

City of Pleasanton Emergency Operations Plan March 2018



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City of Pleasanton
Emergency Operations Plan

Requests for a copy or alternate format of this document should be referred to the Livermore-Pleasanton Fire Department Emergency Preparedness Manager.



City of Pleasanton
Emergency Operations Plan

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Introduction

Presented is the 2018 City of Pleasanton Emergency Operations Plan (EOP). This plan is designed as a reference and guidance document, and is the foundation for disaster response and recovery operations for the City of Pleasanton.

This plan establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of the responsibilities of the City of Pleasanton as a member of the Alameda Operational Area (OA) with other OA member organizations, in both response and recovery procedures. This plan builds upon previous efforts to enhance the City's emergency and disaster preparedness, response, and recovery capabilities and includes the critical elements of the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the National Response Framework and the Incident Command System.

The City of Pleasanton Emergency Operations Plan is an extension of the State of California Emergency Plan and its concepts may be used to coordinate localized emergencies as well as catastrophic disasters. This plan is designed to be flexible enough to use in all emergencies and will facilitate response and short-term recovery activities. This plan promotes coordination so that the City's capabilities can adapt to a changing response environment and to the needs of supporting organizations. City employees will be trained on the plan and participate in exercises periodically, to test and validate the plan, and identify both capability gaps and areas for improvement. The plan will be revised as necessary to meet changing conditions.

The Pleasanton City Council gives its full support to this plan and urges all officials, employees, and residents, individually and collectively, to do their share in the emergency preparedness, response, and recovery efforts of the City of Pleasanton. This Emergency Operations Plan becomes effective upon approval and resolution of the City Council of the City of Pleasanton.

Plan Concurrence

The following officials concur with the City of Pleasanton’s Emergency Operations Plan. Their signature indicates they have reviewed the plan, concur with the plan, and will carry out the responsibilities designated in its contents.

Position	Signature	Date
Mayor, on behalf of City Council		
City Manager		
City Attorney		
City Clerk		
Director of Community Development		
Director of Community Services		
Director of Economic Development		
Director of Engineering		
Director of Finance		
Livermore – Pleasanton Fire Chief		
Director of Library Services		
Director of Human Resources and Labor Relations		
Director of Operations and Water Utilities		
Pleasanton Police Chief		

Plan Development and Maintenance

The City of Pleasanton EOP is developed under the authority conveyed to the Emergency Services Council in accordance with the *California Emergency Services Act, Article 10 – Local Disaster Councils, § 8610*, which directs the creation of plans; powers; rules and regulations for dealing with local emergencies. The *City of Pleasanton Municipal Code, Title 2 Administration and Personnel, Chapter 2.44 Emergency Organization*, also directs the development of the city’s emergency plan, providing for “the effective mobilization of all of the resources of the city, both public and private, to meet any condition constituting a local emergency, state of emergency, or state of war emergency, and shall provide for the organization, powers and duties, services and staff of the emergency organization.”

The EOP was developed based on the Federal Emergency Management Agency’s (FEMA) *Comprehensive Preparedness Guide 101 (CPG 101), Version 2.0*, and input from each city department, according to the department’s designated responsibility in the emergency

response organization of the City. Individual departments are responsible to review and revise their departmental procedures annually to update information as needed (changes to assignments, relevant emergency operations procedures, etc.). Departmental revisions should be submitted to the Livermore - Pleasanton Fire Department (LFPD) Emergency Preparedness Manager, who will coordinate EOP revisions and ensure revisions are documented in the record of revisions table. Revisions to the plan will be distributed to the departments and agencies shown on the plan distribution list. This EOP Basic Plan is subject to various review and approval processes, whereas the appendices and various annexes are not. Major changes to the EOP will be submitted to the City Manager for approval or recommendation for review by City Council.

The Emergency Operations Plan was submitted to the California Office of Emergency Services (Cal OES) for review and presented to the City Council for review and approval. The plan was officially adopted through resolution by the City Council.

Distribution List

This distribution list names the departments or government agencies receiving copies of the City of Pleasanton EOP. The plan may be distributed in an electronic or printed version.

Department or Agency	Department or Agency
City of Pleasanton City Council / Mayor	City Manager
City Clerk	City Attorney
Community Development Department	Community Services Department
Economic Development Department	Finance Department
Engineering Department	Human Resources Department
Public Library	Operations Services Department
Livermore – Pleasanton Fire Department	Pleasanton Police Department
Cal OES, Coastal Region	Alameda Operational Area

The entire EOP (the Basic Plan, Annexes and Appendices) will be made available for City employees in electronic format on the shared City network drive.

Record of Revisions

This table documents the revisions made to the EOP. The LFPD Emergency Preparedness Manager will be responsible for maintaining the official copy of the EOP.

Change #	Description	Change Date	Approved By
001	Plan Revision Development	January 2018	City Council



Plan Approval Resolution

Insert copy of Resolution

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Section 1.0 Administrative Features

1.1 Plan Organization

There are three parts to the City of Pleasanton Emergency Operations Plan: the Basic Plan, Functional Annexes, and Appendices.

1.1.1 The Basic Plan

The Basic Plan describes administrative features, situation and assumptions, a concept of operations, recovery operations, and the emergency operations center. The Basic Plan outlines emergency services provided by City departments to carry out emergency operations during a major emergency or disaster; methods for how resources are obtained and mobilized; mutual aid programs; the roles and responsibilities for each City department; and the coordination and management of incidents by the City in the emergency operations center. As described previously, the EOP Basic Plan is subject to various review and approval processes, whereas the appendices and various annexes are not.

1.1.2 Functional Annexes

The functional annexes describe discipline-specific goals, objectives, operational concepts, procedures, capabilities, organizational structures and related policies. Supporting plans and documents may be listed or attached to each functional annex. The annexes will be developed in the near future and do not require approval of the City Council.

1.1.3 Appendices

The appendices relate subsequent plans and procedures developed in support of the Emergency Operations Plan, such as mutual aid plans, hazard-specific plans and related procedures, which will be incorporated by reference and maintained separate from the basic plan. The appendices will also be developed in the near future.

1.2 Purpose and Scope

The City of Pleasanton Emergency Operations Plan (EOP) addresses the City of Pleasanton's planned response to extraordinary situations associated with natural disasters, and technological and human-caused incidents, including both peacetime and national security operations. The primary objective of the EOP is to coordinate the personnel, facilities, and other resources of the City into an efficient organization capable of responding to any emergency.

The City of Pleasanton EOP embraces the Federal Emergency Management Agency's (FEMA) whole community approach to emergency management and, in addition to City resources, recognizes the roles of nongovernmental organizations (NGOs), community-based organizations (CBOs), faith-based organizations (FBOs), private-sector businesses, educational organizations, and special districts. Special districts may include water districts, school districts, utility districts and other types related to performing a vital function during an emergency. Additionally, the EOP is intended to reflect the wide variety of support that may be required by residents, visitors, and businesses. Consideration for people with disabilities and access or functional needs will be given in all aspects of City emergency planning.

The EOP further provides an overview of the Emergency Operations Center (EOC) and the activation of the EOC by City departments to respond to major emergencies, disasters, or planned events.

1.3 Pleasanton EOP Implementation

The City of Pleasanton EOP is implemented as a result of one of the following conditions:

- On the order of the City Council, based upon recommendation from the City's Director of Emergency Services, if the Council is in session; or the Director of Emergency Services shall issue the proclamation if the Council is not in session, subject to ratification by the Council at the earliest practicable time (Pleasanton Municipal Code, Title 2 Administration and Personnel, Chapter 2.44 Emergency Organization).
- When an actual or threatened existence of conditions of disaster or of extreme peril to the safety of persons and property within the city.
- When a condition threatens the safety of people and property such as, air pollution, fire, flood, storm, epidemic, riot or earthquake.
- Or other conditions resulting from war or imminent threat of war.
- But other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment and facilities of the city, requiring the combined forces of other political subdivisions to combat.
- When the Governor proclaims a State of Emergency for an area that includes the city.
- Automatically on the proclamation of a State of War Emergency as defined in California Emergency Services Act (Government Code §§ 8550, et seq.).
- A Presidential declaration of a National Emergency.
- Automatically on receipt of an attack warning or the observation of a nuclear detonation.

1.4 Authorities and References

The following documents provide emergency authorities and references for conducting and supporting emergency operations:

1.4.1 City

- City of Pleasanton Resolution No. _____ adopting the 2018 City of Pleasanton Emergency Operations Plan, Basic Plan, on _____
- City of Pleasanton Resolution No. 06-003 adopting a Local Hazard Mitigation Plan on January 17, 2016
- Resolution No. 06-066 adopting the National Incident Management System (NIMS) as the City's All Hazard Incident Response System, on October 17, 2006
- Resolution No. 02-077 adopting the revised Emergency Management Plan in compliance with the California Standardized Emergency Management System (SEMS), on July 16, 2002
- Resolution No.95-116 adopting the County of Alameda Operational Area Agreement on October 17, 1995
- Pleasanton Municipal Code, Title 2 Administration and Personnel, Chapter 2.44 Emergency Organization

- City of Pleasanton Ordinance No. 1222 facilitating the recodification of the Ordinance Code of the City of Pleasanton through the repeal and amendment of various obsolete sections of said code, adopted on October 15, 1985
- City of Pleasanton Ordinance No. 660 repealing Article 10 of Chapter 2 of Title I of the Ordinance Code of the City of Pleasanton and adopting in its place a new article relating to an Emergency Organization, on May 1, 1972
- Resolution No. 2657 adopting Workmen's Compensation Insurance for Registered Volunteer "Disaster Service Workers" adopted May 31, 1957
- Resolution No. 2658 accepting California Disaster and Civil Defense Mutual Aid Agreement by the City of Pleasanton, adopted and approved on May 13, 1957

1.4.2 County

- County of Alameda Administrative Code, Title 2, Chapter 2.118, "Civil Defense," June 30, 2002
- County of Alameda Resolution No. R-87-465, "Adopt Multihazard Functional Plan," June 2, 1987
- County of Alameda Resolution No. 58748, "Adopting the California Master Mutual Aid Agreement," November 28, 1950
- County of Alameda, Agreement for Participation in Alameda County Operational Area Emergency Management Organization, January 24, 1995

1.4.3 State

- California Emergency Services Act, § 8550 et seq., Government Code
- State of California Emergency Plan (SEP), Cal OES
- California Disaster Assistance Act
- California Code of Regulations, Title 19
- State of Emergency Orders and Regulations (Regulations made in advance of a State of Emergency - Standby Orders)
- State of War Emergency Orders and Regulations (Regulations made in advance of a State of War Emergency - Standby Orders)
- California-Federal Emergency Operations Center Guidelines: Integrating Federal Disaster Response Assistance with California's Standardized Emergency Management System
- California Catastrophic Incident Base Plan: Concept of Operations
- Local Emergency Prevention Measures for County Health Official: California Health and Safety Code §101040
- Disaster Assistance Procedure Manual (Cal OES)
- California Disaster and Civil Defense Master Mutual Aid Agreement
- California Law Enforcement Mutual Aid Plan (December 2014)
- California Fire and Rescue Operations Plan
- California Public Health and Emergency Operations Manual, July 2011
- Standardized Emergency Management System Guidelines
- Standardized Emergency Management System Approved Course of Instruction

1.4.4 Federal

- Homeland Security Presidential Directive (HSPD) 5, Management of Domestic Incidents
- Presidential Policy Directive (PPD) 8, National Preparedness
- U.S. Department of Homeland Security, National Incident Management System (NIMS)
- U.S. Department of Homeland Security, National Response Framework (NRF)
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288), as amended
- Code of Federal Regulations Title 44
- Americans With Disabilities Act (ADA), 1990
- ADA Amendment Act (ADAAA) 2008, Public Law 110-325
- Post-Katrina Emergency Reform Act, 2007
- The Pets Evacuation and Transportation Standards Act of 2006
- Rehabilitation Act (1973), Sections 501, 503, 504 and 508
- Older Americans Act (1965), Title III
- Emergency Management Assistance Compact (EMAC) (1996)
- Executive Order 13407, *Public Alert and Warning System*
- Emergency Management Mutual Aid Plan (EMMA), November 2012
- Developing and Maintaining Emergency Operations Plans, Comprehensive Preparedness Guide (CPG) 101, Version 2.0 (November 2010)
- A Whole Community Approach to Emergency Management: Principles, Themes and Pathways for Action (December 2011)
- Disability, Access and Functional Needs Emergency Management Planning Guidance (June 2015)

1.5 Relationship to Other Plans/References

This EOP is the primary document used by the City of Pleasanton to describe the conduct of emergency management during major emergencies and disasters. The EOP describes how emergency response and recovery activities will be conducted, and how support will be requested and coordinated, in the form of mutual aid and other resources, through existing mutual aid agreements or through the Alameda OA.

At the same time, this EOP is not a stand-alone document. Its purpose is to support the emergency plans and procedures of the City's departments. This plan is designed to be flexible enough that it can adapt to a changing response environment and to the needs of supporting and requesting organizations. Some of the City plans and guidelines that this EOP will support and complement include:

- Tri-Valley Local Hazard Mitigation Plan (cities of Livermore, Pleasanton, and Dublin), 2018
- Pleasanton Comprehensive Emergency Plan, 2005
- Pleasanton General Plan 2005 – 2025, adopted July 21, 2009
- City of Pleasanton Policy Statement: Disaster Preparedness, March 21, 2017
- City of Pleasanton Reserve Policy, adopted by City Council on November 11, 2016
- Human Resources Administrative Policies

- Utilities Division Emergency Operations Plan (regulatory requirement)
- Operations Services Strategic Plan
- Operations Services Department Emergency Preparedness Plan
- Pleasanton Police Department Policy Manual
- Pleasanton / Livermore Joint Police Department Special Weapons and Tactics (SWAT) Operations Manual
- First Responder Operations (FRO) Hazardous Substances Plan
- Pleasanton Public Library Emergency Manual
- Economic Development Strategic Plan
- Pleasanton Communications Plan
- Livermore-Pleasanton Fire Department Joint Powers Authority Agreement
- Office of State Fire Marshall Operational Guidelines and General Orders
- Livermore – Pleasanton Fire Department and Alameda County Fire Department Automatic Mutual Aid Agreement for Exchange of Fire Protection, Rescue, and Emergency Medical Services
- Livermore-Pleasanton Fire Department Administrative Manual / Rules and Regulations

1.6 Standard Operating Procedures/Guides (SOPs/SOGs)

Additional organizational and/or position-specific Standard Operating Procedures (SOPs) or Standard Operating Guides (SOGs) are used by Departments, agencies and organizations that have responsibilities in this plan. These SOPs/SOGs detail personnel assignments, policies, notification rosters, resource lists, and specific steps for accomplishing the functions assigned in this EOP. Emergency response personnel should be acquainted with these SOPs/SOGs, and receive periodic training on the policies and procedures contained within the SOPs/SOGs in support of this EOP.

