



Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Raymond Riordan

**SUBJECT: EMERGENCY OPERATIONS
PLAN, BASE PLAN**

DATE: January 24, 2019

Approved

Date

24 JANUARY 2019

RECOMMENDATION

Adopt a resolution amending the City of San José Emergency Operations Plan, Base Plan.

OUTCOME

Adoption of the Emergency Operations Plan (EOP), Base Plan will allow the City of San José to comply with Municipal Code 8.08.030 and provide updated direction on how the City of San José will operate during response and recovery to a proclaimed emergency.

BACKGROUND

During the December 10, 2018 City Council Study Session, the Office of Emergency Management Staff presented the Emergency Operations Plan to the Elected and Appointed Officials.

The City of San José last approved and adopted an Emergency Operations Plan (EOP) in 2004. Some updates were provided in 2006 and 2010, that were not officially adopted. In 2017, the Office of Emergency Management utilized one-time funding to update the EOP, hiring APTIM, a consulting firm with expertise in Emergency Management, to facilitate the effort. The scope of work included meeting state and federal requirements, focus on six challenges during response to the 2017 Coyote Creek Flood (Crisis Communications, Evacuation, Damage Assessment, Debris Clearance, Mass Care and Shelter, and Recovery), and ensuring involvement of all city departments in the development of the updated EOP. To reach the goal, APTIM conducted six workshops with members of the City's Emergency Management Work Group (EMWG).

The EOP went through three complete reviews, and all departments had an opportunity to review and comment. On December 10, 2018, in compliance with Municipal Code 8.08.030, an Emergency Services Council meeting was convened by the Chair, the City Manager. The

primary purpose of the Emergency Services Council is to review the EOP and provide input on vital considerations, such as how our vulnerable populations, including those with access and functional needs, are engaged. The Emergency Services Council recommended adoption of the EOP by the City Council, without modification.

ANALYSIS

The City of San José Emergency Operations Plan (EOP) provides an overview of the city's approach to emergency operations. It identifies emergency response policies, describes the response and recovery organization, and assigns specific roles and responsibilities to City departments, agencies, and community partners. The EOP has the flexibility to be used for all emergencies and will facilitate response and recovery activities in an efficient and effective way.

The EOP provides a description of the intended audience, the method of distribution, the approval process, and its applicability to other plans. The plan 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), Disaster District Offices, field responders, and external entities such as the Operational Area, community partners, and City residents and visitors.

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

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

- Identifies the departments designated to perform response and recovery activities and specifies their roles and responsibilities,
- Sets forth lines of authority and organizational relationships and shows how all actions will be coordinated,
- Describes the system used to coordinate the request for and integration of resources and services available to the City during disaster situations,
- Specifies the coordination and communications procedures and systems that will be relied upon to alert, notify, recall, and Emergency Operations Center personnel; warn the public; and protect residents and property,
- Identifies supporting plans and procedures applicable to the EOP and referenced as plan annexes or appendices,
- Describes the emergency management organization and transition of priorities and objectives to address post-disaster recovery considerations,

- Reflects the most recent guidance for emergency planning and consider better alignment with county, state, and federal emergency plans to support a unified approach to emergency management,
- Formalizes protocols that reflect best practices and operational realities,
- Develops hazard-specific plans that are scalable, actionable, and realistic,
- Provides a response structure for all-hazards, and
- Describes how to address the needs of those with access and functional needs (AFN), and integrate Americans with Disabilities Act requirements in all aspects of preparedness, response, and recovery.

EVALUATION AND FOLLOW-UP

The EOP is comprehensive and provides the structure for the continued development of the support annexes and other supporting plans, that when developed can be approved by the City Manager. Based on the lessons learned from the significant disasters such as the 2018 Camp Fire, 2017 North Bay Fires, and our own 2017 Coyote Creek Flood, specific attention has been paid to the evacuation and care of those with access and functional needs and family pets. The following six EOP Support Annexes will be further developed in 2019 with guidance and involvement of specific City Leadership. These annexes include:

- Crisis Communications, led by Rosario Neaves, Communications Department Director
- All Hazard Evacuation Guidance, led by Assistance Police Chief Mata
- Damage Assessment, led by Chu Chang, Planning, Building and Code Enforcement Department Assistant Director/Chief Building Official
- Debris Clearance, led by Napp Fukuda, Environmental Services Department Assistant Director
- Mass Care and Shelter, led by Jon Cicirelli, Parks, Recreation and Neighborhood Services Department Director
- Recovery, led by Margaret McCahan, Budget Office Director

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

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

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

- A major incident,

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

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

PUBLIC OUTREACH

The opportunity for the review and commentary on the EOP updates were provided as part of the following public meetings:

- August 7, 2017 City Council Meeting on the 2017 Coyote Creek Flood After Action Report,
- December 1, 2017 City Council Study Session,
- May 17, 2018 Community Resiliency Plan Status Report to the Public Safety, Finance and Strategic Support Committee,
- August 16, 2018 Emergency Management Workplan Report at the Public Safety, Finance and Strategic Support Committee,
- December 10, 2018 Emergency Services Council meeting, and
- December 10, 2018 City Council Study Session.

COORDINATION

This memo has been coordinated with the City Attorney's Office. The Emergency Operations Plan was coordinated with Airport, Economic Development, Employee Relations, Environmental Services, Fire, Housing, Human Resources, Information Technology, Library, Parks Recreation and Neighborhood Services, Planning, Building and Code enforcement; Police, Public Works and Transportation.

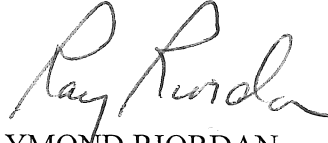
COMMISSION RECOMMENDATION/INPUT

No commission recommendation or input is associated with this action.

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CEQA

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



RAYMOND RIORDAN
Director, Office of Emergency Management

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

Attachment 1: Emergency Operations Plan, Base Plan, February 2019
Attachment 2: Resolution adopting the Emergency Operations Plan