



# **Evacuation**

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

**June 2019**

# EXECUTIVE SUMMARY

The City of San José (City) Emergency Operations Plan (EOP) provides an overview of the City’s approach to managing 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, and describes logistical support and the integration of assistance. The EOP 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. 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 the City must manage, coordinate, and/or perform following an emergency. A Support Annex is a function- or incident-specific application of the guidance, policies, and concepts defined in the EOP.

This Evacuation Support Annex describes the overall process of conducting mass evacuations and re-entry 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 Support Annex outlines a process for information collection, decision-making, and implementing processes associated with evacuation and re-entry. This support annex was designed to assist decision makers, coordinators, planners, and agency representatives involved in defining and implementing an evacuation process in accordance with applicable hazards and local conditions.

This Support Annex provides an outline of City department roles and responsibilities and defines critical activities associated with the phases of emergency evacuation as consistent with the Bay Area Urban Areas Security Initiative (UASI) Regional Catastrophic Earthquake Mass Transportation/Evacuation Plan, an annex to the Regional Emergency Coordination Plan. These phases, with the addition of preparedness activities, incorporate the activities associated with the seven historically used phases of evacuation, and provide a timeline context for when they should take place. These seven phases are referred to as “steps” for the purposes of this annex.

In addition, this support annex identifies the capabilities of external agencies, describes the concepts of operations, and provides important considerations for planning and conducting mass evacuations, including considerations for those with disabilities and others with access and functional needs, as defined by the California Governor’s Office of Emergency Services. Once developed, other documents will provide additional detail and tactical and operational concepts to aid in evacuation planning and operations, including, but not limited to, an Evacuation Plan, evacuation route maps, a Crisis Communications Plan, etc.

In the City of San José, evacuation is the responsibility of the **San José Police Department**, with significant support from many other departments. As the lead, 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. The following City departments have key roles in evacuation and re-entry efforts:

- San José Fire Department
- Office of the City Manager
- Office of Emergency Management

- San José Department of Public Works
- Department of Transportation
- City Attorney's Office
- Information Technology
- Parks, Recreation, and Neighborhood Services
- San José Public Information Officer/Office of Communications
- Housing Department

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

This support annex is all-hazards.

# TABLE OF CONTENTS

<b>EXECUTIVE SUMMARY</b> .....	<b>ES-i</b>
<b>TABLE OF CONTENTS</b> .....	<b>i</b>
<b>STATEMENT OF INTENT</b> .....	<b>ii</b>
<b>APPROVAL &amp; ENDORSEMENT</b> .....	<b>iii</b>
<b>INTRODUCTION</b> .....	<b>1</b>
A. PURPOSE .....	2
B. LEGAL AUTHORITY .....	2
C. ASSUMPTIONS .....	2
D. GENERAL CONSIDERATIONS .....	3
E. CONSIDERATIONS FOR INDIVIDUALS WITH ACCESS AND FUNCTIONAL NEEDS.....	5
Multi-Lingual Needs .....	7
<b>CONCEPT OF OPERATIONS</b> .....	<b>9</b>
A. GENERAL .....	9
B. ORGANIZATION .....	9
C. TIMING OF CRITICAL ACTIVITIES.....	10
<b>ASSIGNMENT OF RESPONSIBILITIES</b> .....	<b>23</b>
A. CITY AGENCY/DEPARTMENT RESPONSIBILITIES.....	23
B. EXTERNAL PARTNER RESPONSIBILITIES .....	28
Santa Clara County Operational Area.....	28
Regional Partners .....	29
State of California.....	30
Federal Agencies .....	32
Private Sector Partners.....	32
Nonprofit Organizations.....	33
<b>AUTHORITIES &amp; REFERENCES</b> .....	<b>35</b>
<b>APPENDIX A: ACRONYMS AND GLOSSARY</b> .....	<b>A-1</b>
Acronyms.....	A-1
Glossary .....	A-2
<b>APPENDIX B: RECOMMENDED TRAINING</b> .....	<b>B-1</b>
<b>APPENDIX C: EOC TOOLS AND RESOURCES</b> .....	<b>C-1</b>

# STATEMENT OF INTENT

Disclaimer: This Evacuation Support Annex is advisory.


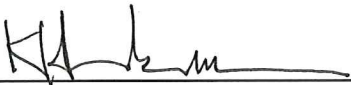


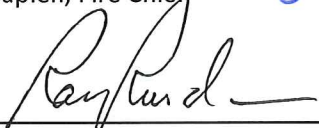

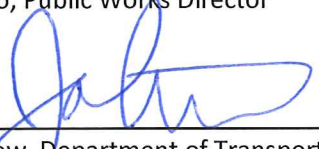
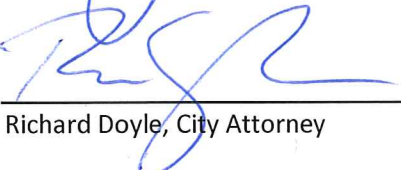
It is meant to assist in evacuation planning, but it is not meant to fulfill all legal requirements or duties.




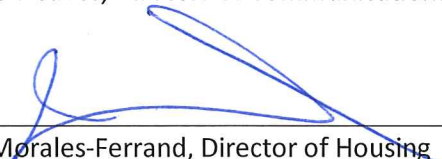
Nothing in this document alters or impedes the ability of federal, state, or local chief executives, their government agencies, or their internal organizations to carry out their specific authorities or perform their responsibilities under all applicable laws, executive orders, and directives. This support annex is not intended to alter the existing authorities of individual municipal or county agencies 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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# INTRODUCTION

This support annex is written to provide an all-hazards framework for the coordination of evacuation and re-entry during an emergency or large-scale disaster in the City of San José (City). Emergency evacuation is defined as the organized movement of people and animals away from a threat or hazard. Re-entry is the planned return to an area once the risk has been mitigated. This support annex provides an outline of department roles and responsibilities and defines critical activities associated with seven phases of emergency evacuation, recognized in the National Response Framework.

San José faces a variety of natural hazards, some which may result in an evacuation pre- or post-impact. A citywide evacuation is considered highly unlikely, though a catastrophic incident could necessitate the evacuation of a large portion of the city and more frequent, lower risk events may require the evacuation of localized areas and neighborhoods. Hazards that may require a mass evacuation include:

- Wildfires or urban fire
- Dam or levee failure
- Flood
- Landslide or debris flow
- Hazardous material release
- Terrorism attack using or potentially using chemical, biological, radiological, nuclear, or explosive agents

These hazards may occur by themselves or as a result of a larger event, such as an earthquake.

Response decisions, including decisions around evacuation and re-entry, will be based on the following priorities:

- **Protect life and safety:** separate or safeguard citizens from hazard and protect first responders.
- **Reduce risks:** take actions needed to minimize impacts to property, infrastructure, and 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>1</sup>, including socioeconomically marginalized populations, those unhoused pre-disaster, and those with household pets, and provide resources and services.
- **Engage with the public:** provide accurate, timely, and accessible information to affected populations in accessible formats.
- **Minimize displacement:** reduce the amount of time evacuees must be separated from home and the distance they must travel to access safe shelter.

This framework complements the City's Emergency Operations Plan (EOP), other existing plans, and the standard operating procedures of responsible city departments and agencies.

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<sup>1</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



## A. Purpose

This support annex describes the overall process of conducting mass evacuations and re-entry in the City of San José. It outlines a process for information collection, decision-making, and implementing processes associated with evacuation and re-entry. This support annex was designed to assist decision makers, coordinators, planners, and department representatives involved in defining and implementing an evacuation process in accordance with applicable hazards and local conditions.