1.7 Requirements of the Americans with Disabilities Act

Title I of the Americans with Disabilities Act (ADA), signed into law on July 26, 1990 by President George H. W. Bush, is a broad civil rights law that prohibits discrimination against people with disabilities. Title I guarantees that people with disabilities have the same opportunities as everyone else to participate in the mainstream of American life. The ADA defines a disability as a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The ADA does not specifically name all of the impairments that are covered. The ADA was modeled after the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, religion, sex, or national origin, and Section 504 of the Rehabilitation Act of 1973, which is a federal law designed to protect the rights of individuals with disabilities in programs and activities that receive federal financial assistance.

On September 25, 2008, President George W. Bush signed an updated version of the ADA, known as the ADA Amendments Act (ADAAA) Title II, which went into effect January 1, 2009. Unlike section 504 of the Rehabilitation Act of 1973, which only covers programs receiving Federal financial assistance, Title II applies to State and local government entities, and, in subtitle A, protects qualified individuals with disabilities from discrimination on the basis of disability in services, programs, and activities provided by State and local government entities. The law was

intended to clarify the scope of the definition of disability under the ADA and make it easier for people with disabilities to seek protection under the law.

The U.S. Equal Employment Opportunity Commission states an employer is required to make a reasonable accommodation to the known disability of a qualified applicant or employee if it would not impose an undue hardship on the operation of the employer's business. Reasonable accommodations are adjustments or modifications provided by an employer to enable people with disabilities to enjoy equal employment opportunities. Accommodations vary depending upon the needs of the individual applicant or employee. Not all people with disabilities (or even all people with the same disability) will require the same accommodation. For example:

- A sign language interpreter may need to be provided for a deaf applicant during a job interview.
- Regularly scheduled breaks for an employee with diabetes may need to be allowed during the workday to monitor blood sugar and insulin levels.
- Someone may need to read information posted on a bulletin board for a blind employee.
- An employee with cancer may need personal leave hours to have radiation or chemotherapy treatments.

The City of Pleasanton complies with the ADA and does not deny access to services at any time on the basis of race, color, national origin, sex, age, or handicap. During a major emergency or disaster, initial priorities will be on lifesaving operations, alerting the public, evacuations, and stabilization of the incident. The City will ensure that individuals with disabilities are not separated from service animals and assistive devices, and will receive disability-related assistance throughout emergencies and disasters. The City's planning efforts for people with disabilities include:

- ADA compliant access to City facilities
- TTD/TTY contact and captioned cable alert for the hearing-impaired
- Public address systems in some buildings to make verbal announcements
- A list of employees that speak foreign languages for interpretation

1.7.1 Access and Functional Needs Populations

FEMA has embraced a whole community approach to emergency management requiring the State and local governments to implement solutions that serve the entire community and leverage the resources that the entire community has. For example:

- People who need accessible transportation use resources such as accessible vans or buses with a wheelchair lift.
- People who are deaf or hard of hearing can identify local resources such as American Sign Language (ASL) interpreters and Computer Assisted Real-Time Transcription (CART) service.
- Disability community leaders will be involved in long term recovery planning efforts.
- The Pleasanton Library has a language line to translate for non-English speaking persons.
- The library facility lights dim to alert when the facility is closing.

Government Code section 8593.3 defines people with access and functional needs as individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, or limited or no English proficiency, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.

1.8 Animal Care Considerations

Title 7 of the Pleasanton Municipal Code (Chapters 7.04 through 7.36) give authority to the Police Department to enforce the laws regarding animals, respond to animal complaints, and investigate reports of the neglect or abuse of animals. Animal Control Officers may impound sick or injured pets or wildlife, quarantine biting animals and pick up and dispose of dead animals. These duties (and many more) help keep people, pets and wildlife safe in the city of Pleasanton.

The Pets Evacuation and Transportation Standards Act of 2006 (PETS Act) Public Law 109-308, October 6, 2006, directs that state and local emergency preparedness plans address the needs of people with pets and service animals after a major disaster, including the rescue, care and sheltering of animals. The PETS Act amends the Stafford Act, and requires evacuation plans to take into account the needs of individuals with household pets and service animals, prior to, during, and after a major disaster or emergency.

When a local government's resources are overwhelmed, the State helps to mitigate the disaster. In large emergency situations, a state's resources can be overwhelmed, and a request is made to the President indicating that the emergency requires a federal response. The PETS Act is operational when a federal disaster declaration has been made. The declaration serves as a trigger that provides for reimbursement for allowable, documented services utilized in the emergency event. FEMA developed a disaster assistance policy titled "Eligible Costs Related to Pet Evacuations and Sheltering," (DAP 9523.19), which provides specific guidelines on expenses that are or are not reimbursable to states that expend resources on various aspects of responding to a disaster. (American Veterinary Medical Foundation)

<https://www.avma.org/KB/Resources/Reference/disaster/Pages/PETS-Act-FAQ.aspx> .

States and local municipalities, as well as non-profit organizations and private companies are the key stakeholders in implementing the PETS Act. The PETS Act works through reimbursing States and counties for work done in association with disaster mitigation. In addition, non-profit organizations and private companies (NGOs) work closely with States and municipalities to provide many necessary services. It is vital that these groups are aware of the details about the types of services they could provide in order to be reimbursed by the State or local government. The reimbursement process can be streamlined by having pre-event agreements in place between these entities.

The Pleasanton Police Department Animal Control has officers that will lead the effort to comply with the PETS Act. East County Animal Shelter is located in the nearby City of Dublin. Animal Control officers and shelter attendants will provide for the coordination of evacuation and

sheltering of household and service pets in the event of a disaster. The City of Pleasanton Animal Control is located at the Police Department, 4833 Bernal Avenue, Pleasanton (925) 931-5100. East County Animal Shelter is located at 4595 Gleason Drive, Dublin (925) 803-7040.

1.9 Whole Community Concept

The National Preparedness Goal, 2015, describes the nation's approach to preparing for the threats and hazards that pose the greatest risk to the security of the United States. The goal states national preparedness is the shared responsibility of the entire community, including individuals and families, people disabilities or access and functional needs, businesses, faith-based and community organizations, nonprofit groups, schools and academia, media outlets, and all levels of government, including state, local, tribal, territorial, and federal agencies. Disaster preparedness is a partnership between all levels of government and the communities they serve. By creating a partnership, everyone can keep the nation safe from harm and resilient when struck by hazards, such as natural disasters, acts of terrorism, and pandemics.

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Section 2.0 Situation and Assumptions

2.1 Threat Analysis and Summaries for the City of Pleasanton

This section of the Plan consists of a threat analysis and threat summaries based on a variety of natural, technological, and manmade hazards that could occur in the city. Each potential hazard is assessed at its worst in order to properly plan an efficient response and to implement preparedness and mitigation measures. The purpose of the analysis is to prioritize the level of risk and the anticipated nature of the situation that could result if the hazard were to occur. This section also provides an overview of potential hazards and threats for the city.

2.2 General Description

Pleasanton lies in the Amador Valley in eastern Alameda County. The valley is bordered by the foothills of the Diablo Range on the north and south, Pleasanton Ridge to the west, and Livermore Valley to the east. Pleasanton is surrounded by the city of Dublin to the north, the city of Livermore to the east, the Sunol Valley to the south, and the rugged, steep Pleasanton and Main ridges to the west. According to the U.S. Census Bureau, the city has a total area of 24.28 square miles (62.88 km²), with land being 24.13 sq. mi (62.49 km²) and water being 0.15 sq. mi (0.39 km²). The U.S. Census Bureau population estimate for Pleasanton as of July 1, 2016 was 82,270. U.S. Climate Data reports the elevation of the city of Pleasanton is 351 feet with coordinates of 37.6624° N, 121.8747° W.

The climate of the East Alameda County region is characterized as Mediterranean with cool, winter rainfall and warm, dry summers. The rainy season extends from October to April, with relatively dry conditions for the remainder of the year. The average annual high temperature in Pleasanton is 72.8°F and average annual low temperature is 48°F. The average annual precipitation in Pleasanton is 21 inches (Intellicast, 2017).

Interstates 580 and 680, which intersect at the west end of the city, provide east-west and north-south access, while both the UPSP and Western Pacific Railroads cross Pleasanton on the routes from the South Bay to the Central Valley. Interstate 580 serves the Bay Area to the Central Valley of California. Interstate 680 heads north and intersects with Interstate 80, approximately 45 miles southwest of Sacramento, and continues southward to San Jose, in Silicon Valley.

The California Association of Local Agency Formation Commissions documented the City of Pleasanton was incorporated on June 18, 1894. Pleasanton operates under the Council-Manager form of government with four Council Members and a Mayor. The City Council is the governing body of the city, with all the regulatory and corporate powers of a municipal corporation provided under California State Law. In general, the Council supervises the operations of the City government by establishing policies and programs and appropriating funds for each service function.

Members of the City Council are elected at-large. Councilmembers are elected for a term of four-years, and the Mayor is elected to a term of two-years. A Vice Mayor is selected by the Mayor each calendar year. The Mayor and Council are subject to term limits of eight years. The City Council makes laws and policy decisions through the enactment of ordinances and resolutions. The City Manager is responsible for implementing adopted City policies; assists in the development of ordinances, resolutions and policies; serves as liaison with local and regional intergovernmental groups; provides public information through various media; builds community engagement; plans official City events; and manages various citywide projects.

The City provides its own public services through the City Council and Mayor, City Manager and City Clerk, 11 departments, and 15 divisions: the City Attorney's Office; the Community Development Department and the Permit Center, Planning Division, Engineering Department, Building and Safety Division, Traffic Engineering Division, and Code Enforcement; the Community Services Department; the Economic Development Department; the Finance Department and the Administration Division, Treasury Division, and Accounting Division; the GIS Division; the Housing Division; the Human Resources Department; the Public Library; the Operations Services Department and the Building Maintenance Division, Customer Service Center, Environmental Services Division, Parks Maintenance Division, Street Maintenance and Traffic Control Division, and Utilities Division; the Police Department and the Investigations and Services Division, and Patrol Operations Division; and the Livermore-Pleasanton Fire Department (LFPD), a Joint Powers Authority serving the cities of Livermore and Pleasanton.

History of Pleasanton

Approximately 4000 years ago, a permanent settlement of Indians lived in the valley. The Indians, now called the Ohlone, settled along Pleasanton Ridge and the lagoon and were part of the largest concentration of Native Americans in North America. Their remains and relics have been found all around what is now Pleasanton. In 1772, while on an expedition searching for new mission sites, Captain Pedro Fages, a Spanish soldier, first sighted the area now known as Amador-Livermore Valley. In 1826, a half-century after the first siting, Jose Amador brought the first settlement to the valley. Spanish families were awarded huge tracts of land as a result of the abandonment of the California Mission System. The settlement, called Alisal, was located on one of the main routes to the gold fields and quickly became a mercantile stopover for miners seeking their fortune.

In 1850, another settler named Augustine Bernal built an adobe house on Foothill Road, where it is still standing today. John W. Kottinger, who arrived in 1851, was responsible for the naming of Pleasanton after a distinguished Civil War general, Alfred Pleasanton. However, a spelling error by a recording clerk in Washington D.C. resulted in the current spelling of Pleasanton. In 1869, the transcontinental railroad was built through Pleasanton on its route to the Pacific coast at the Oakland Long Wharf on San Francisco Bay. The population at the time was only 500, but soon began to grow. The Township of Pleasanton had a favorable climate and abundance of water, and soon ranchers and thoroughbred horse breeders settled, followed by dairy farms, hop fields and vineyards. Pleasanton soon

became the agricultural center for the Amador Valley and home to the oldest horseracing track in the nation. By 1900 Pleasanton was a thriving community complete with the Bank of Pleasanton, the Pleasanton Hop Company, the Ruby Hill vineyard, and three fancy hotels. Main Street became a center for business and community activity and, although agriculture didn't completely disappear, Pleasanton was on the road to becoming a modern community. By 1930, enterprising men such as Henry J. Kaiser determined the great potential of sand and gravel below the Valley's surface. The gravel industry has been one of the Valley's most enduring and profitable industries throughout the last half-century. The 1960's and 1970's were decades of rapid population growth in the city, and by 1979, much of the land in Pleasanton was supporting homes, schools, and businesses, instead of tomatoes, cucumbers and grapes (Pleasanton Chamber of Commerce, 2017).

Today, Pleasanton is known as an affluent suburb in the San Francisco Bay Area, although it is located 25 miles east of Oakland in Alameda County. In 2005 and 2007, Pleasanton was ranked the wealthiest middle-sized city in the United States by the Census Bureau. Pleasanton was ranked number four by USA Today in its 2014 America's 50 Best Cities to Live In, and ranked in Money's list of "The Best Places to Live" in 2010 and 2014. Forbes named Pleasanton as one of "Americans' Top Hometown Spots" in the United States in 2009. Pleasanton is home to top ranked businesses such as Workday, Ellie Mae, Roche Molecular Diagnostics, Blackhawk Network Holdings, Veeva Systems, Kaiser Permanente, Safeway, Oracle, and Macy's. The Alameda County Fairgrounds are located in Pleasanton – the fair is held during the last week of June and the first week of July each year. Downtown Pleasanton is a historic district of business and residential properties located in a relatively small geographic area in the southeast corner of the city. The downtown area is home to over 550 diverse businesses, one of a kind shops, and restaurants. Pleasanton is a certified California Main Street community, a designation bestowed by state's Trade and Commerce Agency under the auspices of the National Main Street Center. The Pleasanton Unified School District holds a 10 out of 10 rating by Great Schools, based on test scores and other available data, including student academic growth and college readiness (www.greatschools.org).

The City of Pleasanton Economic Development Department lists the largest employers in the city:

Figure 1: Top 25 Largest Employers in Pleasanton

Employers	Number of Employees
Kaiser Foundation Hospitals	3742
Workday Inc.*	3135
Safeway Inc.	1668
Oracle America Inc.	1580
Valleycare Medical Center	1424
Pleasanton Unified School District*	1373
State Compensation Insurance Fund	758

Roche Molecular Systems Inc.	750
Blackhawk Network Inc.*	736
Clorox Services Company	727
Ellie Mae Inc.*	662
Thermo Fisher Scientific	579
Veeva Systems Inc.*	538
EMC Corporation	507
Macy's Womens	483
City of Pleasanton*	462
GAP Inc.	450
Abbott	448
Nordstrom	396
ADP LLC	337
J C Penney Co. Inc.	323
Walmart Stores, Inc.	289
Shaklee Corporation*	271
ClubSport of Pleasanton	270
Patelco Credit Union*	260
* = Headquarters	

Economic Development Department, 2017

Exhibit 1: City of Pleasanton Map



Google Map, July 13, 2017

2.3 Hazards and Vulnerabilities

A hazard represents an event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, damage to the environment, interruption of business, or other types of harm or loss. Vulnerability indicates the level of exposure of human life and property to damage from natural and manmade hazards. Pleasanton and its people are vulnerable to a wide range of hazards that threaten homes, businesses, government facilities and the environment. The hazards and vulnerabilities facing the city are rated and summarized below.

