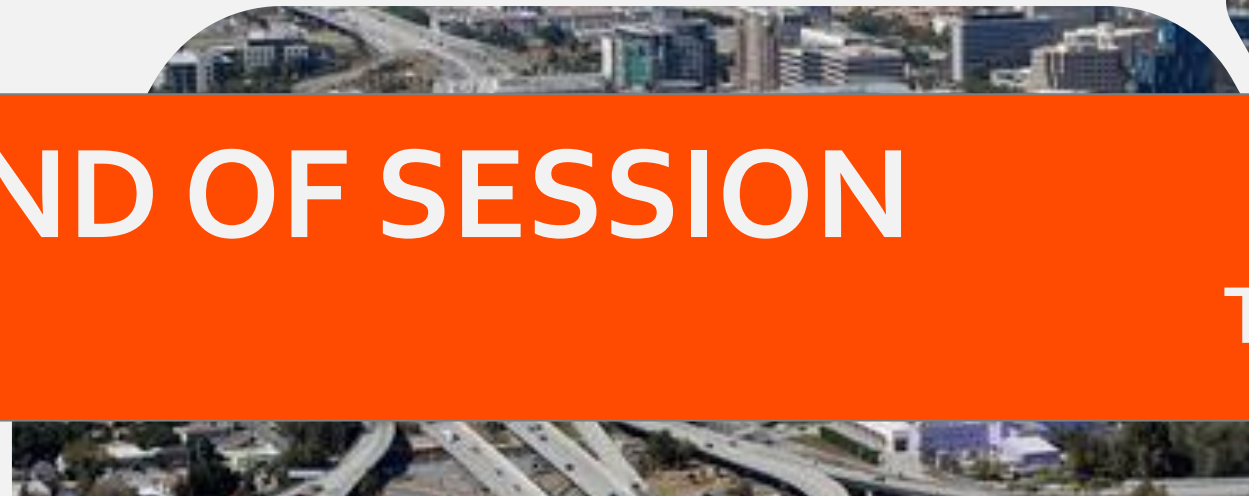
SCENARIO

- Today is Sunday, December 10, 2019
- Awoken by an early morning quake
- It is daylight, clear, but cold
- You checked on your family, then your neighbors
- Initiate calls to city staff
- You turned on KCBS am radio news and hear about:
  - Power Outages
  - Phone Outages
  - Wireless Outage
  - Water Outage



QUESTIONS

1. Take a moment to consider what has happened, and where you'd be on a Sunday morning. Hearing what your Elected Official role is, what are the first tasks you would want to take?
2. Who would be the first city staff you would reach out to?
3. What expectations would you have of the community and its leaders?
4. How would you want them to communicate with you?
5. What information would you need from the City's Emergency Operations Center, and the expectations of ongoing data?



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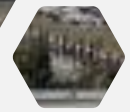
THANK YOU