Specific operating procedures, protocols, and tactical actions taken to manage specific recovery 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.

## B. Legal Authority

California Penal Code (CPC) § 409.5 provides that specified law enforcement officers may close or restrict access to an area in the event of a local emergency or declared disaster (circumstances that are well-defined through the California Emergency Services Act). Whether Penal Code § 409.5 permits law enforcement officers to forcibly evacuate an area is not clear, making the authority and enforcement of an evacuation order remains uncertain. However, misdemeanor charges can be brought against any unauthorized person who knowingly enters or willfully remains in an evacuated and closed area. In addition, law enforcement can make the discretionary call in certain limited cases to forcibly remove an individual, such as an individual located outside of their property lines, an individual who has exited a closed area and attempts to return, a minor in danger, or individuals posing a danger to themselves or others.

Invoking provisions of the California Emergency Services Act may provide further immunity from liability for local jurisdictions to allow for controlling the movement of people during a proclaimed emergency. The best way to establish that a local governing body was acting under the protection of the California Emergency Services Act is for the Director of Emergency Services to proclaim a “local emergency,” which under San José’s Municipal Code and the State’s Emergency Services Act, must be ratified by City Council within seven days. The California Emergency Services Act authorizes local governing bodies to issue “orders and regulations necessary to provide for the protection of life and property.” This language is reflected in San José’s Municipal Code, under the powers of the Director of the Office of Emergency Services during a local emergency or state of emergency.

Under the Pets Evacuation and Transportation Standards (PETS) Act of 2006, local governments are required to accommodate both pets and service animals in their plans for evacuating residents facing declared disasters.

## C. Assumptions

The following general emergency planning assumptions apply to the execution of evacuation-related activities as described in this support annex:

- A local emergency has been proclaimed.
- All elements of the State’s Standardized Emergency Management System (SEMS) are functional.
- The City will activate the Emergency Operations Center (EOC) and provide the structure for emergency management and direction for evacuation and re-entry-related objectives.
- During a major incident, a detailed and credible Common Operating Picture may not be achieved initially.

- Response capabilities and resources may be overwhelmed.
- Staff of responding entities may themselves be affected by the incident, which may impact their abilities to undertake some of the roles assigned in this annex or in other plans.
- 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.
- Tools for public alert and warning oftentimes have low success rates, and, as such, may fail, be misunderstood or ignored, or create unintended consequences (such as causing unnecessary evacuations that result in traffic congestion). Do not assume that everyone on a notification list receives the message.
- Thousands of evacuees may be lodged in shelters both within the disaster area and in other shelters around 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).
- Jurisdictions receiving evacuees from the impacted area agree to accept these individuals prior to evacuation.
- 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, and mental-health and assisted living facilities have legal responsibilities to plan for moving populations under their care. However, coordination with such institutions for situational awareness purposes will be critical.

## D. General Considerations

In addition to the planning assumptions identified above, the City should also review the following considerations when making decisions about evacuation and re-entry. Planning considerations for individuals with disabilities, those with limited access or limited English proficiency, and functional needs are discussed in the following section.

- In a large-scale or mass evacuation requiring multijurisdictional coordination, as discussed in Assumptions, a decision may be made to implement contraflow measures as a means of adding roadway capacity. Contraflow is a form of reversed traffic operations in which one or more lanes of a roadway are used for movement in the opposite direction.
- Just as disasters impact communities differently, communities respond to disasters differently. Cultural beliefs and relationships guide interactions with government and shape responses to law

enforcement and orders to evacuate. Not all persons advised of an evacuation order will evacuate.

- Just as capabilities and impacts differ, City, county, regional, and State recovery priorities may not align.
- State and federal resources may not adequately meet the City's needs or cover the City's costs.
- Incidents that create emergency conditions necessitating a mass evacuation may be slow-moving, like Coyote Creek flooding or El Niño rainstorms causing atmospheric rivers, or may offer no notice, such as an earthquake or hazardous materials release. With advance warning, it may be necessary to activate plans as much as 72 hours prior to the time an evacuation is likely to be ordered. Resources may need to be mobilized as much as 48 hours prior to the start of evacuations to have sufficient capacity in place once the evacuation order is given.
- The City may need to coordinate the evacuation of commuters and visitors.
- The primary means of transportation in the City during an evacuation will be privately owned and operated vehicles. The City should also consider public transit, bicycle infrastructure, and the hiking trails network in evacuation planning.
- 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 mobility disabilities and homebound individuals.
- Evacuation may result in the need for mass care and sheltering services for the displaced population. It will be necessary to closely coordinate evacuation and mass care operations in order to provide a continuity of services and provide case management. Mass care and shelter considerations, roles and responsibilities, and activities can be found in the **Mass Care and Shelter Support Annex**.
- Understanding the availability and location of a shelter, evacuation center, or other appropriate mass care site is critical for planning transportation assets. If shelters are located too far from embarkation points, transportation assets cannot be recycled and may only make one trip during the operation. The distance traveled may reduce capacity to evacuate, so the shelters, evacuation centers, or other mass care sites should be as close to the embarkation point as is safe, especially for populations that may be disproportionately impacted by evacuation, such as individuals with disabilities and others with access and functional needs.
- People will not leave without pets and livestock. Planning for and accommodating household pets as a component of mass evacuations is critical. Tracking, embarkation, transportation, care, feeding, and sheltering of household pets can significantly improve the ability to safely evacuate the general population. Service animals have access to all facilities and services as the humans they serve.
- There is a growing body of research on disaster psychology that should be used to develop more effective evacuation messaging and risk reduction strategies.
- Evacuees will want to return home as soon as possible. The City must proactively manage expectations, communicate safety messages, and control access to restricted areas.
- Planning for re-entry and cost recovery should begin at the onset of evacuation operations.

- The City will need to coordinate evacuation planning and operations with considerations for the following:
  - Santa Clara Valley Transportation Authority
  - Rideshare companies (Uber, Lyft)
  - GPS navigation software (Waze, Google Maps, Apple Maps)

## E. Considerations for Individuals with Access and Functional Needs

The City of San José is committed to inclusivity and providing services to those with disabilities, those with limited access and those with limited English proficiency, and those with functional needs. Before, during, and after an incident, individuals with disabilities, limited access and limited English proficiency, and functional needs can be assisted to maintain their health, safety, and independence utilizing the “C-MIST”<sup>2</sup> framework to identify their needs. C-MIST is the acronym for **C**ommunication; **M**aintaining health; **I**ndependence; **S**afety, support services, and self-determination; and **T**ransportation.

When local evacuations become necessary, considerations for the whole community including accessible and available transportation options, medical needs, various communications methods, and keeping individuals connected with their families, personal care providers, essential equipment, and service animals are important. Physical and programmatic access, auxiliary aids and services, integration, and effective communication are often enough to enable individuals to maintain their health, safety, and independence in an emergency evacuation. When basic access is not enough, individuals with disabilities, limited access, limited English proficiency, and functional needs may have additional requirements in one or more of the following functional areas to participate in in evacuation activities and benefit from critical life-saving services. These functions are described and provide context below, and many are interrelated:

**Communication:** 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<sup>3</sup> benefits most people.

**Maintaining Health:** While most individuals with access and functional needs do not have acute medical needs requiring the support of trained medical professionals, many will require assistance to maintain health and minimize preventable medical conditions. Access to equipment, medication, supplies, bathroom facilities, nutrition, hydration, adequate rest, personal assistance, etc. can make the difference between maintaining health and decompensation, requiring medical care. Additionally, keeping individuals with access and functional needs with their families, neighbors, and others who can provide assistance will reduce the need for first responders and medical professionals at a time of scarce resources. In an evacuation, assessing the needs of those with disabilities, limited access, limited English proficiency, and functional needs will be critical, and must be done in a manner consistent with information privacy laws and guidelines.