Rating of Potential Disasters

The specific criteria and methodologies used to evaluate hazards or threats to the City of Pleasanton are as follows.

- Determine the natural and human caused hazards facing the community;
- Estimate the probability of occurrence as likely, possible, or unlikely;
- Estimate the threat to lives and property as high, average, or low;
- Determine the disaster rating by multiplying the probability by the severity of threat for the total rating score.

Figure 2: Hazard Rating Table

DISASTER THREAT	PROBABILITY OF OCCURRENCE			HAZARD SEVERITY			RATING TOTAL (Probability x Severity)
	Likely	Possible	Unlikely	High	Average	Low	
	10	5	1	10	5	1	
Earthquakes and Geologic Hazards	5			10			50
Flooding and Storms	10			5			50
Wildland and Urban Fires	10			5			50
Landslides	5			5			25
Dam Failure Inundation	1			10			10
Hazardous Materials	10			1			10
Agriculture and Drought	5			1			5
Energy Disruption	1			5			5
Mass Casualty Transportation Incident	5			1			5
Severe Weather	5			1			5
Terrorist Attack and Cyberterrorism	1			5			5
Public Health Emergency	1			1			1
Civil Unrest, Riots, Prisons	1			1			1
Pipeline Hazards	1			1			1

Ratings from Alameda County Emergency Operations Plan, 2012

Summaries of each of the hazards are listed on the following pages in sequential order with the highest threat being summarized first.

2.3.1 Earthquake and Geologic Hazards

The city of Pleasanton is located in a high seismic risk zone. This region is one of the most seismically active in the world, marked by the number of large, damaging earthquakes that have occurred in the past. Major earthquakes have occurred on the San Andreas and Hayward faults in 1836, 1838, 1868, and 1906 (California Geological Survey). The faults in the proximity of Pleasanton are as follows:

- **San Andreas Fault:** West of Pleasanton, the San Andreas Fault (the largest fault in California) is the major tectonic boundary between the Pacific and North American plates. The Pacific plate is moving northwest relative to North America while the North American plate is moving southward. The San Andreas Fault has a Maximum Earthquake Potential (M_w) of 7.1.
- **Hayward Fault:** The Hayward Fault runs along the western portion of Alameda County and is divided into southern and northern segments. The Hayward Fault is considered to be the most likely source of the next major earthquake in the San Francisco Bay Area. The Hayward Fault was assigned a M_w 6.9 for both the northern and southern segments.
- **Rodgers Creek Fault:** The Rodgers Creek Fault lies in the northern central portion of the county and is a right-lateral strike-slip fault. The Rodgers Creek Fault has a predicted earthquake recurrence interval of 230 years with a possible size of M_w 7.0.
- **Calaveras Fault:** The Calaveras Fault represents a significant seismic source in the southern and eastern San Francisco Bay region. It runs along the Pleasanton-Dublin-San Ramon urban corridor, including Highway 680. Seismologic evidence suggests that the southern and central sections of this fault may produce earthquakes as large as M_w 6.2, while the northern section of the fault may produce earthquakes as large as M_w 7.0.
- **Concord-Green Valley Fault Zone:** The Concord-Green Valley Fault is a right-lateral strike-slip fault zone that extends from the Walnut Creek area across Suisun Bay and continues to the north. The Concord fault extends approximately 12 miles, from the northern slopes of Mt. Diablo to Suisun Bay. North of Suisun Bay, the Green Valley fault continues to the north about 28 miles. It is estimated that the recurrence interval for these faults is approximately 180 years and a rupture of both faults would produce a maximum earthquake of about M_w 6.9.
- **Mount Diablo Thrust Fault:** The Mount Diablo thrust fault is a northeast-dipping structure located beneath the Mount Diablo anticline. This blind thrust fault is considered capable of generating a maximum earthquake of M_w 6.25.

There are two scales that are used to measure the severity and intensity of an earthquake. The Modified Mercalli Intensity (MMI) scale measures the ground shaking intensity in terms of acceleration, velocity, and displacement. The Moment Magnitude (M_w) scale measures the severity of the earthquake by the amount of energy released at the source of

the earthquake. The Mw scale, based on the concept of seismic moment, is uniformly applicable to all sizes of earthquakes. The extent of damage from an earthquake is determined by the magnitude of the earthquake, distance from the epicenter, and characteristics of surface geology. An approximate correlation between the Moment Magnitude (Mw) and the Modified Mercalli Intensity (MMI) Scale and its effects are shown below.

Figure 3: Severity (Mw) and Intensity (MMI) Comparison

Magnitude (Mw)	MMI Scale: Intensity	Abbreviated MMI Scale: Effects	
1.0 – 3.0	I	I. Not felt except by a very few under especially favorable conditions.	
3.0 – 3.9	II – III	II. Felt only by a few persons at rest, especially on upper floors of buildings.	III. Felt quite noticeably by persons indoors, especially on upper floors of buildings. Many people do not recognize it as an earthquake. Standing motor cars may rock slightly. Vibrations similar to the passing of a truck.
4.0 – 4.9	IV – V	IV. Felt indoors by many, outdoors by few during the day. At night, some awakened. Dishes, windows, doors disturbed; walls make cracking sound. Sensation like heavy truck striking building. Standing motor cars rocked noticeably.	V. Felt by nearly everyone; many awakened. Some dishes, windows broken. Unstable objects overturned. Pendulum clocks may stop.
5.0 – 5.9	VI – VII	VI. Felt by all, many frightened. Some heavy furniture moved; a few instances of fallen plaster. Damage slight.	VII. Damage negligible in buildings of good design and construction; slight to moderate in well-built ordinary structures; considerable damage in poorly built or badly designed structures; some chimneys broken.
6.0 – 6.9	VIII – IX	VIII. Damage slight in specially designed structures; considerable damage in ordinary substantial buildings with partial collapse. Damage great in poorly built structures. Fall of chimneys, factory stacks, columns, monuments, walls. Heavy furniture overturned.	IX. Damage considerable in specially designed structures; well-designed frame structures thrown out of plumb. Damage great in substantial buildings, with partial collapse. Buildings shifted off foundations.
7.0 and higher	X - XI	X. Some well-built wooden structures destroyed; most masonry and frame structures	XI. Few, if any (masonry) structures remain standing. Bridges destroyed. Rails bent greatly.

		destroyed with foundations. Rails bent.	
XII		XII. Damage total. Lines of sight and level are distorted. Objects thrown into the air.	

Source: US Geological Survey (USGS): http://earthquake.usgs.gov/learn/topics/mag_vs_int.php

The following geologic hazards are associated with earthquakes and may be caused by seismic activity which can cause additional damage.

- **Surface Fault Rupture:** Surface rupture is an offset of the ground surface when fault rupture extends to the Earth's surface. Any structure built across the fault is at risk of being torn apart as the two sides of the fault slip past each other. Normal and reverse surface fault ruptures have vertical motion while strike-slip surface fault ruptures produce lateral offsets. Many earthquake surface ruptures are combinations of both. Structures that span a surface fault are likely to suffer great damage. The San Andreas, Hayward, Calaveras, and Greenville faults have all experienced surface rupture associated with large, damaging earthquakes during historical time.
- **Ground Shaking:** Ground shaking caused by a strong earthquake is probably the most important seismic hazard that can be expected anywhere in the Pleasanton and larger San Francisco Bay Area. The amount of earthquake shaking at a site is associated with the earthquake magnitude; the type of earthquake fault; the distance from the site and the earthquake source; the geology of the site; and how the earthquake waves decrease or increase as they travel from their source to the site in question. Shaking from the earthquake intensifies with a greater magnitude and closer distance to the epicenter. Softer soils and topographic ridges can also amplify seismic ground motions.
- **Liquefaction:** Soil liquefaction is a phenomenon in which the strength and stiffness of a soil is reduced by earthquake shaking or other rapid loading. Liquefaction and related phenomena have been responsible for tremendous amounts of damage in historical earthquakes around the world. Liquefaction occurs in soils that are saturated and the space between individual particles is completely filled with water. When an earthquake occurs, the soil particles can no longer support the water weight, and the groundwater pressure begins to rise. The soil particles become entrained in the water and begin to flow. Liquefied soil will force open ground cracks in order to escape to the surface. The ejected material often results in flooding and may leave cavities in the soil.
- **Subsidence:** Land subsidence occurs when large amounts of groundwater have been excessively withdrawn from an aquifer. The clay layers within the aquifer compact and settle, resulting in lowering the ground surface in the area from which the groundwater is being pumped. Over time, as more water is removed from the area, the ground drops and creates a cone. Once the water has been removed from the sediment, it cannot be replaced. Land subsidence can occur in various ways during an earthquake. Movement that occurs along faults can be horizontal or vertical or have a component of both. As a result, a large area of land can subside drastically during an earthquake. Land subsidence can also be caused during liquefaction.

Liquefaction can result in the settling and compacting of unconsolidated sediment in an event of a major earthquake. This can result in the lowering of the land surface.

- **Expansive Soils:** Expansive soils contain mixed-layer clay minerals that increase and decrease in volume upon wetting and drying, respectively. Expansive soils are common throughout California and can cause damage to foundations and slabs unless properly treated during construction. Most fine-grained deposits along the margins of San Francisco Bay contain clay layers and exhibit expansive or potentially expansive behavior. However, the hazard for expansive behavior is considered a low risk for coastal locations in and around the Bay Area because these areas are permanently saturated.

The United States Geological Survey (USGS) 2014 Working Group on California Earthquake Probabilities updated the 30-year earthquake forecast for California (UCERF3, 2015). They concluded that there is a 72% probability (or likelihood) of at least one earthquake of magnitude 6.7 or greater striking somewhere in the San Francisco Bay region before 2043. Below are 30-year probabilities for the three major northern California faults:

- San Andreas fault (northern): M 6.7 or greater, 6.4% chance
- Hayward fault: M 6.7 or greater, 14.3% chance
- Calaveras fault: M 6.7 or greater, 7.4% chance

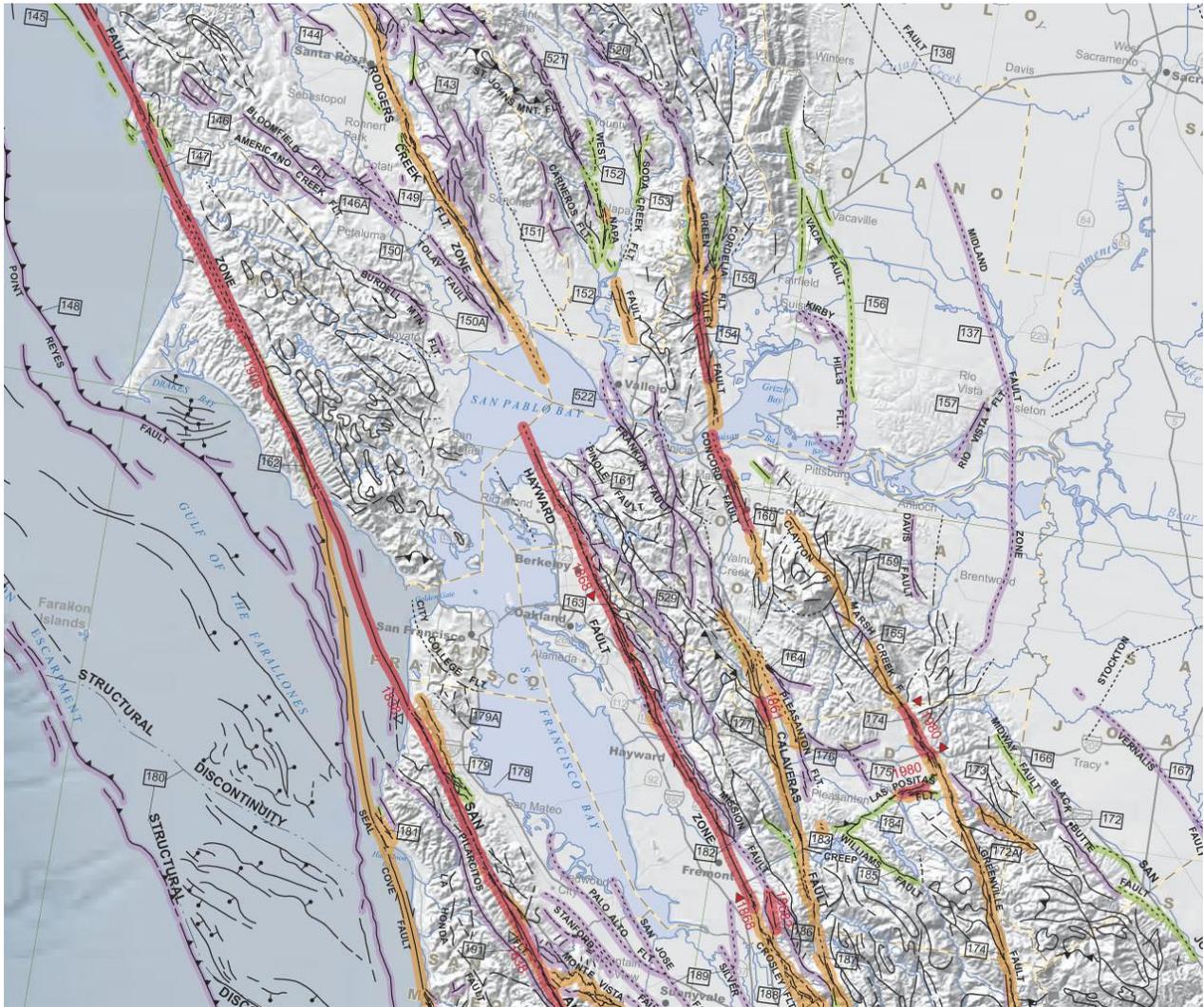
Earthquakes this large are capable of causing widespread damage; therefore, communities in the region should take simple steps to help reduce injuries, damage, and disruption, as well as accelerate recovery from these earthquakes.