Minority and low-income communities may have severely limited access to health and medical services. When evacuating for an emergency, communities may not want to leave without important or costly

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<sup>2</sup> <https://emilms.fema.gov/IS0368/DIS01summary.htm>

<sup>3</sup> <https://www.plainlanguage.gov/>

medication and medical equipment (e.g., wheelchairs, walkers, and canes), some of which can not be easily recovered, and some of which will not have prescription information (e.g., pills dispensed into daily dose containers, not in prescription packaging). Ensuring these communities' access and functional needs are met is critical.

Additionally, individuals, including those who are generally self-sufficient and those who have adequate support from personal assistants, family, or friends may need assistance with: managing unstable, terminal, or contagious conditions that require observation and ongoing treatment; managing intravenous therapy, tube feeding, and vital signs; receiving dialysis, oxygen, and suction administration; managing wounds; and operating power-dependent equipment to sustain life. These individuals may require support of trained medical professionals. When considering the movement of such populations in an emergency evacuation, considerations should be made for the availability of services that can be provided at healthcare facilities.

**Independence:** For individuals with disabilities, limited access, limited English proficiency, and functional needs, providing physical/architectural, programmatic, or communications access will allow them to maintain independence in an environment outside their home or care facility if they require emergency evacuation. For individuals requiring assistance to maintain independence in their daily activities, this assistance may be unavailable during an emergency evacuation (e.g., caregiver isn't on site at time of evacuation, separated from medical equipment or assistive devices, etc.). Such assistance may include durable medical equipment or other assistive devices (e.g., wheelchairs, walkers, scooters, communication devices, transfer equipment, etc.), service animals, and/or personal assistance service providers or caregivers. Supplying needed support to these individuals will enable them to maintain or quickly restore their pre-disaster level of independence.

**Safety, Support Services, and Self-Determination:** Before, during, and after an emergency, individuals may lose the support of personal assistant services, family, or friends; may find it difficult to cope in a new environment (particularly if they have autism, dementia, Alzheimer's, behavioral, or mental health conditions such as schizophrenia or intense anxiety) or may have challenges accessing programs and services. If separated from their caregivers in an evacuation, young children may be unable to identify themselves; and when in danger, they may lack the cognitive ability to assess the situation and react appropriately. All adults, including adults with access and functional needs, have the right to self-determine the amount, kind, and duration of assistance they require.

**Transportation:** Individuals who cannot drive or who do not have a vehicle and individuals who may need assistance in evacuating when roads are blocked or public transportation is not operating may require accessible and available transportation assistance for successful evacuation. Access to transportation assistance needs to be available to those who rely heavily on public transit, including but not limited to low-income and minority communities. Additional resources to supplement evacuation and transportation methods may include school buses and charter buses, which may not be suitable for those with disabilities and others with access and functional needs, who will need alternative support. This support may include accessible vehicles (e.g., lift-equipped or vehicles suitable for transporting individuals who use oxygen). Those with limited access or limited English proficiency may be assisted with information in alternate formats or other languages about how and where to access mass transportation during an evacuation.

Evacuation planners should consider the following:

- Not all persons within the evacuation zone will speak English, have access to cell phones, radios, landline phones, or the internet. Alternative and redundant means of communication will be necessary to provide information to the public.
- Some individuals with disabilities, limited access, and functional needs may not self-identify and request additional assistance because they will not want to draw attention to their circumstances if safety and security is perceived to be an issue (e.g., inform that they live alone, making them vulnerable for predators).
- Additional resources and outreach efforts will be necessary to provide evacuation information to the City’s unhoused population who may not have typical communications tools and transportation and may be unbanked, lacking the stability and security of being able to retain their possessions. Seeking resources like water and privacy, several of the City’s homeless encampments are located in low-lying areas such as creeks, which are prone to overtopping and washouts when flood conditions occur. It will be critical for the City to work with stakeholders from the Housing Department and social service providers to understand the locations of vulnerable encampments.
- Individuals with disabilities and others with access or functional needs will be provided space to bring necessary support equipment as space is available.
- Some individuals will not have a means to transport themselves and will rely on the authorities for transportation services. Those with disabilities and others with access or functional needs may require vehicles equipped with special features such as lift ramps. It is also critically important to consider those who are bedridden and therefore will need to be transported on a stretcher to an ambulance, and then to a facility that has a bed and an available caregiver.
- Low-income, unhoused, and other disadvantaged populations may not have a surplus supply of medication or the ability to replace medical support equipment, including durable medical equipment, that may be left behind in an evacuation.
- It is critically important to recognize the special needs of children during mass evacuations. In a no-notice evacuation, children could be gathered in large numbers away from their parents, whether at schools, childcare facilities, summer camps, hospitals, or other locations. Reunification of children with parents and guardians will require a streamlined and regulated process.
- The **Crisis Communications Support Annex** to the EOP contains information on effectively communicating in redundant formats with populations with limited access and limited English proficiency. An upcoming **Crisis Communications Plan** will contain further instructions.

## Multi-Lingual Needs

San Jose’s diversity contributes to the multi-lingual character of the community. More than 20 languages can be heard spoken in the City, with the following found in greatest percentages<sup>4</sup>:

- English-only: 45.5%
- Spanish: 21.3%
- Vietnamese: 9.0%
- Chinese (primarily Mandarin): 7.0%

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<sup>4</sup> ACS 2016.

- Tagalog: 3.7%
- Hindi: 1.7%

A detailed breakdown of language demographics can be found in each City Council District's **Community Profile**, including a listing of neighborhoods, based on Census data, where concentrations of speakers of the above languages are highest. Some will have English proficiency or translation assistance, and others may have limited English proficiency or be non-English-speaking-monolingual. These communities may be assisted in evacuation activities with materials, messages, and alerts translated into appropriate languages. Even those with English proficiency may experience a greater degree of trust towards the local government and participate in evacuation activities as advised or instructed when they see communication efforts designed specifically for their community.

Additional information on multi-lingual messaging and communication needs, methods, and systems can be found in the **Crisis Communications Support Annex** and further instructions will be included in the upcoming **Crisis Communications Plan**.

# CONCEPT OF OPERATIONS

The Concept of Operations presents an overall framework for coordinating evacuation operations, including a description of the organization and a phased timing of evacuation activities.

## A. General

Evacuation and re-entry 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 of San José may impose 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 terminology below applies to current law.

- An **evacuation warning** is 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. *Note: In the past, the term “voluntary evacuation order” has been used, but is generally discontinued.*
- An **evacuation order** is 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. See **Legal Authority** for legal implications. *Note, in the past the term “mandatory evacuation order” has been used, but is generally discontinued.*

An evacuation order before the public is at risk is the preferred protective action. In some circumstances, *response* evacuation, even if it exposes the evacuating public to some risks, may become necessary. In other circumstances, when evacuation may cause a greater harm to life safety, sheltering-in-place – advising citizens to remain in their current locations and secure buildings – will be the preferred protective action.

The EOC Director places the evacuation order in consultation with the Chief of Police, Director of Emergency Services (City Manager or their designee), and the Incident Commander. Note that mandatory evacuations do not exist, and that members of the public voluntarily choose to evacuate. Under CPC § 409.5, peace officers can prevent unauthorized reentry into a closed emergency area.

## B. Organization

After a large-scale disaster incident, departments with evacuation and re-entry responsibilities will organize and conduct operations at the field level. Field operations can be coordinated and supported, as necessary, by a Law Enforcement Department Operations Center (DOC) or at a Command Post. The Law Enforcement DOC may be operated singly by the San José Police Department or jointly with other law enforcement departments, as required by the severity of the disaster incident. Likewise, the Command Post used to coordinate evacuation operations could be established as Unified Command.



At the City’s EOC, the Operations Section will support evacuation coordination through the Law Enforcement 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 and Mass Care Branch of the Operations Section. The Law Enforcement DOC, if activated, or Law Enforcement 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. Evacuation activities will also be developed and implemented in close coordination with the EPIO Branch, under the Management Section.

### C. Timing of Critical Activities

During mass evacuation operations, many activities happen concurrently, and the sequence will vary depending on the magnitude and particularities of the incident. The following timeline of key evacuation activities, found in **Table 2**, provides a general guide to support evacuation decision-making and planning. The activities described below 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. **Please note:** the activities are not ranked in order of priority. They are listed in the order that they may occur in, sequentially, though activities may take place simultaneously or in a different order, in accordance with incident requirements.

The phase-based timeline in **Table 1** is organized by phases of emergency management, described in detail in the EOP in **Section 1.3.1, Phases of Emergency Management**. These phases of emergency evacuation as consistent with the Bay Area Urban Areas Security Initiative (UASI) Regional Catastrophic Earthquake Mass Transportation/Evacuation Plan, an annex to the Regional Emergency Coordination Plan. These phases, with the addition of preparedness activities, incorporate the activities associated with the seven historically used phases of evacuation, which are referred to as “steps” for the purposes of this annex, and are listed below in appropriate phases.

**Table 1. Phases of Emergency Management**

Phase	Approximate Timeline
Phase 1: Preparedness	Pre-incident
Phase 2: Initial Response	Within first 72 hours of an incident
Phase 3: Continued Response	72 hours to 14 days after an incident
Phase 4: Short-Term Recovery	Two weeks to two months after an incident
Phase 5: Long-Term Recovery	Two months to a year or more after an incident

**Table 2. Critical Evacuation Activities**

Phase	Activity	Responsibility	Status
<b>Phase 1:</b>	Provide written procedures implementing the responsibilities to support evacuation and re-entry operations.	Police Department	

Phase	Activity	Responsibility	Status
<b>Preparedness</b>	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	
	Establish contracts, memorandums of understanding, agreements, or relationships for transportation resources, including accessible transportation to meet the needs of individuals with disabilities and others with access and functional needs.	Office of Emergency Management, Department of Transportation, others	
	Review evacuation plans annually and update as needed, including through exercise.	Police Department, Office of Emergency Management	
	Develop and implement evacuation resource training and exercise programs for Police Department.	Police Department	
	Develop staffing procedures/guidelines and checklists for evacuation and re-entry	Police Department	
	Identify potential ingress/egress issues and determine a selection of solutions.	Police Department	
	Coordinate and communicate with county, regional, state, and federal evacuation resources (including planning for reception of external assets or implementation of contraflow).	Police Department	
	Develop pre-determined primary evacuation routes and pre-determined primary pick-up points using information about road capacity, traffic control, critical facilities, and likely mass care sites.	Police Department, Department of Transportation, Parks, Recreation, and Neighborhood Services, others	
	Evaluate roadways that may be appropriate for use for contraflow measures for a large-scale or mass evacuation requiring multijurisdictional coordination.	Police Department, Department of Transportation	
	Develop and deploy a public education campaign to bolster community preparedness regarding evacuations and sheltering in place, to include outreach regarding notification methods, supplies and equipment such as go-bags and shelter-in-place kits, and general information for the whole community, inclusive of families with children or	Office of Emergency Management, City Manager's Communications Office	

Phase	Activity	Responsibility	Status
	elderly persons, persons with disabilities and others with access and functional needs, families with pets, individuals without means of personal transportation, etc.		
	Develop pre-scripted shelter-in-place and evacuation messaging to deploy across a variety of communication tools.	City Manager’s Communications Office	
	Establish/maintain a means of understanding where populations at a greater disadvantage in a disaster are located, including senior populations, homeless encampments, and others. These populations may need additional resources and outreach to receive critical alert and warning information regarding evacuations.	Office of Emergency Management, Housing Department, others	
	Determine what special or specific requirements for information communities may require special during an emergency, such as multilingual or pictorial instructions; means to reach homeless populations, communities that are difficult to reach due to geography; and homebound individuals; and other requirements to meet access and functional needs.	Office of Emergency Management, City Manager’s Communications Office, Housing Department, others	
	Review the <b>Mass Care and Shelter Support Annex</b> to understand the flow of activities and concepts to provide an effective continuity of services to populations displaced in an evacuation.	Police Department, Office of Emergency Management	
	Determine how to coordinate information with rideshare companies, such as Uber and Lyft.	Office of Emergency Management	
	Determine the ability to coordinate with or use GPS navigation software, such as Waze, Google Maps, and Apple Maps.	Office of Emergency Management, Police Department, Department of Transportation	
	Consider adopting the ability to pre-program traffic lights for certain types of evacuation.	Department of Transportation, Police Department	
<b>Phase 2: Initial Response</b>	<b>Step 1: Incident analysis and evaluation, and evacuation determination or recommendation, as appropriate</b>		
	Activate EOC following established guidance and develop situational awareness on the scope and level of impact of the incident to the City. Complete incident analysis should include information about: nature of the hazard,	Office of Emergency Management/ EOC Management	

Phase	Activity	Responsibility	Status
	meteorological conditions, at risk populations, and geography and infrastructure at risk.		
	Determine impacts to population and transportation infrastructure within communities.	EOC Planning Section's Situation Status Transportation Unit	
	The Office of Emergency Management or EOC Management may collect information from meteorologists, HAZMAT specialists, or other City departments that will help the City determine the risks associated with an impending or unfolding threat. Partner agencies may be consulted for their subject matter expertise.	Office of Emergency Management/ EOC Management	
	Police and Fire field units and patrols may report on emergency conditions and issue shelter-in-place or small-scale evacuation recommendations through their command posts.	Police and Fire Department field units	
	Map projected impacted areas onto pre-staged GIS layers of San José's geography, critical facilities, demographic data, etc.	EOC Planning Section's Innovations Branch/GIS Unit	
	Identify projected transportation needs and priorities.	EOC Operations Section's Transportation Branch	
	Identify resources that are expected to be required to support mass transportation efforts, including transportation for those that do not have the means to evacuate on their own (such as via personal vehicle, access to public transportation, etc.). This includes individuals with mobility disabilities and homebound individuals.	EOC Operations Section's Law and Transportation Branches	
	Establish or activate systems of communication among responding agencies and levels of government.	EOC Logistics Section's IT Support Branch	
	Track, and to the extent possible, support ad-hoc evacuations out of affected areas and inbound movement of response resources.	EOC Operations Section's Law Branch	
	Identify ingress and egress issues associated with anticipated impacts and evacuation routes selected. Coordinate on potential evacuation with neighboring jurisdictions and/or the Operational Area, as needed.	EOC Operations Section's Law Branch	
	Determine the scope of the potential evacuation areas within the City.	EOC Operations Section's Law Branch	