The city of Pleasanton could be affected in varying degrees by earthquakes on several faults that are nearby the city. Structural damage, as well as damage to infrastructure networks such as water, power, gas, communication, and transportation, is largely dependent upon the location of the earthquakes epicenter, the time of day, and season of the year.

A major earthquake occurring in or near Pleasanton could result in many injured victims, loss of life, property and environmental damage. Government, community services, and activities may be disrupted. Fires, flooding, hazardous materials spills, utility disruptions, landslides and major transportation issues may be collateral emergencies from an earthquake.

A significant earthquake could also exceed the response capabilities of the City of Pleasanton. Response and disaster relief support would be required from other cities, private organizations, and from the state and federal governments. A major earthquake and ground shaking can cause significant social disruption and damage to buildings and infrastructure in the city of Pleasanton due to the close proximity of earthquake faults.

Exhibit 2: Bay Area Region Earthquake Faults



CA Department of Conservation, Fault Activity Map <http://www.quake.ca.gov/gmaps/FAM/faultactivitymap.html>

2.3.2 Flooding and Storms

Floods are the most common and widespread of all natural disasters in the United States. Most communities in California and across the nation can experience some kind of flooding after spring rains, heavy thunderstorms, or winter snow thaws. Street flooding, or stormwater runoff often occurs due to storm drains that cannot contain the amount of water necessary, higher than normal amounts of rainfall, or inadequate design of the street flood control system. Often the storm drains get clogged with debris, which causes localized flooding. Typically, low lying areas, both coastal and inland, are subject to flood conditions. Urban development in floodplain areas is often subject to seasonal inundation.

The flood plain is a natural extension of a waterway. Stormwater runoff, when exceeding the capabilities of the physical channel characteristics of a stream, results in the natural

flooding of a localized area, inundating vehicles and causing considerable damage to residential and industrial properties located near stream and drainage channels.

Mudslides and debris flow gushing down rain-soaked slopes and ravines are widely recognized by geologists as a hazard to human life and property. Most mudslides are localized in small ravines, threatening only what is directly in its path – buildings, vehicles, humans, or animals. A mudslide can break away from the soil on almost any rain-saturated hill when rainfall is heavy enough. Often they occur unexpectedly without any forewarning warning in localities where they have never occurred before.

The ground for the majority of the city limits of Pleasanton is level, and drainage through the geologically recent alluvial soils is generally poor due to the existence of an impermeable clay soil layer covering most of the valley. This exacerbates the existing flood hazard in Pleasanton due to the possibility of heavy rain causing natural flooding and overflowing the stream courses.

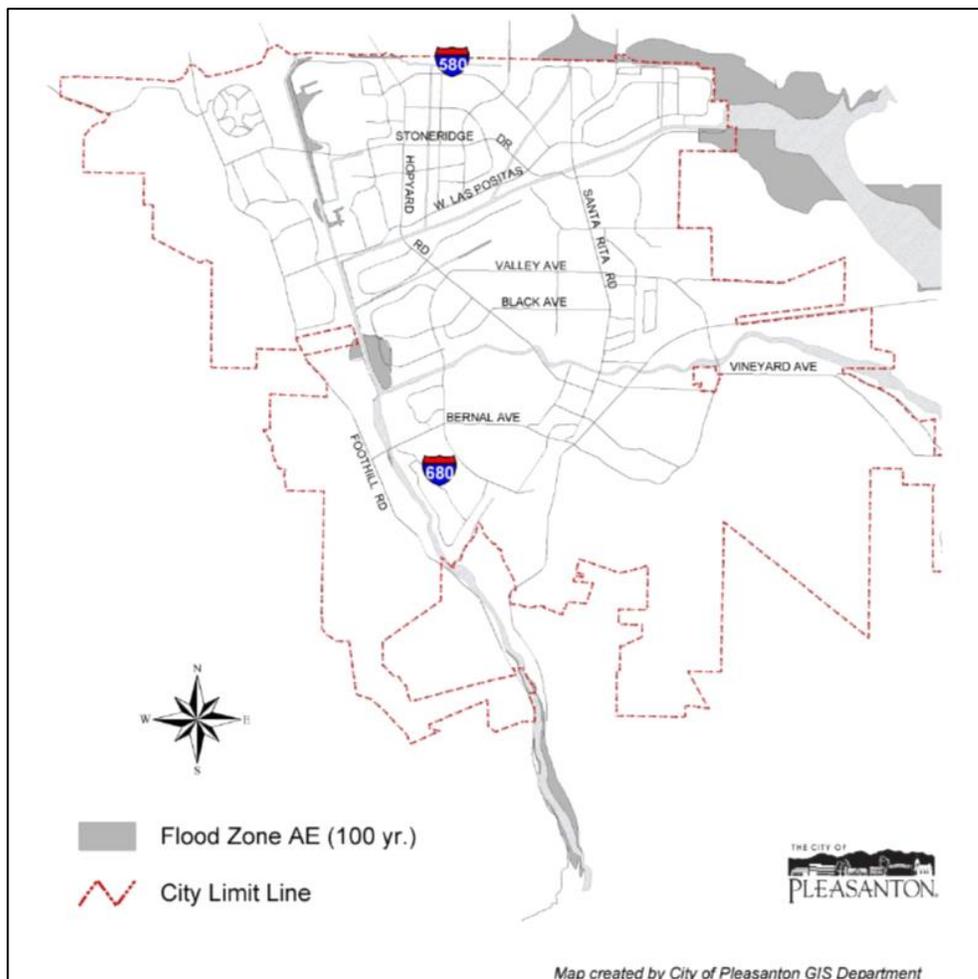
The potential for flooding in Pleasanton generally occurs in early November through late March in response to a series of heavy winter rainstorms. If drainage basins became flooded due to several storms within a short period of time, the response capability can be overwhelmed and major roads can be blocked, preventing access for residents and critical response functions. A search of the NOAA National Centers for Environmental Information Storm Events Database for events recorded in Alameda County from 1950 through 2017, provided the following information on the history of reported flooding in Pleasanton.
<https://www.ncdc.noaa.gov/stormevents/>

Figure 4: Flooding History

Date	Event	Cause	Effect
11-17-1996	Flash Flood	Heavy Rain	After nearly 3 inches of rain in the hills of Alameda County, a series of levees, water and mud up to 6 feet deep rushed down a Pleasanton street and three adjoining cul-de-sacs, submerging cars and several residences, leaving 6 inches to 2 feet of mud and debris.
10-13-2009	Flood	Heavy Rain	Heavy rain caused major flooding on Bernal Avenue at Valley Avenue. A strong low pressure system through Northern and Central California with deep tropical moisture and very strong winds. Heavy rain combined with the wind to cause numerous trees, tree limbs / telephone / power poles to fall. PG&E reported over 277,000 customers lost power in the SF and Monterey Bay areas with over \$13 million in damages. The record breaking heavy rain also led to flooding and debris flows.
02-21-2017	Flood	Heavy Rain	Westbound 580 flooded, 3 to 4 feet of water on northbound lanes. A potent storm brought copious amounts of rain to the region causing widespread flooding, debris flow, accidents, and over topping of reservoir spillways.

The City of Pleasanton has worked with the Federal Emergency Management Agency (FEMA) to eliminate the majority of the city’s special flood hazard areas (SFHA), also known as the 100-year flood zone or base flood. A 100-year flood is a flood event that has a 1% chance of occurring in any given year. The most readily available source of information regarding the 100-year flood, as well as the 500-year flood, is on the Flood Insurance Rate Maps prepared by FEMA. These maps are used to support the National Flood Insurance Program.

Exhibit 3: Pleasanton 100-Year Flood Zones



The following are some of the programs and activities in which the City participates to ensure everyone’s safety and reduce the impact of flooding on private and public structures include:

- The National Flood Insurance Program (NFIP), which makes federally-backed flood insurance available to property owners.
- The Community Rating System (CRS), which is a voluntary program aimed to encourage community floodplain management. All participating property owners

benefit from reduced flood insurance rates to reflect the reduced flood risk. Currently, Pleasanton residents within the SFHA receive 10% discount and everyone else receives a 5% discount. Flood insurance covers direct losses caused by surface flooding, including:

- A river flowing over its banks
- A lake or ocean storm
- Local drainage problems

2.3.3 Wildland and Urban Fires

Wildland fires are those fires of any size that burn in woodland, brushland and grassland areas. Generally, from June until October, there is a higher threat of grassland fires in the western and southern portion of the city where open lands of vegetation and dry grass material exist. Excessive heat and high winds create fire conditions. Wind gusts and low humidity exacerbate fire conditions. Risk to life and property is greatest in the wildland-urban interface, where forested areas adjoin urbanized areas (high density residential, commercial and industrial). Pleasanton has not had a wildland urban interface fire as of yet, although numerous tracts of residential homes are next to open wildland along Foothill Road, Pleasanton Sunol Road, Sunol Boulevard, Vineyard Avenue, and others.

Fires can result in death, injury, economic loss and significant public investment in firefighting efforts. Woodlands and other natural vegetation can be destroyed resulting in a loss of timber, wildlife habitat, scenic quality and recreational resources. Soil erosion, sedimentation of fisheries and reservoirs, and downstream flooding can also result. Fire is a continuous threat in the city of Pleasanton.

Hundreds of homes with thousands of people live near the borders of open wildlands and brush areas, causing concern for the wildland and urban interfaces. With thousands of people living near and visiting wildland areas, the probability of human-caused fires is growing. Although less frequent, the threat of fire from lightning strikes also exists.

Effects on agriculture can be devastating. In addition to the obvious impacts on animals and crops, wildfire can have deleterious effects on soil and water that will affect agriculture for an extended period of time. Wildland fires can also cause flooding and erosion, and can completely destroy ground cover. If heavy rains follow a major fire, flash floods, heavy erosion, landslides and mudflows can occur. These cascading effects can have ruinous impacts on people, structures, infrastructure, and agriculture. A shake roof is a particular hazard, as is the poor control of flammable growth around structures. During times of strong winds, fire danger is particularly high.

The Department of Forestry and Fire Protection (CAL FIRE) reports the following wildfires over ten acres that have been recorded somewhat near Pleasanton in recent years:

- August 22, 2015—a fire burned 2,700 acres off Tesla Road near Corral Hollow between Livermore and Tracy. This fire took four days to contain with 18 fire personnel, five fire engines, and one fire tender of fire resources.
- June 25, 2015—a fire burned 53 acres off Tesla Road, southeast of Livermore.

- October 4, 2013—a fire burned 150 acres along Highland Road near Livermore.
- July 6, 2013— The Fallon Fire burned 38 acres off Fallon Road and Camino Tasaajara near Dublin. The fire was contained within one day by Alameda County Fire Department.
- June 8, 2013—The Vasco Fire burned 240 acres off North Vasco Road, north of Livermore. The fire was contained within one day.

The Livermore-Pleasanton Fire Department Fire Annual Reports from 2013 through 2016 show the number of vegetation fires out of total fires annually. Types of fires include natural vegetation fire (the highest percentage of fires), outside fires, crop fires, structure fires, fire in a mobile property used as a fixed structure, and mobile property.

Figure 5: Percent Fire Calls for Service

Livermore-Pleasanton Fire Department				
Year	Total Fire Calls	% Fire Calls of Total Calls	# Vegetation Fires	Total Service Calls
2016	445	3%	< 200	13,673
2015	427	3%	111	12,660
2014	373	3%	88	12,085
2013	441	4%	Unknown	11,701

As a result of the Oakland Hills fire of 1991, the Bates Bill (AB337; Government Code Section 51175) was passed in 1992 requiring CAL FIRE to work with local governments to identify high fire hazard severity zones within local responsibility areas throughout each county in the state.

Pleasanton is one of the cities listed for which CAL FIRE has made recommendations on Very High Fire Hazard Severity Zones (VHFHSZ), along with Berkeley, Oakland, Piedmont, and San Leandro in Alameda County. The recommendations are not the same as actual zones. Such zoning designations do not go into effect unless, and until, they are adopted by ordinance by local agencies. Local agencies are not required to report such zoning actions and CAL FIRE does not have a current list of local agencies that have adopted ordinances establishing Very High Fire Hazard Severity zones within their boundaries.

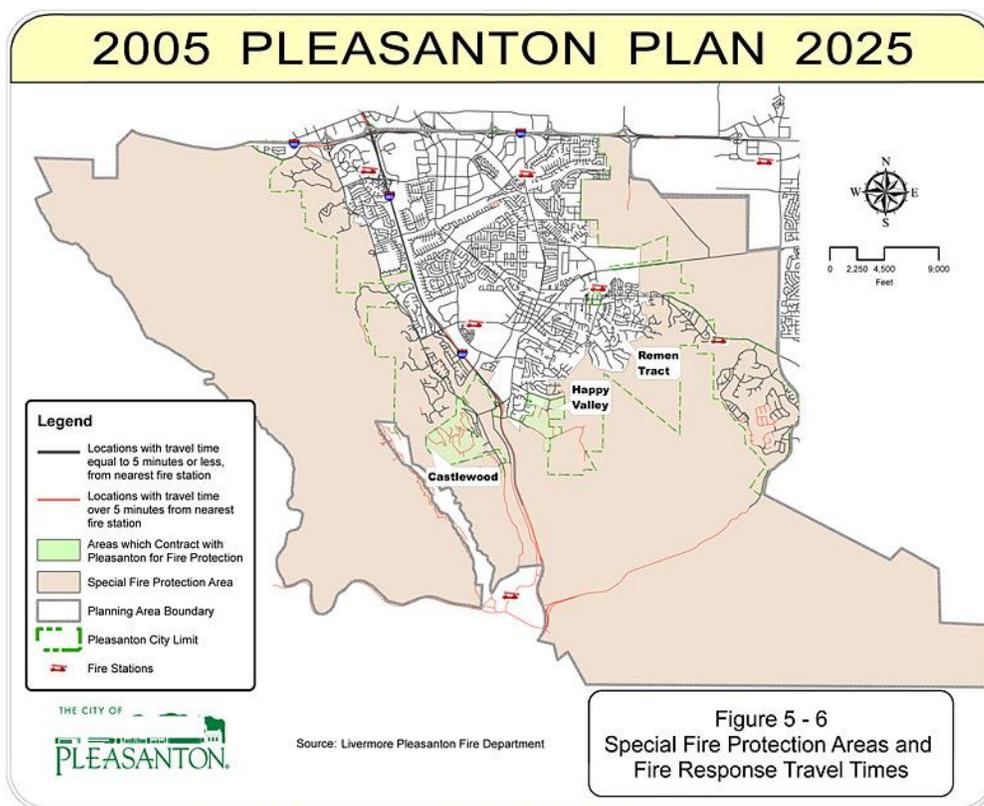
CAL FIRE states on their website that the Very High Fire Hazard Severity Zone maps that resulted are now more than 10 years old and outdated. CAL FIRE is in the process of gathering current data for an updated mapping project. This is a massive project requiring policy and procedure staff, prevention and planning staff, and the technical GIS skills of CAL FIRE’s Fire and Resource Assessment Program. The City of Pleasanton General Plan Safety Element has designated special fire protection areas and corresponding fire response travel times in the document.

2.3.3.1 Urban Fires

Structure fire is always a concern in populated residential and commercial areas, especially if the water lines supplying water for fire suppression were damaged by some large scale

event. Major urban fires are typically associated with large or high density commercial, industrial, and residential developments. There are a few warehouse buildings and industrial facilities in the city that have the potential for this type of incident, although the probability for an urban conflagration is not likely. Specific conditions which can increase the probability of such an event include adverse weather conditions, large quantities of combustible fuel and limited water supply. Fire sprinkler systems and fire main installations must meet all requirements of the California Building and Fire Codes, and Pleasanton Ordinance 2083 for large family dwellings and commercial businesses. Compliance is evaluated through the inspection and permit process by the Livermore-Pleasanton Fire Department (LFPD) Fire Marshall's Office.

Exhibit 4: Pleasanton Special Fire Protection Areas



From: 2005 General Plan 2025 - Public Safety Element pg 5-16
<http://www.ci.pleasanton.ca.us/pdf/genplan-090721-pubsafe.pdf>

The LFPD actively enforces codes and ordinances to ensure a reasonable degree of fire safety exists in facilities and occupancies to minimize the threat to life and property. This activity is ongoing and conducted daily. Comprehensive pre-emergency planning, fire protection engineering, and training programs are currently in place and are designed to ensure the Department's ability to meet future service demands. Some of the more successful programs which contribute to the success of fire prevention activities are:

- Uniform Building Code prohibition of combustible roof covering materials
- California Building and Fire Codes

- Pleasanton Ordinance 2083 (sprinkler and fire main installations)
- Construction and maintenance of community and private fuel modification zones
- Fire prevention education programs
- Building and occupancy inspections in commercial and multi-family occupancies, construction, and high rise buildings
- Identification and issuance of fire code violation notices
- Plan reviews and plan checks
- Fire prevention training and fire code updates for suppression personnel
- Fire extinguisher training and emergency evacuation planning for businesses in the city
- Meetings with major businesses for ongoing and future fire prevention projects

2.3.4 Landslides

A landslide is the movement of rock and soil that may take place gradually over a small area, or rapidly over a huge area. Landslides may be initiated by an earthquake, or by removal or absence of soil-retaining vegetation, from causes such as wildland fires or changes in agricultural practices. Removal of material at the base of slopes may result in unstable conditions.

Expansive soils are surface deposits rich in clays that expand when wet and shrink when dried. When expansive soils are present on a slope, they can promote down-slope creep of the entire thickness of surficial deposits present on the slope (in some cases to depths of more than ten feet). Expansive soils are potentially present at or near the surface in areas in northern Pleasanton and along the northeastern flank of Pleasanton Ridge. A moderate potential exists for their presence most everywhere else where terrain slopes.

A high potential for active land sliding should be considered to exist on all slopes bordering the Amador Valley and other hill slopes within the corporate limits, unless site specific geotechnical investigations can demonstrate local stability. However, the Southeast Hills are generally more stable and less prone to slope failure than the eastern slopes of the Pleasanton Ridge.

Development is restricted in areas prone to landslides or slope instability, or with slopes of 25% grade or greater. In unstable areas, the City seeks to minimize grading of slopes for construction or slope stability repairs, limit grading only to where it is essential for development, and prohibit major grading where existing slopes are 25% or greater.

The potential for land sliding is also addressed by designating a majority of the land on Pleasanton Ridge as agricultural, grazing, or parks and recreation, and the Southeast Hills as Public Health and Safety. Flat areas and more stable portions of these hills are designated for low density residential development surrounded by rural density residential development because the potential for landslides and other hazards appears to be sufficiently low in these areas.

2.3.5 Dam Failure Inundation

A dam failure is the inadvertent and uncontrolled release or surge of impounded water from a dam’s reservoir, generally caused by a compromise of the dam structure. Potential causes of a dam failure can be attributed to deficiencies in the original design of the dam, the quality of construction, the maintenance of the dam and operation of the appurtenances while the dam is in operation, and acts of nature including precipitation in excess of the design, flood, and damage from earthquakes.

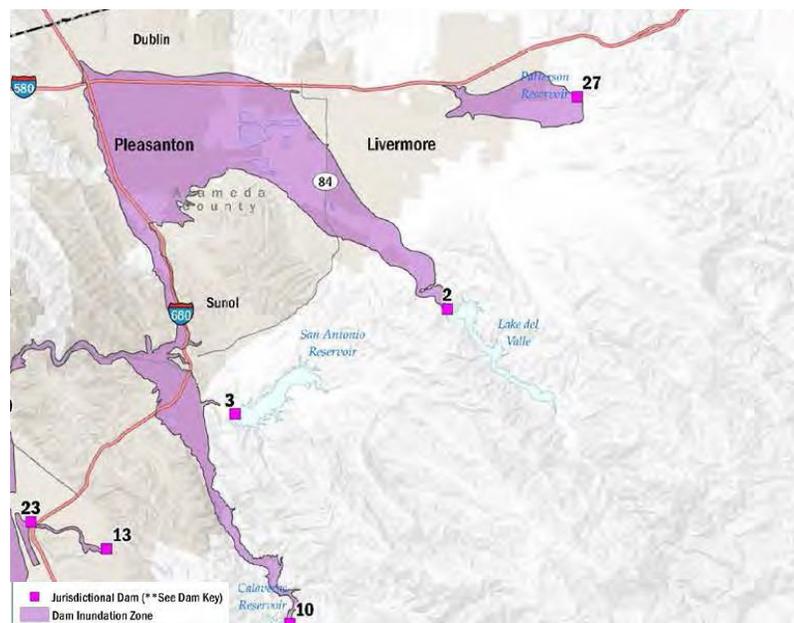
A notable source of failure is internal erosion caused by seepage, which generally occurs around hydraulic structures, through animal burrows, around roots, and between cracks in the dam structure and foundation. Water over-topping the dam crest is a common cause of failure in earthen dams.

The dam of concern for the city of Pleasanton is the Del Valle Dam. The dam inundation area for the Del Valle Dam, owned and operated by the California Department of Water Resources (DWR) is 98.97 square miles. Del Valle is a California state-size dam, defined as being more than 25 feet in height and holding back more than 15 acre-feet of water, or being more than six feet in height and holding back more than 50 acre-feet of water. The statistics for the Del Valle dam are:

Dam	Owner	Year Built	Capacity (ac/ft.)	Type
Del Valle	CADWR	1968	77,100	Earthen

Cal OES, 2015.

Exhibit 5: Del Valle Dam Inundation Area



County of Alameda 2016 Local Hazard Mitigation Plan. The numbers are from a table in the LHMP that signify the dam owner. #2 and #27 represent the State Department of Water Resources.

The DWR, Division of Safety of Dams (DSOD) has several programs to ensure the safety of dams. Senate Bill 1049 (Chapter 741, Statutes of 2003) provides for funding of the dam safety program through the combination of dam application fees and annual fees. For proposed dams, safety is initially accomplished through site inspections of geologic conditions, subsurface exploration, and the thorough review of the plans and specifications prepared by the owner to ensure that the dam is designed to meet minimum requirements. DSOD oversees the construction of all new dams and inspects each dam on an annual basis to ensure the dam is safe, performing as intended, and is not developing problems. The DSOD also performs in-depth instrumentation reviews of the dam surveillance network data. The DSOD periodically reviews the stability of dams and their major appurtenances in light of improved design approaches and requirements, as well as new findings regarding earthquake hazards and hydrologic estimates in California.

The DSOD works closely with dam owners to identify and correct potential problems before they become more serious. When notified of a potentially unsafe condition, the DSOD will inspect the dam and depending on the circumstances, may initiate or require a follow-up investigation. When unsafe conditions develop, the DSOD works with owners and their consultants to address and remediate the condition in a timely manner. The DSOD may impose a reservoir restriction limiting the water surface to a level that is judged safe to minimize risk. Further, the dam owner may be directed to implement its emergency action plan (EAP) or develop one in coordination with local authorities. Individual EAPs are required to include warning and notification procedures that typically involve the Cal OES Warning Center, Sheriff's Office in the affected county, and local affected jurisdictions.

Government Code Section 8589.5 requires dam owners to submit copies of inundation maps to the Governor's Office of Emergency Services. Copies of these maps are also provided to the appropriate public safety agency of any city and county likely to be affected if a potential problem were to exist.

2.3.6 Hazardous Materials Incident

The California Health and Safety Code, Division 20, Chapter 6.11, requires an agency to be certified by the California Secretary of Environmental Protection to implement the Unified Hazardous Waste and Hazardous Materials Management Regulatory Program. The Livermore – Pleasanton Fire Department serves as the Certified Unified Program Agency (CUPA) in the cities of Pleasanton and Livermore. The Fire Prevention Branch implements all of the Unified Program elements, which include:

- Underground Storage Tanks
- Hazardous Materials Business Plan
- California Accidental Release Prevention Program
- Hazardous Waste Generator
- Tiered Permitting (on-site treatment of hazardous waste)
- Above Ground Petroleum Tanks

The LPFD provides a Unified Program with the Fire Code program, which means that businesses receive one inspection, one permit and one fee for the combined programs. Alameda County Department of Environmental Health is the CUPA for several cities in the county and also coordinates the activities with the other CUPAs that operate in the county.

There are several sources of potential hazardous material incidents in Pleasanton: commercial transport vehicles; rail car; airborne industrial chemical release; fuel pipeline; fixed facility; and clandestine dumping. One of the primary hazards faced by the city would be some type of emergency related to the release of a hazardous material. Because of the number of commercial businesses/industries that use, manufacture, store, or transport these types of materials within the city, the likelihood of such an event occurring has increased. The LPFD plans and trains for industrial emergencies and coordinates with the businesses that manufacture, use, or store these materials for management of incidents involving hazardous substances and for patients exposed to such substances.

A hazardous material is any substance that is flammable, combustible, corrosive, poisonous, toxic, explosive or radioactive. Hazardous materials require special care in handling and storage due to the harm they pose to public health, safety and the environment. The LPFD and Alameda County Department of Environmental Health regulate and inspect the facilities that use, store, or produce hazardous materials to ensure the facilities are in compliance with state and federal regulations. The significance of the problems to the environment, property, or human health is dependent on the type, location and quantity of the material released. Pleasanton's level of exposure to hazardous materials can be understood by examining the city's types of businesses, commercial traffic routes, and highways.

Although hazardous material incidents can happen almost anywhere, certain areas are at higher risk. Businesses and facilities that are near roadways frequently used for transporting hazardous materials and industrial facilities that use, store, or dispose of such materials all have an increased potential for major incidents, as do cities crossed by certain railways, waterways, airways and pipelines. Hazardous materials are transported through the city via highways and pipelines. Public facilities and numerous businesses located in the city store and use reportable quantities of hazardous materials.

The Hazardous Materials Business Plan Program (Area Plan) is conducted by the LPFD. Any business or industry that has hazardous materials equal to 55 gallons for liquids, 500 lbs. for solids, or 200 cubic feet at normal temperature and pressure for gases must submit a hazardous materials business plan to the CUPA on an annual basis. Certain materials are exempt from the program, such as oxygen, nitrogen and/or nitrous oxide in certain quantities used by a doctor, dentist, veterinarian or pharmacist; a total of 275 gallons of lubricating oils (i.e. hydraulic fluids, crankcase oils, grease, or transmission fluid) is exempt if the amount of any single type of oil onsite does not exceed 55 gallons. As part of the Business Plan program, businesses must also prepare a site map, develop an emergency response plan, and implement a training program for employees.

The Hazardous Materials Business Plan program purpose is to prevent or minimize damage to public health, safety, and the environment, from a release or threatened release of hazardous materials. It also satisfies community right-to-know laws. The LPFD Hazardous Materials program also provides information regarding the proper management of hazardous materials and wastes for the owners of underground storage tanks, generators of hazardous wastes and businesses handling hazardous materials. The thresholds and requirements addressed in the program meet the requirements of the state HMBP law, but depending on the type, some materials may also be subject to other programs regulated by the LPFD, including Fire Code requirements and Hazardous Waste Generator requirements. In addition, programs regulated by other agencies may also be applicable, such as OSHA, air quality, and waste water discharge.

2.3.7 Agriculture and Drought

Alameda County encompasses 738 square miles with more than 200,000 acres designated for agricultural purposes, most of which is on land located in the Tri-Valley region of Eastern Alameda County. The Tri-Valley refers to the Amador, Livermore and San Ramon Valleys along the I-580 and I-680 highway corridors and includes the cities of Dublin, Livermore and Pleasanton and unincorporated county areas.

The Tri-Valley has a rich agricultural heritage. Spanish missionaries planted the first wine grapes in the Livermore Valley in the 1760s. In the 1840s, California pioneers looking for outstanding vineyard sites began planting grapes in the region. Robert Livermore planted the first commercial vines in the 1840s. Pioneer winemakers C. H. Wentz, James Concannon, and Charles Wetmore recognized the area's winegrowing potential and founded their wineries in the early 1880s. Today more than 5,000 acres are planted in wine grapes with more than 50 wineries located in the region.

While wine grapes are the main crop grown in Alameda County, fruit and nut crops that include olives, pistachios, walnuts and persimmons are also grown in eastern Alameda County. The region is also home to cattle ranches owned and operated for generations by local families (Alameda County Board of Supervisors District 1, Agricultural Resources, 2017).

2.3.7.1 Insect-related Emergencies

An agricultural emergency typically originates from insect infestation. Insect infestation occurs when an undesirable type of insect inhabits an area in a manner that causes serious harm to crops, livestock, or poultry, wildland trees, plants, or animals, or humans.

Countless insects live on, in, and around plants, animals, and humans in all environments. Many are harmless, while others can cause tremendous damage and can carry and spread disease to plants, animals, and people. Insects that can cause severe damage to wine grapes or contamination to the juice of wine grapes if populations reach high densities include ants, banded grape bug, brown marmorated stink bug, climbing cutworm, European red mite, fruit flies, gallmakers on leaves, grape berry moth, grape cane gallmaker, grape cane girdler, grape perineum mite, grape flea beetle, grape leafhopper, grape mealybug, grape

phylloxera, grape root borer, grape rootworm, hornworm, Japanese beetle, multicolored Asian lady beetle, leafhopper, rose chafer, spotted wing Drosophila, thrips, two-spotted spider mite, yellow-jackets, and other wasps. California winegrowers have dealt with Pierce's disease for over a century. Pierce's disease is a bacterium spread by the glassy-winged sharpshooter that feeds on infected vegetation and then injects the bacterium into the sap of nearby grapevines.