Phase	Activity	Responsibility	Status
	Alert facilities with responsibility for evacuating their populations, such as medical and assisted living facilities and correctional institutions, to activate facility evacuation plans.	EOC Planning Section’s Technical Specialist: Warning; EOC Operations Section’s Law and Fire and Rescue Branches; Santa Clara County Public Health Department	
	If conditions exist that put specific populations at risk, activate or put on stand-by plans, relationships, and resources for contacting such populations. This may include outreach teams for in-person notification.	EOC Operations Section’s Law and Mass Care Branches; EOC’s Liaison Branch	
	Work with Liaison Branch to notify elected and senior officials that evacuation is imminent.	EOC Operations Section’s Law Branch	
	The EOC sends out an order to evacuate. Upon notification of an emergency that has the potential to require a large-scale evacuation or have direct impact on the City, activate EOC and make notifications as defined in the <b>EOC Operations Guide</b> , an annex to the EOP.	EOC Planning Section’s Technical Specialist: Warning	
<b>Step 2: Decision to evacuate</b>			
	Determine the need to evacuate affected areas within the City of San José using the latest confirmed information and tools that provide predictive modeling if available.	EOC Operations Section’s Law Branch	
	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.	EOC Director	
	Once it is determined that an evacuation order is needed, determine the scope of the evacuation areas within the City.	EOC Director, EOC Management, EOC Operations Section’s Law Branch	
	Develop an alert and warning strategy.	EOC EPIO Branch; EOC Planning Section’s Technical Specialist: Warning	
	Brief responding departments and agencies about the plan to be implemented as soon as possible.	EOC Operations Section’s Law Branch and Fire and Rescue Branch	

Phase	Activity	Responsibility	Status
	Identify primary and secondary evacuation routes and evacuee assembly and pick-up points within the City.	EOC Operations Section's Law Branch	
	Coordinate with the ADA Coordinator and field units to identify persons/facilities that have special evacuation requirements (i.e., people with household pets and/or livestock, individuals with disabilities or other access and functional needs and those who are hospitalized, elderly, institutionalized, and incarcerated). Check status. Evacuate if necessary.	EOC Operations Section's Fire and Rescue Branch	
	Determine pick-up points and assisted procedures for evacuees with disabilities and others with access and functional needs.	EOC Operations Section's Fire and Rescue Branch, Law Branch, and Mass Care Branch	
	Coordinate with the Mass Care Branch to determine evacuation destination points (including evacuation centers and shelters) for all evacuees. To the extent possible, and depending on medical requirements, individuals with disabilities and others with access and functional needs should be sheltered together with the general population. When possible, provide areas for household pets at or near the City's mass care sites.	EOC Operations Section's Mass Care Branch	
	Coordinate with the Mass Care Branch to determine any re-unification actions needed at evacuation destination points. Consider the requirements of minors, and those in custody who may need to be evacuated with the general public.	EOC Operations Section's 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's Law Branch	
	Coordinate with gas, water, and electric utilities to ensure utilities are restored and conditions are safe for re-entry.	Public Works DOC	
	Notify the Duty Office for the Collaborating Agencies' Disaster Relief Effort (CADRE).	Office of Emergency Management	
<b>Step 3: Notification to public</b>			
	Establish and support a Joint Information Center (JIC) to coordinate evacuation information and notification.	EOC EPIO Branch	

Phase	Activity	Responsibility	Status
	Contact dispatch or coordinate with the Public Information Officer to notify individuals that need to evacuate or shelter-in-place. Ensure that information is made available in formats accessible to individuals with limited English proficiency, non-English-speaking monolingual speakers, who are sight-impaired or have low vision, who are deaf or have hearing loss, who require special communications equipment, who cannot be reached by traditional communications mean, and others requiring accessible communication. Refer to the <b>Crisis Communications Support Annex</b> and <b>Crisis Communications Plan</b> (to be developed) for more information.	EOC EPIO Branch	
	Activate tools for public notification, alert, and warning and provide guidance for those requiring mass transportation in accessible formats.	EOC EPIO Branch; EOC Planning Section's Technical Specialist: Warning	
	Coordinate with the EOC Mass Care Branch, CADRE Duty Officer, and nonprofit or private sector partners regarding the need for mass care services to support evacuation and sheltering operations.	EOC Liaison Branch's Private Sector Liaison; EOC Operations Section's Mass Care Branch; CADRE Duty Officer	
	Activate reunification services as precaution. Plan a method for tracking individuals from the embarkment point, through shelter location, and reunification/re-entry, as needed.	EOC Operations Section's Mass Care Branch	
	Provide timely and accurate public information to the JIC, including evacuation alerts, notices, routes, assembly areas, pick-up points, and other instructions to the public in accessible formats.	EOC EPIO Branch	
	Provide a system for recording incoming requests for assistance, the department assigned to respond, and the action taken.	EOC Logistics Section	
<b>Step 4: Preparation to move</b>			
	Establish a timeline for evacuation operations.	EOC Operations Section's Law Branch	
	Expedite and coordinate the evacuation of persons from hazardous areas and the flow of emergency response personnel and resources into the City.	EOC Operations Section's Law Branch and Fire and Rescue Branch	

Phase	Activity	Responsibility	Status
	Determine shelter-in-place and evacuation resource needs.	EOC Operations Section's Law Branch	
	Determine the impact of the incident to transportation infrastructure that might impact evacuation routes. Finalize routes.	EOC Operations Section's Transportation and Law Branches	
	Determine the impact of the incident to evacuee arrival points and mass care sites. Finalize list of destinations and shelter sites.	EOC Operations Section's Mass Care Branch	
	Notify the ADA Coordinator to perform safety assessments of shelter sites, as needed. Notify the Mass Care Branch.	EOC Operations Section's Mass Care and Public Works Branches	
	Determine the transportation resources needed to evacuate the general public and accommodate people with access and functional needs and household pets.	EOC Operations Section's Transportation Branch	
	Control evacuation traffic, both the flow of responders and resources into the City, and evacuees out of the City.	EOC Operations Section's Law Branch, Police Department field units	
	Request mutual aid resources required to conduct these operations.	Discipline-specific	
	Deploy assigned personnel as needed.	Field units	
	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.	Public Works DOC; EOC Logistics Section's Fuel & Utilities Unit; Police Department field units; Parks, Recreation and Neighborhood Services Department	
	Organize and synchronize the movement of animals and, if appropriate, delivery of animals to the City's Animal Care Shelter or transportation to shelters that will allow co-location or co-habitation with people.	Public Works DOC Animal Care Branch field units; Police Department field units	
	Coordinate with Operational Area's Large Animal Rescue group for assistance in moving livestock, as needed.	Public Works DOC Animal Care Branch field units	
	Provide timely, accurate, and accessible messaging to the public regarding safety, alert and warning, evacuation routes and shelter sites, and other	EOC EPIO Branch	



Phase	Activity	Responsibility	Status
	information related to evacuation, rescue, and re-entry. Support efforts to implement a public information plan that uses appropriate and effective communication tools and channels for affected populations.		
	Record and communicate all actions taken to primary department representatives. Make brief and accurate status reports to primary agencies.	EOC Planning Section	
	Implement predetermined cost accounting measures for tracking overall personnel, equipment, materials, and other costs that are incurred during emergency evacuation response actions. These costs can be reimbursed to the City through state and federal disaster recovery funding programs.	EOC Finance & Administration Section's Cost/Time Unit	
<b>Step 5: Movement and en route support</b>			
	Anticipate and track locations and number of residents and household pets that are using public transportation to evacuate.	Office of Emergency Management, EOC Operations Section's 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's Transportation Branch	
	Establish command and control of tactical operations during the evacuation.	EOC Operations Section's Law Branch, Police Department	
	Coordinate transportation resources for evacuee assembly points.	EOC Operations Section's Transportation Branch	
	Coordinate traffic control along evacuation routes.	EOC Operations Section's Law Branch, Police Department field units	
	Procure, allocate, and manage resources for en route support of populations with disabilities and others with access and functional needs.	EOC Logistics Section	
	Coordinate door-to-door and public address system notification in the evacuation area.	EOC Operations Section's Fire and Rescue Branch, Fire Department field	