Insect infestation can also cause the quarantine of agricultural stock, such as grapes and citrus to limit the movement of these crops. This requires inspection and certification of these commodities by the local Agricultural Commissioner prior to movement from the infested area.

Pleasanton and the entire Tri-Valley area is vulnerable to insect infestation. The climate makes it possible for insects to reproduce with little natural hindrance to their proliferation. If a given insect is particularly hazardous to crops, or forestry, it can cause fire hazards and cost millions of dollars in lost revenue and eradication and replacement.

2.3.7.2 Drought

Drought is an extended period of years when a region is deficient in its water supply, or consistently receives below average precipitation. Drought patterns in the West are related to large-scale climate patterns in the Pacific and Atlantic oceans, such as the El Niño–Southern Oscillation in the Pacific, and the Atlantic Multidecadal Oscillation in the Atlantic.

As these large-scale ocean climate patterns vary in relation to each other, drought conditions in the U.S. shift from region to region. Drought produces a variety of impacts that span many sectors of the economy such as reduced crops, rangeland, and forest productivity; increased fire hazard; reduced water levels; increased livestock and wildlife mortality; and rationing. These problems can result in reduced income for farmers and agribusiness, increased prices for food and lumber, unemployment, reduced tax revenues, increased crime, foreclosures on bank loans to farmers and businesses, and migration.

Droughts differ from typical emergency events such as floods or forest fires, in that they occur slowly over a multiyear period. Drought impacts increase with the length of a drought, as carry-over supplies in reservoirs are depleted and water levels in groundwater basins decline. Droughts can have long-term economic repercussions, especially when there is not enough rain for the successful growing of crops or the replenishment of water supplies.

After a five-year drought in California, Governor Brown lifted the drought emergency via executive order on April 7, 2017. The conservation measures implemented during the drought are still in force – Governor Brown had issued a statewide 25% cut in urban water use. Per the U.S. Drought Monitor, the extreme to exceptional drought— the most severe levels— has lifted in the entire state. Drought conditions create extensive weakening of trees in forested areas, causing them to become highly vulnerable to disease and insect infestation. Trees will weaken and die, creating a severe fire hazard. Furthermore, wildland

brush areas become increasingly dry presenting wildfire risk. Although a drought in and of itself is not a direct threat to property and life, the impact on the city's agricultural industry and home development can be monumental.

2.3.8 Energy Disruption

An energy disruption lasting an extended duration and impacting a broad segment of the city's population may rise to the level of a major emergency or disaster. Such might be the case in an extended power outage, a disruption in natural gas delivery, or a loss of water supply. A short duration event involving a widespread loss of cellular, satellite, or telephone service may rise to the level of a major emergency if it involves the public's ability to access the 9-1-1 system. Depending on the type and extent of disruption and other conditions, such as weather, a utility failure can have a broad range of impacts. Although vulnerable, and people with disabilities and others with access and functional needs are at highest risk from utility disruptions, all citizens in the county would be significantly impacted by a widespread interruption of government, business, and private services.

It is important to recognize that different types of outages are possible so that plans may be made to handle them effectively. Electric power disruptions can be generally grouped into two categories: intentional and unintentional. Intentional disruptions include planned service for maintenance or upgrading. Unscheduled disruptions such as during a fire or accident demand site management, where customers have an agreement with their utility provider to curtail their demand for electricity during peak system loads. Load shedding, when the power system is under extreme stress due to heavy demand and/or failure of critical components, is sometimes necessary to intentionally interrupt the service to selected customers to prevent the entire system from collapsing. Unintentional disruptions include an accident by the utility, utility contractor, or others; malfunction or equipment failure due; equipment overload or reduced capability; storms or weather related causes; wildfire that damages transmission lines; or vandalism or intentional damage, including terrorism.

Utility failures of significant proportion typically arise from other hazard events such as floods or earthquakes, but may occur as standalone events, although Pleasanton has not had a history of standalone utility failures. Immediate objectives would focus on repairs necessary to restore power to areas of greatest need. All critical facilities would require standby generating equipment and emergency fuel supplies. Any long-standing energy disruption would also require additional public safety involvement to ensure the safety of the affected public.

2.3.9 Mass Casualty Transportation Incident

This threat summary applies primarily to large-scale citywide and single point mass-casualty disaster events that would cause sufficient casualties and/or fatalities to overwhelm local medical, health, and mortuary service capabilities. For the purposes of this summary, a Mass Casualty Transportation Accident is defined as an incident of air or rail passenger travel that results in death or serious injury. Only the most serious freeway

accidents would require a response by emergency response services with emergency management involvement.

The primary freeways through Pleasanton are Interstate 680 and Interstate 580. These routes are used heavily during most hours of the day and the control of vehicular traffic in and around the affected area of a multi-casualty or hazardous materials incident will be a considerable problem. State Route 84 runs along the southeast edge of the city.

Pleasanton has a train station located at 4950 Pleasanton Avenue. The station is served by Altamont Corridor Express trains between San Jose Diridon Station and Stockton. It is located across the street from the entrance to the Alameda County Fairgrounds. A train accident or derailment occurring in Pleasanton could cause mass casualties. On March 7, 2016 an Altamont Corridor Express train with more than 200 passengers aboard struck a downed tree and derailed during a heavy downpour, injuring nine, as one of its rail cars tumbled into a rain-swollen creek. Authorities stated it was a miracle that no one was killed. Four of the injuries were serious, though not thought to be life-threatening, according to the Alameda County Fire Department.

The Bay Area Rapid Transit (BART) rail has two stations in the city, one at West Dublin/Pleasanton in the Stoneridge Shopping Center commercial area and one at East Dublin/Pleasanton in Hacienda, both of which straddle the border of Dublin and Pleasanton on Interstate 580. The station also features a number of local and regional bus connections. A derailment of a BART train could cause death and injuries and be devastating for passengers. Commuter rail traffic would shut down for a considerable period of time. Alternate transportation would have to be provided while the train was cleared of passengers and tracks repaired. On June 24, 2015 around 7:30 a.m. a report was made that a person was under a train at the West Dublin/Pleasanton BART station. The incident affected service on the Dublin/ Pleasanton line. A BART police officer confirmed the person had died. The train was stopped while waiting for the Alameda County coroner's bureau to respond to the scene and complete the investigation before restoring service.

The airports closest to the city of Pleasanton are Livermore Airport, U.S. Army Camp Parks Heliport, Oakland International Airport, Napa County Airport, Mineta San Jose International Airport, San Francisco International Airport, and a number of hospital heliports in the county. The city lies within the West Coast air corridor and traffic patterns for San Francisco and Oakland airports traverse the area. Many smaller private aircraft often fly in and out of Alameda County. The primary risk facing the city regarding airplane accidents would be the crashing of a light aircraft or helicopter at the Livermore Airport. Although the incident would be traumatic for the immediate impact area, it is not expected that this would have a long-term impact on service operations within the city.

A midair collision of a major airliner or crash in the city would be catastrophic. A large area would be affected with plane wreckage, burning fuel, destroyed buildings, and casualties beyond the capability of local fire and emergency medical services personnel. Media attention would be overwhelming. Any major air accident will involve coordination among

federal, state, and local agencies to provide the necessary resources to manage such an event. Mass casualty transportation accidents typically require these agencies to establish a unified command post; disaster mortuary teams; set up medical aid stations; and develop a plan for moving patients and resources. The following table shows the aircraft accidents in or near the city of Pleasanton over a period of 57 years, from 1960 to current.

Figure 6: Pleasanton Aircraft Accident History

Date/Locale	Make/Model	Severity	Description
05/21/2015 Pleasanton	Cessna 210F NTSB No. WPR15FA166	Fatal-1	About 8 minutes after departure, recorded radar data showed the airplane's altitude varying between 321' and 635' above ground level for about 1½ minutes before the impact. It is likely that the pilot was varying his altitude to remain clear of the clouds and initiated a right turn. During the turn, the airplane collided with rising terrain.
05/27/2002 Pleasanton	Cessna 182P NTSB No. LAX02FA179	Fatal-1	At 2219 the pilot contacted approach control stating that he was at 4,500 feet mean sea level over Mt. Diablo. The controller instructed the pilot to cross the east bay shoreline at or above 2,000 feet mean sea level and remain clear of Class B airspace. At 2228 the controller radioed that he had lost contact with the aircraft. The aircraft wreckage was located the next morning at the 1,680-foot level of the mountain range. Based on the weather, the mountain ridge where the accident occurred was likely to have been obscured by clouds.
07/23/1998 Pleasanton	Enstrom F28A NTSB No. LAX98LA242	Nonfatal	The dual student performed an off-airport pinnacle landing. The helicopter slid approximately 300 feet off the top of the hill and down a 30-degree slope. The main rotor blades contacted the ground but the aircraft remained upright. The CFI reported that there were no mechanical malfunctions with the aircraft prior to the accident.
01/12/1995 Pleasanton	Cessna 208B NTSB No. LAX95FA077	Fatal-1	A CESSNA 208B struck a ridge line about 14 miles from the destination airport. The pilot reported he had the airport in sight from 30 miles away. A weather reporting station reported two layers of clouds five miles east of the accident site. The airplane collided with a tree and the ground at an elevation of 1,500 feet MSL.
01/09/1989 Pleasanton	Cessna 414 NTSB No. LAX89FA081	Fatal-1	On arrival, the pilot was cleared for a runway approach to the Metro Oakland Intl. Airport. The Controller noted the aircraft had descended to 2900 feet MSL and warned the pilot to climb to 3300 feet. The pilot acknowledged and said "Thank You." The controller suggested the pilot climb to 3300 ft. immediately and subsequently the aircraft crashed approximately 15 miles east of the airport. The aircraft impact occurred with a 1500 ft. ridge at about the 100 ft. level.

Date/Locale	Make/Model	Severity	Description
07/31/1983 Pleasanton	Cessna 152 NTSB No. LAX83FA371	Fatal-1	The aircraft crashed in a steep nose down attitude in hilly terrain. Debris was scattered for about 100 ft. but the aircraft did not travel after initial impact. There are no known witnesses to the accident. The wreckage was found by a rancher who was checking cattle on his property. The wife of the deceased pilot state her husband had been depressed due to business. She said he had threatened suicide in the past but she did not believe he would take any action

National Transportation Safety Board Aviation Accident Database & Synopses

https://www.nts.gov/_layouts/ntsb.aviation/index.aspx

If a major airline accident were to occur, casualty transportation resources would be in great demand. Casualties are transported on the basis of medical triage priorities. Patient tracking begins at the scene using a patient tracking tag which will be attached to the patient during triage operations. This tag remains with the patient until the final medical treatment facility is reached.

Trucks and buses would be used to transport the evacuated casualties. Primarily, ambulances from unaffected areas will be used for the transport of casualties from the receiving sites in reception areas to definitive care facilities. The LFPD has personnel trained as Firefighter/Paramedics and Emergency Medical Technicians who can provide Advanced Life Support (ALS) and Basic Life Support (BLS). The Alameda County Emergency Medical Services (ALCO EMS) is a District within the Health Care Services Agency. Regional Disaster Medical Health Coordinators (RDMHCs) have the responsibility to support the mutual aid requests of the Medical Health Operational Area Coordinator (MHOAC) for disaster response within the region and provide mutual aid support to other areas of the state in support of the state medical response system.

2.3.10 Severe Weather – Wind, Heat, and Cold

Severe weather such as wind storms, heat, and cold can pose a risk to life and property in the city by creating conditions that disrupt essential systems such as public utilities, telecommunications, and transportation routes.

High winds can have a destructive impact, especially to trees, power lines, and utility services. Most incidents of high wind in Pleasanton are the result of the Diablo Winds; a name occasionally used to describe the hot, dry offshore wind that blows from the direction of the Diablo Valley in Alameda County towards the ocean. While high impact winds can occur, they are not frequent in the city. A search of the NOAA National Centers for Environmental Information Storms Events Database recorded in Alameda County from 1950 through 2017, provided information of the history of reported severe weather in Pleasanton. No strong winds reached the magnitude of a tornado in Pleasanton.

<https://www.ncdc.noaa.gov/stormevents/>

Figure 7: Strong Winds History

Date	Event	Magnitude	Local Effect	Regional Effect
01-20-2010	Strong Winds	39 Knots	Strong winds toppled two large trees, a Coastal Redwood and a spruce, on Valley Avenue just west of Santa Rita Road in Pleasanton causing damage to a block wall. Also in Pleasanton, power lines were damaged by strong winds on Spring Street and on Valley Avenue. In Alamo, a centuries-old oak tree detached from its muddy soil and came to rest on a Deodar Lane home causing extensive damage. In Martinez, A tree fell along Alhambra Valley Road, between Castro Ranch and Bear Creek Road, taking power lines down with it.	The third in a series of significant storms brought strong winds and heavy rain to the San Francisco and Monterey Bay areas. This storm, the strongest of the week, developed over the Pacific Ocean with a strong parent low pressure based in the Gulf of Alaska. Around 159,000 customers lost power across the San Francisco Bay area.
02-26-2010	Strong Winds	45 Knots	Strong wind combined with brief heavy rain to cause trees, tree limbs and power lines to fall. At the height of the storm, around 1:30 p.m. PST, 4,350 customers were without power in San Francisco's East Bay Interior Valleys.	A pacific storm brought brief heavy rain and strong wind to the San Francisco and Monterey Bay areas.
07-21-2006	Heat		Heat advisory conditions were experienced in the East Bay Valleys for several days in late August. Temperatures soared to as high as 112 degrees in some locations, with overnight lows holding in the mid and upper 70s. Several reports of heat related illness were reported.	

NOAA National Centers for Environmental Information Storms Events Database, 2017

Extreme heat is defined as temperatures that reach ten degrees or more above the average high temperature for the region and lasts for several weeks. Extreme temperature can have severe impacts on human health and mortality, natural ecosystems, agriculture, and other economic sectors. The record heat temperature in Pleasanton was 115°, set in 1950, and the record cold temperature was 18°, set in 1961 and 1990 (Intellicast, the Authority in Expert Weather). <http://www.intellicast.com/Local/History.aspx?location=USCA0882>

The California Environmental Health Tracking Program reported 622 heat-related deaths in California between the years of 2000 – 2011. People suffer heat-related illness when their bodies are unable to compensate and properly cool themselves. The body normally cools itself by sweating. But under some conditions, sweating is not enough and a person's body temperature rises rapidly. Very high body temperatures may damage the brain or other vital organs. Extreme heat is rare in Pleasanton, which has a moderate temperate most of the year. In the event of extreme heat, the City of Pleasanton will implement a

cooling station plan administered by City staff and other organizations using City facilities as a cooling center for the public.