Phase	Activity	Responsibility	Status
		units, EOC Operations Section's CERT Branch	
	Coordinate search and rescue operations for the evacuation area.	EOC Operations Section's Fire and Rescue Branch, Fire Department field units	
	Coordinate with ADA coordinator and nonprofit partners to identify households with homebound individuals that may require special assistance to evacuate. Coordinate with the County In-Home Support Services (IHSS), the Office of the Public Guardian, and Public Authority Services regarding the needs of homebound populations.	EOC Operations Section's Mass Care Branch	
	Establish and enforce access control posts and barricades at key locations around an established evacuation perimeter.	EOC Operations Section's Law Branch, Police Department field units	
	Ensure consideration for the accommodation of populations with disabilities and others with access and functional needs when establishing perimeter control. This may include the need for translation services, methods of communicating with residents with auditory and physical limitations, etc.	EOC Operations Section's Law Branch, Police Department field units, Office of Emergency Management	
	Ensure that public receives safety messages regarding restricted areas, safety conditions, situation update, and re-entry timelines. All inclusivity and accessibility considerations discussed previous apply.	EOC EPIO Branch	
	Conduct safety checks and search and rescue operations in evacuation area as needed.	EOC Operations Section's Fire and Rescue Branch, Fire Department field units	
	Request mutual aid assistance as needed.	Discipline specific	
<b>Step 6: Reception and support</b>			
	Provide staff to receive evacuees at temporary arrival points, mass care sites, or shelters outside the affected areas. 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's Mass Care Branch	
	Ensure that arrival points are accessible to those with access and functional needs. Make or coordinate modifications as necessary.	EOC Operations Section's Mass Care Branch	

Phase	Activity	Responsibility	Status
	Coordinate care for household pets and service animals at shelters and mass care sites. Ensure the City’s Animal Care Shelter has resources it needs to shelter pets. Coordinate with nonprofit partners as needed for domestic and livestock animals.	EOC Operations Section’s Mass Care Branch; Public Works DOC Animal Care Branch field units	
	Coordinate family reunification to reconnect unaccompanied minors with their proper guardians.	EOC Operations Section’s Mass Care Branch	
	Coordinate with the EOC Mass Care Branch to make information available regarding reunification/information websites for evacuees to register themselves as safe for the incident or search for loved ones. Websites include, but not limited to: <ul style="list-style-type: none"> <li>• American Red Cross “Safe and Well”<sup>5</sup></li> <li>• Facebook “Safety Check”<sup>6</sup></li> <li>• Unaccompanied Minors Registry<sup>7</sup></li> </ul>	EOC EPIO Branch	
	Coordinate with the EOC Mass Care Branch to: <ul style="list-style-type: none"> <li>• Coordinate temporary re-entry during an extended evacuation to allow evacuees to collect belongings or assess damage to their properties.</li> <li>• Coordinate transportation resources for evacuees for temporary re-entry or to fulfill work obligations.</li> <li>• Communicate to evacuees regarding situation updates, re-entry timelines, and public health and safety messaging, as needed. All inclusivity and accessibility considerations discussed previous apply.</li> </ul>	EOC Operations Section’s Mass Care, Law, and Transportation Branches; EOC EPIO Branch; Mass Care and Shelter field units	
<b>Phase 3: Continued Response</b>	<b>Step 7: Re-entry</b>		
	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’s Situational Status Branch	
	The EOC in conjunction with the Police Department and Fire Department will determine when	EOC Director	

<sup>5</sup> <https://safeandwell.communityvos.org/cms/index.php>

<sup>6</sup> <https://www.facebook.com/crisisresponse/>

<sup>7</sup> <https://umr.missingkids.org/umr/reportUMR>

Phase	Activity	Responsibility	Status
	evacuation orders can be lifted and the area returned to the City.		
	Lift the evacuation order for areas in which hazards have been removed and basic utilities are functioning.	EOC Director	
	On the approval of/concurrence with the Police Department; Fire Department; Planning, Building, and Code Enforcement; Office of Emergency Management; Santa Clara County Public Health Department; and utility providers, re-entry can begin.	EOC Director	
	Activate the re-entry plan that describes routes, ingress/egress, traffic control, transportation options, resources, and ongoing risks for re-entry.	EOC Operations Section's Law Branch, Police Department field units	
	Upon re-entry, coordinate reunification efforts with household pets, livestock, people, etc.	EOC Operations Section's Mass Care Branch, EOC Recovery Section's Case Management Branch	
	Provide for the procurement, allocation, and use of necessary transportation and law enforcement resources by means of mutual aid or other agreements.	EOC Logistics Section	
	Coordinate with transportation networks performing initial restoration activities (i.e., debris clearance) to add re-entry routes, as available.	EOC Operations Section's Public Works Branch; EOC Recovery Section's Infrastructure Branch	
	Assess the need for interim or permanent housing among the evacuated population.	EOC Operations Section's Mass Care Branch, EOC Recovery Section's 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's Transportation and Mass Care Branches	
	Set up and provide staff to manage and coordinate arrival points for those returning to their homes to track re-entry and authorized access.	EOC Recovery Section's Case Management Branch	
	Provide messaging for the public that covers the boundaries of the reopened area, the time that	EOC EPIO Branch	

Phase	Activity	Responsibility	Status
	people may return, the mitigation of risks, routes, public and specialized resources available, health effects to monitor for, and recommended safety actions upon return in an accessible format.		
<b>Phase 4: Short-Term Recovery</b>	Continue to coordinate with Santa Clara County Operational Area as needed.	Office of Emergency Management / EOC Management	
	Continue to support the re-entry of evacuated populations.	EOC Recovery Section's 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	
	Provide support services to assist travelers (i.e., removal of broken down cars, provision of basic traveler roadside assistance, directions, water, gas, services at highway rest stops, etc.).	EOC Recovery Section's Infrastructure Branch	
	Coordinate the demobilization and release of any transportation mutual aid resources. <i>This may occur in Phase 5: Long-Term Recovery if mutual aid resources are required for a longer period of time.</i>	EOC Recovery Section's Infrastructure Branch	
	Draft recommendations for after action reports 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's Case Management Branch, various departments and agencies	
	Continue to track the status and meet the needs of long-term displaced residents.	EOC Recovery Section's Case Management Branch	
	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>	EOC Recovery Section's Recovery Documentation Branch	

# ASSIGNMENT OF RESPONSIBILITIES

This section outlines roles and responsibilities specific to evacuation and re-entry operations by City department, in addition to the roles outlined in the City's EOP. Roles and responsibilities for external entities 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 large-scale incident, the City EOC will activate jointly with the County of Santa Clara and both City and County will provide staff to fulfill these responsibilities

## A. 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 and re-entry 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.

**San José Police Department** will:

- Serve as the lead coordinating department for the City's overall evacuation and re-entry operations by staffing the EOC Operations Section Law Branch
- Recommend mass 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.
- Establish a response timeline for the conduct of evacuation operations following an incident.
- 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.
- Document door-to-door contacts and attempted contacts, during field notification and evacuation activities.
- Coordinate with Transportation Branch regarding route planning and traffic control support.
- Control traffic on local streets and roads during evacuations.
- Provide perimeter control at evacuee assembly points.
- Work with accessible transportation services to provide limited assistance for people with disabilities and others with access and functional needs at evacuee assembly and access control points.
- 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.