2.3.11 Terrorist Attack and Cyberterrorism

Pleasanton is home to businesses and government agencies, transportation infrastructure, tourist attractions, historic sites, and cultural facilities that are vulnerable to a terrorist attack. Terrorism is a continuing threat throughout the world and within the United States.

A recent trend is for terrorists to pursue soft targets. Soft targets are open areas, e.g., shopping malls, hotels, concert or sports venues, transportation centers, and places where a number of people or tourists gather, that typically have less security. Locations that do have significant security or secured perimeter areas provide attackers with a divided line for what is secure and what is not secure. Attackers merely go outside the secure area where a crowd is present and there is the soft target. The further the security perimeter is pushed out, the further the terrorists move to where the unsecured crowd is.

Terrorist attacks are becoming more frequent. In Europe alone, from January through August of 2017, terrorist attacks have included the Barcelona attack, the Finsbury Park mosque attack, the attack on London Bridge and nearby Borough Market, the Manchester bombing at the Ariana Grande concert, the April 21 Champs Elysees shooting attack, the Stockholm terror attack, the March 22 attack on the British Parliament and Westminster Bridge, the Berlin attack, and the Louvre knife attack in Paris. The primary method of attack has been driving a vehicle into a crowd. In 2016 there were the Berlin Christmas market attack, Normandy Church terror, five attacks in Germany between July 18 and July 26, the Bastille Day massacre, the Brussels airport attack and Metro bombings. In 2015 the coordinated Paris attack where 130 people were killed at six different locations, and the 2015 the Charlie Hebdo magazine attack. This list does not include attacks in the Middle East or other countries outside of Europe. ESRI Story Maps, 2017, reports worldwide from January through August of 2017 there have been a total of 906 attacks, with 5,374 fatalities so far.

A variety of political, social, religious, cultural, and economic factors underlie terrorist activities. Terrorists typically target civilians with a goal of instilling fear to advance their agenda. The media interest generated by terrorist attacks makes this a high visibility threat. The following table provides details about the most notable terrorist attacks in the United States since 1980.

Figure 8: Domestic Terrorism History

Date	Location	Type	Fatalities/Injuries	Perpetrator(s)
12/02/2015	Inland Regional Center, San Bernardino, CA	Shooting	14 Dead	Syed Rizwan Farook and Tashfeen Malik
07.25.2016	Military Recruiting Center and a Navy Reserve Facility,	Shooting	5 Dead (Military Personnel)	Mohammad Abdulazeez

	Chattanooga, TN			
04/15/2013	Boston Marathon, MA	2 Pressure Cooker Bombs	3 Dead / 264 Injured	Tamerlan Tsarnaev and Dzhokhar Tsarnaev
11/05/2009	Military Processing Center, Fort Hood, TX	Sniper Rifle	13 Dead / 32 Injured	Major Nidal Hassan
09/11/2001	World Trade Center Twin Towers, Pentagon, New York City, and Shanksville, PA	Hijacked Airliners Flown into Buildings	2,977 Dead / Not Listed	19 al Qaeda members
06/27/1996	Centennial Olympic Park, Atlanta, GA	Backpack Bomb	2 Dead / 111 Injured	Eric Rudolph
04/19/1995	Alfred P. Murrah Federal Building, Oklahoma City, OK	Truck Bomb	168 Dead / 700 Injured	Timothy McVeigh and co-conspirator, Terry Nichols
02/26/1993	2 World Trade Center, New York City	1200 lb. Truck Bomb	6 Dead / 1000 Injured	Mohammed Salameh, Nidal Ayyad, Mahmud Abouhalima, Ahmad Ajaj, Sheik Omar-Abdel Rahman, Eyad Ismoil, conspirator Ramzi Yousef, and co-conspirator Zacarias Moussaoui
1978 - 1995	Various Locations	Bombings	23 Dead / Not Listed	Ted Kaczynski

CNN U.S. Terrorist Attacks Fast Facts, August 14, 2017 <https://storymaps.esri.com/stories/terrorist-attacks/?year=2017>

Previous Occurrence

On August 28, 2003, in Emeryville, California, the first of two pipe bombs detonated at the headquarters of Chiron Corporation, a biotechnology corporation. The second blast was time-delayed; the FBI suspects that may have been a tactic to harm emergency teams responding to the blast.

Less than a month later, on September 26, another bomb exploded, spraying nails at the headquarters of Shaklee Corporation, a nutritional products corporation, in Pleasanton, California. No people were hurt but the blasts caused damage to the buildings. Both companies reportedly had ties to Huntingdon Life Sciences, a British-based research firm that performed laboratory testing on animals.

The FBI determined Daniel Andreas San Diego, the 30 year old son of a city manager in Marin County, was involved in the bombings. San Diego had reportedly posted some writings on the Internet claiming responsibility in the name of animal rights.

The FBI began tracking San Diego along the streets of San Francisco, closing in on the suspected terrorist. One October morning he was observed exiting his green Honda, and disappeared. This began a five-year search for San Diego that continues today. A federal arrest warrant was issued for San Diego in 2003, charging him with maliciously damaging

and destroying buildings and other property with the bombs he allegedly constructed. There is a \$250,000 reward for information leading to his capture (Fox News, 2017).

Definition

The definition of terrorism by the Federal Bureau of Investigation is “the unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.”

The definition of Weapons of Mass Destruction (Title 18 USC section 2332a) is: (1) Any weapon or device that is intended, or has the capability, to cause death or serious bodily injury to a significant number of people through the release, dissemination, or impact of toxic or poisonous chemicals or their precursors; a disease organism; or radiation or radioactivity; (2)(a) any explosive, incendiary, or poison gas, bomb, grenade, or rocket having a propellant charge of more than four ounces, or a missile having an explosive or incendiary charge of more than one quarter ounce, or mine or device similar to the above; (b) poison gas; (c) any weapon involving a disease organism; or (d) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.

Weapon Types

Weapons of mass destruction (WMD) typically used by terrorists are categorized by an acronym that lists the types of materials/weapons: CBRNE stands for chemical, biological, radiological, nuclear, and explosives – BNICE stands for biological, nuclear, incendiary, chemical, and explosives. The nature of each category of weapon is described briefly below:

Chemical: chemical weapons include blood and choking agents, nerve agents, blister agents, and toxic industrial chemicals.

Biological: biological weapons are defined as bacteria, viruses, or toxins used to produce illness or death in people, animals, or plants.

Radiological: radioactive weapons are typically in the form of a radioactive “dirty bomb” or a radiological dispersal device (RDD), made by combining radioactive material with conventional explosives to spread the radiological material.

Nuclear: nuclear weapons are typically in the form of a traditional fission device such as an atom bomb or a conventional explosion at a nuclear facility.

Explosives: explosive weapons include low explosives and high explosives. The effects include blast pressure, both positive and negative, fragmentation, and thermal. There are pipe bombs or bombs that can be easily concealed into a backpack, box, vehicles, or virtually any type of container, with numerous trigger mechanisms to set off the bomb. Bombings account for up to 50% of worldwide terrorist attack patterns.

Location

The city of Pleasanton is approximately 90 miles from the decommissioned Rancho Seco Nuclear Generating Station. The plant was closed by public vote on June 7, 1989. On October 23, 2009, the Nuclear Regulatory Commission released the majority of the site for unrestricted public use, while approximately 11 acres of land including a storage building for low-level radioactive waste and a dry-cask spent fuel storage facility remain under NRC licenses. There are no known businesses or educational facilities that have a nuclear reactor on their premises within the city.

Extent

As outlined in the National Security Strategy, there is no greater danger to the nation than a terrorist attack with a weapon of mass destruction. Terrorist acts may cause casualties, extensive property damage, fires, flooding, and other subsequent hazards. Incidents generating significant mass casualties make preparedness and the mechanisms for effective response essential. In addition to large-scale attacks, a full range of terrorism tactics must be considered, including simple bombings, chemical or biological incidents, explosions and cyber-attacks, bomb threats, and the use of radiological and nuclear materials.

Cyberterrorism:

According to the U.S. Federal Bureau of Investigation, cyber terrorism is any "premeditated, politically motivated attack against information, computer systems, computer programs, and data which results in violence against non-combatant targets by sub-national groups or clandestine agents." As nations and critical infrastructure become more dependent on computer networks for their operations, new vulnerabilities are created. A cyber terrorist attack is designed to cause physical violence or extreme financial harm. Possible cyber terrorist targets include the banking industry, military installations, power plants, air traffic control centers, and water systems, but could be against any facility that relies on computers, computer systems and programs for their operations.

The City of Pleasanton Police Department has anti-terrorism programs in place, which include continually gathering intelligence; monitoring events to assess credible threat potential; and issuing warnings to the participating agencies and to the citizenry. The Federal Bureau of Investigation is the lead federal agency for all terrorist activities within the United States, and coordinates this activity with the Pleasanton Police Department and Alameda County through the Northern California Regional Intelligence Center (NCRIC).

2.3.12 Public Health Emergencies

Widespread public health emergencies, referred to as pandemics, occur when a disease, often a strain of influenza, emerges to which the population has little immunity. The 20th century saw three such pandemics, the most notable of which was the 1918 Spanish influenza pandemic that was responsible for 20-40 million deaths throughout the world. Public health experts are always concerned about the risk of another pandemic where a disease spreads between and among species. Depending on the nature of such a disease,

between 25 to 35% of the population could become ill. This level of disease activity would disrupt all aspects of society and severely affect the economy.

The Alameda County Health Care Services Agency (HCSA) is responsible for public health in Alameda County. Pleasanton will coordinate with the HCSA during a public health emergency, whether in the city, or throughout the county or state. The HCSA Public Health Department will serve as the lead agency for a pandemic response and would work closely with each city to ensure that:

- Planning efforts are consistent throughout the county;
- Official information is provided to cities in a timely manner;
- Pharmaceutical distribution is conducted across the county.

In Pleasanton, both medical (medications, vaccines) and non-medical (school dismissal, isolation and/or quarantine) countermeasures will be implemented as deemed appropriate to mitigate the impact of the emergency on the public's health and safety. The City will, at the direction of the County Public Health Officer, implement the procedures and protocols as recommended. To ensure consistent planning efforts, federal, state, and county public health agencies use the World Health Organization (WHO) pandemic phases to guide their planning efforts.

The May 2017 WHO guidance document, *Pandemic Influenza Risk Management*, updates and replaces the WHO pandemic guidance document published in 2009. This revision of the guidance takes account of lessons learned from the influenza A (H1N1) 2009 pandemic and of other relevant developments. The 2009 version was revised in 2013, and the latest 2017 guidance also includes the revisions made in 2013.

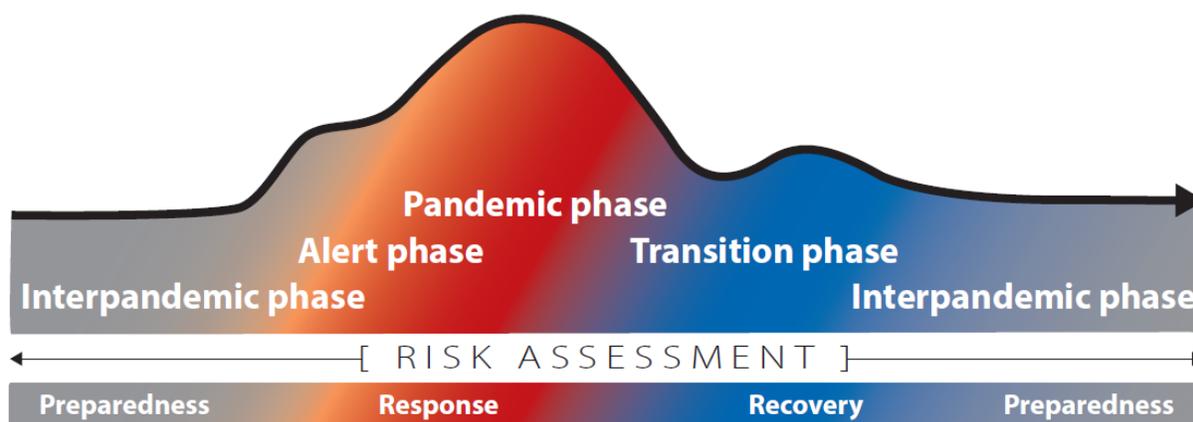
The new guidance stresses the importance of repeated risk assessment at all levels—globally, by WHO and communicated through the revised phases system—as well as at national and local levels, by local officials, in order to plan and respond effectively and independently.

The new global phases are reduced from six phases to four – interpandemic, alert, pandemic and transition. These new phases describe the spread of the new influenza subtype around the world, taking into account the disease it causes. As pandemic viruses emerge, countries and regions face different risks at different times. For that reason, countries are strongly advised to develop their own national risk assessments based on local circumstances. National risk assessments should take into consideration the information provided by the global assessments produced by WHO. Risk management decisions by countries are, therefore, expected to be informed by global risk assessments but be based on local risk assessments.

Another change in the phased risk assessment approach is the inclusion of the principles of emergency risk management for health, recognizing that these principles apply to all hazards, including pandemic influenza, and can be used for the management of any health emergency, making the most cost-effective use of resources.

The risk-based approach to pandemic influenza phases is represented in as a continuum, which also shows the phases in the context of preparedness, response and recovery, as part of an all-hazards approach to emergency risk management. One of the underlying principles of this guidance is to acknowledge that emergency risk management at country level needs to be sufficiently flexible to accommodate different consequences within individual countries, for example, different severities and different numbers of waves of illness.

Exhibit 6: The Continuum of Pandemic Phases*



*This continuum is according to a “global average” of cases, over time, based on continued risk assessment and consistent with the broader emergency risk management continuum.

Interpandemic phase: This is the period between influenza pandemics.

Alert phase: This is the phase when influenza caused by a new subtype has been identified in humans. Increased vigilance and careful risk assessment, at local, national and global levels, are characteristic of this phase. If the risk assessments indicate that the new virus is not developing into a pandemic strain, a de-escalation of activities towards those in the interpandemic phase may occur.

Pandemic phase: This is the period of global spread of human influenza caused by a new subtype based on global surveillance. Movement between the interpandemic, alert and pandemic phases may occur quickly or gradually as indicated by the global risk assessment, principally based on virological, epidemiological and clinical data.

Transition phase: As the assessed global risk reduces, de-escalation of global actions may occur, and reduction in response activities or movement towards recovery actions by countries may be appropriate, according to their own risk assessments.