- Work with the Mass Care Branch to manage temporary re-entry to allow evacuees to gather belongings and determine preliminary property damage. The Mass Care Branch will provide the 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.

**San José Fire Department will:**

- Serve as the lead department for search and rescue effort 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 incident command post in the case of natural disasters.
- Coordinate with the San José Police Department and the EOC, if activated, to determine evacuation and shelter in place needs, priorities, and strategies.
- Support the request and provision of mutual aid resources to conduct these operations.
- Direct on-scene evacuations as a result of fire, hazardous materials spill, as necessary, whenever there is an immediate threat to life and safety.
- If requested, the 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.

**City Manager’s Office will:**

- Activate the EOC and the Emergency Operations Plan 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 Police and Fire, 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 Public Information Officer, 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 elected officials.

**City Manager’s Office of Emergency Management will:**

- Activate the EOC.
- Issue evacuation order, with 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 Public Information Officer(s) to develop pre-staged messaging--informed by best practices in emergency management and behavioral psychology--for evacuation advisories and orders that can be deployed during an emergency through a variety of communication 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 Santa Clara County Operational Area EOC has been activated, OEM or EOC Liaison Branch will provide coordination between City and County EOCs.
- Support planning efforts related to evacuation and re-entry, including planning for individuals with disabilities and others with access and functional needs. Work with the Collaborating Agencies' Disaster Relief Effort (CADRE) Access and Functional Needs team leads, Silicon Valley Independent Living Center, the San Andreas Regional Centers, and other services and organizations that serve individuals with access and functional needs, as needed and appropriate.

**Department of Public Works will:**

- Provide safety assessment inspectors for public facilities that will be used as evacuee assembly points.
- Provide GIS expertise and resources to support mapping and route planning efforts.
- Provide an ADA Coordinator whose responsibilities include:
  - Pre-inspect sites that are pre-identified as likely shelter sites or evacuation centers and provide ADA assessments and modifications, as needed.
  - During the immediate response period, perform safety assessments of shelter sites and 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 American Red Cross 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 City’s Animal Care Shelter to assess impacts, notify staff of evacuation plan, and identify alternate locations to house animals, if needed.
- Provision of resources to 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).
- Use the Joint Emergency Action Plan with Valley Water (formerly called Santa Clara Valley Water District) to monitor flood conditions that may trigger evacuations of affected populations.
- Coordinate with utilities 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.
- Obtain equipment, supplies and staff for evacuation and re-entry processes. This may also include resourcing transportation and fuel distribution systems to support both processes.
- Document purchases, equipment use, and labor hours associated with these efforts throughout the operation.

**Department of Transportation will:**

- Support planning efforts to pre-identify evacuation routes by staffing the EOC Operations Section Transportation Branch
- Establish safe evacuation routes and reconfigure for emergency response activities, as needed.
- Provide traffic control resources, including the programming of traffic signals and deployment of route signage, barricades, and message boards.
- Coordinate traffic management strategies with the County’s Roads and Airports Department, Caltrans, CHP, and other regional transportation agencies.
- Communicate open and closed roads with social media and other broadcast media.
- Conduct 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.

**City Attorney’s Office will:**

- Ensure that evacuation orders, operations, and re-entry planning comply with all state and City procedures, laws, codes, and ordinances.
- Provide legal expertise to ensure evacuation planning and operations comply with federal, state and local disability and access regulations, as necessary.

**Information Technology Department will:**

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

**Parks, Recreation, and Neighborhood Services will:**

- Serve as the primary coordinating department responsible for providing mass care services to evacuees by staffing the EOC Operations Section's Mass Care Branch.
- Activate the Mass Care and Shelter Support Annex.
- Activate and staff the Parks, Recreation, and Neighborhood Services Department Operations Center (DOC) to support mass care functions.
- Set up and provide staff to manage and coordinate arrival points at evacuation centers and temporary shelters.
- Staff the Mass Care Branch to identify and facilitate the opening and management of all shelter sites and evacuee collection points.
- Coordinate with Collaborating Agencies' Disaster Relief Effort, American Red Cross, and other local Voluntary Organizations Active in Disaster (VOAD) to provide services and resources that may be needed at evacuation points and shelters.
- Coordinate with Transportation Branch to arrange transportation resources to move evacuees to and from evacuation centers or shelters as necessary.
- Coordinate with Valley Transportation Authority (VTA), VTA Access, or private transportation providers to provide transportation assets (passenger busses) 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 homeless 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 pick-up points, evacuation centers, or staging areas.
- Coordinate with the Damage Inspection 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 Law Branch to provide information, if available, regarding evacuees to manage re-entry for belongings or preliminary damage assessment.
- 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 volunteer) associated with these efforts throughout the operation.

**Public Information Officer / City Manager's Communications Office will:**

- Work with the Office of Emergency Management and law enforcement agencies to develop pre-staged messaging, informed by best practices in communication, for evacuation advisories and orders that can be deployed during an emergency through a variety of communication channels.

- Develop an emergency Public Information Officer team to support evacuation and re-entry communication needs.
- Disseminate public alerts or warnings, at the request of Incident Commander or Director of Emergency Services. Coordinate with law enforcement agencies with the authority to do so.
- Coordinate with 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 the Integrated Public Alert and Warning System (IPAWS) and deploy the message, as needed in compliance with the City’s crisis communications plans and procedures.
- 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 Office of Emergency Management are trained and authorized to develop messaging and use notification systems. The staff and notification systems are identified in the Crisis Communications Support Annex.

**Housing Department will:**

- Advise on the evacuation of homeless populations from within the evacuation zone.

## **B. 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.

### [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 Sheriff may establish a Unified Command to coordinate regional field operations in combined city and county areas.

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

- Maintain communication and coordination with the City’s Recovery Section for jurisdictional support.
- Request resources from the County’s recovery organization when jurisdictional resources are depleted.
- Assist with collection and coordination of information necessary to request state and federal disaster assistance programs.
- Provide leadership in identifying county-level recovery issues and challenges requiring multi-jurisdictional awareness and coordination

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

- Provide 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.

- Provide long-term recovery counseling for disaster survivors and responders.
- Coordinate 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.
- Identify and address 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).
- Provide long-term epidemiological monitoring and analysis of disaster impacts on the physical and mental health of affected populations.
- Provide information addressing emerging public health threats, including disease surveillance, food borne illnesses, water quality, etc.
- Coordinate 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 will:**

- Coordinate with the City's post-disaster recovery organization to promote the economic and social well-being of individuals, families, and neighborhoods, by coordinating with a network of Community-Based Organizations and Faith-Based Organizations, and neighborhood organizations to provide cash assistance, food, health insurance, in-home care, and other direct services to people in need, including disaster survivors.
- Coordinate programs for survivor recovery and stabilization, including child care, 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 City of San José requests.
- Identify healthcare and social services unmet needs to develop solutions that address long term recovery implementation with other stakeholders.

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

- Provide information, services, and resources for shelter, rental assistance, and connecting to long-term housing to extremely low income/special needs households.

## Regional Partners

**Santa Clara County Housing Authority can:**

- Coordinate re-location of displaced persons that are a part of Santa Clara County Housing Authority programs.
- Participate in State-Coordinated Disaster Housing Task Force to identify gaps in state and federal housing capabilities and possible solutions, and to develop a post-disaster housing strategy.
- Provide strategic guidance and insight into post-disaster housing challenges and resources.

**The Santa Clara Valley Transportation Authority (VTA) will:**

- Work through the Operational Area to accommodate the evacuating population from the City of San José as resources are available.

- Provide transportation and evacuation resources, including en route support if requested from the Operational Area to fulfill the City’s requests for assistance.
- Make 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.
- Provide a PIO to the JIC to support transportation communication, as needed.

The **Metropolitan Transportation Commission (MTC)** can requested and available to:

- 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.
- Coordinate with Cal OES to identify transit resources needed for emergency response.
- Coordinate activities under the San Francisco Bay Area Transit Operators Mutual Aid Agreement.

**Valley Water (formerly called Santa Clara Valley Water District)** can:

- Monitor waterways and notify the City of hazardous or potentially hazardous conditions.
- The city of San Jose will active the Joint emergency action plan for flooding considerations to coordinate information with Valley Water.

**Public school districts** can:

- Provide access to school facilities, equipment, and resources that may be needed to establish pick-up points, activate shelters, and facilitate the movement of people from evacuation areas to mass care sites.
- Implement shelter-in-place options, as needed.
- Facilitate reunification of unaccompanied minors with their families.
- Report on status of school operations.

## 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 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 for regarding damage assessment and recovery program activities
- Coordinate resources for Safety Assessment Program inspections.
- Convene and facilitate the Regional Recovery Task Force, if established.
- Provide State Coordinating Officer (SCO) to coordinate and control state and federal recovery efforts in control of local resources.

- Participate in or lead State-Coordinated Disaster Housing Task Force to identify gaps in state and federal housing capabilities and possible solutions, and to develop a post-disaster housing strategy.
- Provide 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:**

- Debris clearance 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 from the Federal Highways Administration Emergency Relief (ER) Program.

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

- Debris clearance 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 State-Coordinated Disaster Housing Task Force to identify gaps in state and federal housing capabilities and possible solutions, and to 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.

## Federal Agencies

When the need for support exceeds City, county, and state resources, the state, through the 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 efforts of state and local governments.

### **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 a Federal Coordinating Officer (FCO) who will work with the State Coordinating Officer (SCO) to coordinate state and federal recovery efforts in support of local operations.
- Provide 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.
- Support with technical assistance, engineering, and construction management resources and support during response and short-term recovery activities.

## 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, healthcare 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.

The City or Operational Area can contract with **private transportation providers** to support evacuation and re-entry operations. Memorandums of understanding (MOUs) or contracts will need to be in place with each of these private transportation providers. Resources may include taxis, limos, ride-sharing services, paratransit services, charter vans, and large capacity buses, that can:

- Provide vehicles and personnel to support evacuation operations or specialized transportation needs.
- Provide transportation to evacuees from mass care sites to workplaces or other destinations, as needed.

San José is home and neighbor to many large companies with employee transportation programs that include fleets of passenger buses. **Employee transportation programs** can:

- Coordinate with the City to provide transportation for their employees.
- Augment transportation resources during emergency response, as needed.

VTA Access paratransit is a non-profit organization that provides mobility transportation services to individuals and households throughout Santa Clara County. **VTA Access Paratransit** can:

- Provide personnel, communications, vehicles, and other resources to support the movement of people with access and functional needs.
- Provide information to the EOC about households with individuals that are likely homebound.

## 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 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.

**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 organization or committee to assist with addressing survivor long-term recovery needs.

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

- As the local Voluntary Agencies Active in Disaster (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.

# AUTHORITIES & REFERENCES

The following agreements, procedures, plans, and guidelines apply to the execution of this support annex:

## Federal:

- Robert T. Stafford Disaster Relief and Emergency Assistance Act, 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. Policy and guidance memos, including 9500 series policies, as applicable

## 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 California Code of Regulations [CCR] §2400-2450)
- Local Emergency Prevention Measures for County Health Official: California Health and Safety Code §101040

## 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. (2014). Disaster Recovery Permit & Regulation Waiver Toolkit.

- Bay Area UASI. (2015). Local Government Disaster Recovery Framework (DRF) and Recovery Support Function (RSF) Guide.
- 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—MOBILEHOME 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 IDENTIFICAITON OF POTENTIALLY HAZARDOUS BUILDINGS
- Other ordinances and council policies, as applicable

## APPENDIX A: ACRONYMS AND GLOSSARY

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

### Acronyms

ACS	American Community Survey
ADA	Americans with Disabilities Act
CADRE	Collaborating Agencies' Disaster Relief Effort
Cal OES	California Governor's Office of Emergency Services
Caltrans	California Department of Transportation
CERT	Community Emergency Response Team
CHP	California Highway Patrol
City	City of San José
DOC	Department Operations Center
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPIO	Emergency Public Information Officer
FEMA	Federal Emergency Management Agency
IPAWS	Integrated Public Alert & Warning System
MOU	Memorandum of Understanding
MTA	Metropolitan Transportation Commission
PETS	Pets Evacuation and Transportation Standards Act
SEMS	Standardized Emergency Management
UASI	Bay Area Urban Areas Security Initiative
VOAD	Voluntary Organizations Active in Disaster
VTA	Valley Transportation Authority
WEA	Wireless Emergency Alerts

## 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.
Evacuation	The organized, phased, and supervised movement of people away from a dangerous or potentially dangerous area due to an emergency or other major event. Local governments typically have the primary responsibility for ordering an evacuation if one is necessary.
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.
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.
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.
Pictogram diagram/signage	A picture representing a word or idea; also referred to as a pictograph.
Qualified interpreter	An interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary.

## Sheltering-in-Place

In some situations, the most effective approach to protecting populations is to encourage or force through legal means people to stay while taking steps to increase the safety of their building (e.g., closing vents, sealing doors, covering windows, etc.), such as during chemical or hazardous materials spills or emissions and other airborne disasters. In other cases, sheltering-in-place is part of an evacuation strategy, where individuals who are not in imminent danger are advised to stay where they are in order to prevent additional roadway congestions and allow individuals at risk evacuate.

## APPENDIX B: RECOMMENDED TRAINING

The following courses listed in **Table B-1** are a selection of recommended trainings generally available to those who may serve in roles relative to the performance of mass care and shelter 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.

**Table B-1.** Recommended Training

Course	Source
<b>IS-100.b</b> Introduction to Incident Command System	<a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-100.b">https://training.fema.gov/is/courseoverview.aspx?code=IS-100.b</a>
<b>IS-700.a</b> National Incident Management System (NIMS), An Introduction	<a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-700.a">https://training.fema.gov/is/courseoverview.aspx?code=IS-700.a</a>
<b>IS-200.b</b> ICS for Single Resources and Initial Action Incidents	<a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-200.b">https://training.fema.gov/is/courseoverview.aspx?code=IS-200.b</a>
<b>IS-800.b</b> National Response Framework - An Introduction	<a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-800.b">https://training.fema.gov/is/courseoverview.aspx?code=IS-800.b</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.d</b> Fundamentals of Emergency Management	<a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-230.d">https://training.fema.gov/is/courseoverview.aspx?code=IS-230.d</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>IS-368 or G-197 or L-197 or CA-056-RESP</b> Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations	<a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-368">https://training.fema.gov/is/courseoverview.aspx?code=IS-368</a>
<b>ICS-400/MGT905</b> Advanced ICS	Classroom course

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>



## APPENDIX C: EOC TOOLS AND RESOURCES

The following tools and resources may be developed or implemented in the EOC to assist in evacuation operations:

- Registries
- GIS tools to show evacuation routes in real time
- Tools to track areas that have been evacuated and individuals evacuated