Determination of a Public Health Emergency of International Concern (PHEIC): The responsibility of determining a PHEIC lies with the WHO Director-General under Article 12

of the International Health Regulations (2005). The determination leads to the communication of temporary recommendations.

Declaration of a pandemic: During the period of spread of human influenza caused by a new subtype, based on risk assessment and appropriate to the situation, the WHO Director-General may make a declaration of a pandemic.

The City will coordinate with the Alameda County Public Health Division for all public health incidents including four sites in the city for Points of Dispensing (PODs) to provide emergency medication to protect against the threat.

2.3.13 Civil Unrest, Riots, Prisons

Civil unrest is an incident intended to disrupt community affairs and threaten the public safety. Civil unrest includes riots, mob violence, and any unlawful demonstration resulting in police intervention and arrests. Civil unrest is generally associated with controversial political, judicial, and or economic issues and events. During a civil unrest incident that affects the city of Pleasanton, there are certain facilities within the city that may be more at risk than others, for example, facilities that host events that attract large numbers of people. All of these situations create significant traffic congestion and the potential for disruptive behavior. The overall risk of civil unrest in Pleasanton may lead to fire, destruction of property, disruption of power, injury to persons, and in the worst cases, loss of life.

On September 9, 2016, the Pleasanton Patch, an independent U.S. local news and information platform, reported 23 protesters were arrested for civil disobedience outside the nation's largest first responder exercise, known as Urban Shield. The exercise was held at the Alameda County Fairgrounds in Pleasanton. Police personnel closed Pleasanton and Bernal avenues to cordon several hundred demonstrators that had congregated around the fair gates in protest of the annual training. Some of them formed a human chain, locking hands inside large pipes, across the gates. A group called Critical Resistance was leading the protest. Around 8:30 a.m., hundreds of Stop Urban Shield protesters from around the Bay Area and as far away as Los Angeles and Sacramento protested the "militarization of police" by marching down Pleasanton Avenue.

More than 1,000 emergency first responders participated in the annual law enforcement preparedness training held at the fairgrounds. The exercise trains emergency crews in case of natural and man-made disasters, and is closed to the public. Police officials refer to the event as training, while protesters referred to it as "police war games." The annual training included about 50 scenarios, with rescues and the simulation of the response required following a massive 7.0-magnitude earthquake. One of the claims of protesters is that police are becoming more militarized, adopting military weaponry such as riot gear and armored vehicles. The Sheriff's spokesman, Sgt. J.D. Nelson, said first responders have been adopting military equipment, such as bulletproof vests, for the last 100 years. 23 people were ultimately arrested (Pleasanton Patch, September 9, 2016).

Jails and Prisons

The Pleasanton City Jail is located at the Police Department. It is maintained and operated by officers at Pleasanton Police department, and used primarily as a holding facility while arrested persons are processed prior to being transferred to the County Sheriff's Santa Rita Jail.

Santa Rita Jail is a county jail located in Dublin, adjacent to the Camp Parks Reserve Forces Training Area, and operated by the Alameda County Sheriff's Office. The facility holds about 4000 inmates housed in one of eighteen modern housing units. It is considered a "mega-jail" and ranks as the third largest facility in California and the fifth largest in the nation. Santa Rita is accredited by the American Correctional Association. It is the only facility in California holding this prestigious award.

There have been outbreaks of violence at the Santa Rita Jail where authorities confine the inmates to their cells in a lockdown of the jail. These typically result from a fight or other type of violent act, where the officials choose to shut down the entire jail system –minimum and maximum security units. Authorities investigate such incidents to see if these outbreaks are indicative of larger racial or gang related tensions inside the jail.

The Federal Correctional Institution, Dublin (FCI Dublin) is located nearby in Dublin. It is a low-security United States federal prison for female inmates. The facility has an adjacent satellite prison camp housing minimum-security female offenders. Law enforcement is tasked with maintaining order in the facilities and preventing inmates from escaping into the community.

2.3.14 Pipeline Hazards

There are many pipeline distribution systems that transit the city of Pleasanton and throughout the county, including systems for water, natural gas, and petroleum products. The entire United States is heavily dependent on transmission pipelines to distribute energy and fuel sources. Virtually all natural gas, which accounts for about 28% of energy consumed annually, is transported by transmission pipelines. Increased urbanization is resulting in more people living and working closer to existing gas transmission pipelines that were placed prior to government agencies adopting and implementing land use and other pipeline safety regulations.

The gas transmission system is gradually deteriorating due to natural causes and the age of the system. Significant failure, including pipe breaks and explosions, can result in loss of life, injury, property damage, and environmental impacts. Causes of and contributors to pipeline failures include construction errors, material defects, internal and external corrosion, operational errors, control system malfunctions, outside force damage, subsidence, and seismicity. Such was the case in 2010 when a natural gas pipeline explosion occurred in a San Bruno neighborhood. The blast and the fire that raged afterward killed eight people, injured another 66 and destroyed 38 homes.

The Mercury News reported on September 20, 2010, that PG&E released a list of the top 100 pipelines that it considered most at risk including “pipe links in seven places in Alameda County and two in Contra Costa County.” The pipelines are designated for further study and long-range planning because of potential third-party damage, and the potential for corrosion and risks from ground movements and earthquakes. The pipelines also are being studied because of age and the type of materials used in making them.

An article in the Pleasanton Patch, September 20, 2010, reported “The LPPFD fire officials met with PG&E about the risk to the cities of Pleasanton and Livermore. Among the pipelines on the list are two 30-inch high-pressure gas lines near Pleasanton. These lines, referred to by PG&E as Line 107 and Line 131, are the same size and made of the same material as the one that ruptured in San Bruno. Line 131 runs down Isabel Avenue and circumvents the Ruby Hills subdivision. Fire officials say they were assured the pipeline does not run underneath properties. “[The line] runs around the Isabel bypass and tucks in just about the 3900 block of Ruby Hill and runs right around the fence line perimeter at East Gate and then exits into Pigeon Pass,” Battalion Chief Joe Rodondi said during the City Council presentation.”

In addition to the higher-pressure lines, smaller 12-inch pipelines are located around Pleasanton. One PG&E line runs beneath the Tri Valley, through populated parts of Alamo, San Ramon and Pleasanton. The pressurized line runs through Dublin and eventually goes east to Livermore on the south side of I-580.

A petroleum pipeline that is owned by Kinder-Morgan Energy Partners runs along the Iron Horse Trail, which spans Pleasanton, Walnut Creek, Alamo, Danville, and San Ramon. That line hits Valley Avenue and Bush Road, eventually heading to Stanley Boulevard, west down First Street and then south to the I-680 corridor to San Jose.

In February 2017, an Initial Study and Draft Mitigated Negative Declaration report was released, entitled: PG&E Gas Line 107 Retirement and Line 131 Valve Replacement Project. The report states “PG&E proposes to retire (permanently remove from service) a 13-mile portion of gas transmission pipeline 107 (L-107) in Alameda County (County) from south of Livermore to the eastern border of Fremont, California. The pipeline runs through public and private lands and contains 58 locations where ground-disturbing activities would take place to either remove the pipeline or abandon it in place. A previously abandoned section of pipeline 131 (L-131) would also be removed from a property where a section of L-107 is being removed. In addition, valve repair and replacement work would occur at two locations on L-131 which runs parallel to L-107.” The California Department of Fish and Wildlife (CDFW) is the lead agency under the California Environmental Quality Act (CEQA) for this pipeline retirement and valve replacement project. The California Department of Fish and Wildlife (CDFW) is the lead agency under the California Environmental Quality Act (CEQA) for this pipeline retirement and valve replacement project.

The Initial Study and Draft Mitigated Negative Declaration report stated the first phase of work would begin in the spring of 2017 for replacement of the L-131 valves. The second

phase, the L-107 retirements scope, was estimated to begin on April 15, 2017, with a valve repair restoration completion date in 2017, following valve construction. Demobilization and restoration activities for the retirement work were expected to be complete by October 15, 2017. At the time of the writing of this plan, it is unknown if the work was completed by the expected dates.

The California Public Utilities Commission (CPUC) regulates privately owned electric, natural gas, telecommunications, water, railroad, rail transit, and passenger transportation companies.

The California Energy Commission, Natural Gas Industry, 2017, reports natural gas continues to play an important and varied role in California. Nearly 45% of the natural gas burned in California was used for electricity generation, and much of the remainder consumed in the residential (21%), industrial (25%), and commercial (9%) sectors. California continues to depend upon out-of-state imports for nearly 90% of its natural gas supply, underscoring the importance of monitoring and evaluating ongoing market trends and outlook. Natural gas has become an increasingly important source of energy since the state's power plants rely on this fuel. Natural gas provides the largest portion of the total in-state capacity and electricity generation in California.

Most of the natural gas transported via the interstate pipelines, as well as some of the California-produced natural gas, is delivered into the PG&E and Southern California Gas intrastate natural gas transmission pipeline systems (commonly referred to as California's backbone natural gas pipeline system). Natural gas on the utilities' backbone pipeline systems is then delivered into the local transmission and distribution pipeline systems, or to natural gas storage fields. Some large noncore customers take natural gas directly off the high-pressure backbone pipeline systems, while core customers and other noncore customers take natural gas off the utilities' distribution pipeline systems. The PUC has regulatory jurisdiction over 150,000 miles of utility-owned natural gas pipelines, which transported 82% of the total amount of natural gas delivered to California's gas consumers in 2012.

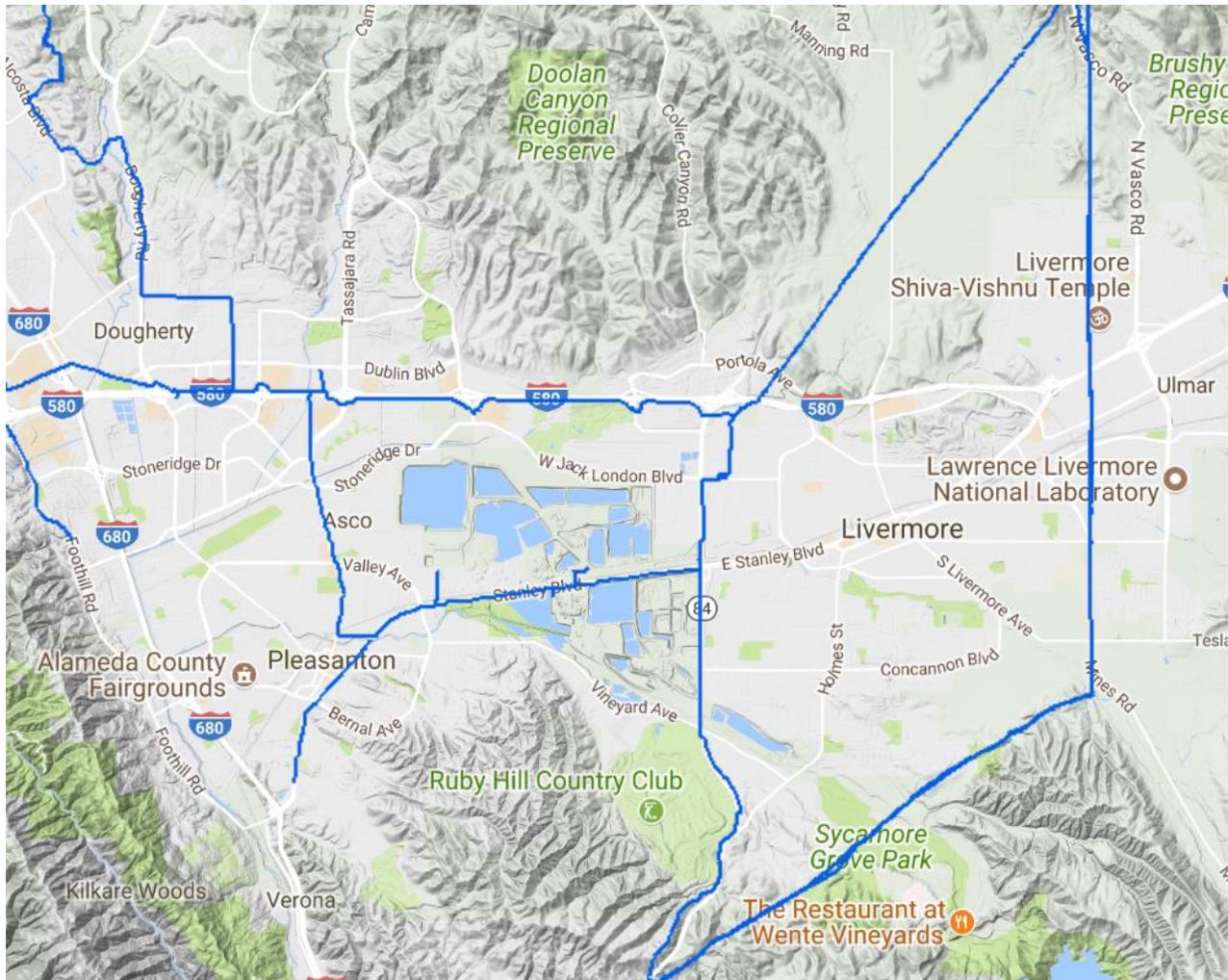
The CPUC ensures that intra-state natural gas and liquid petroleum gas (LPG) pipeline systems are designed, constructed, operated, and maintained according to safety standards set by the CPUC and the federal government. CPUC gas safety engineers are trained and qualified by the federal government. The CPUC enforces natural gas and LPG safety regulations; inspects construction, operation, and maintenance activities; and makes necessary amendments to regulations to protect and promote the safety of the public, the utility employees that work on the gas pipeline systems, and the environment.

The CPUC conducts operation and maintenance compliance inspections, accident investigations, reviews utilities' reports and records, conducts construction inspections, conducts special studies, and takes action in response to complaints and inquiries from the public on issues regarding gas pipeline safety. The CPUC also conducts audits and

inspections of gas facilities owned and operated by mobile home parks, and conducts inspections of propane gas pipeline distributions systems.

Intra-state hazardous liquid pipelines are regulated by the Office of the State Fire Marshall (OSFM). Interstate pipelines are regulated by the Pipeline and Hazardous Materials Safety Administration (PHMSA).

Exhibit 7: PG&E Natural Gas Transmission Pipeline System



PG&E Website August, 2017 https://www.pge.com/en_US/safety/how-the-system-works/natural-gas-system-overview/gas-transmission-pipeline/gas-transmission-pipelines.page

2.4 Assumptions

Below are assumptions for emergency planning that reflect situations that must be considered in order to achieve effective emergency operations in Pleasanton:

- The city of Pleasanton is susceptible to a number of hazards and risks that may result in a major emergency or catastrophic disaster.

- An emergency may occur at any time with little or no warning and may exceed local capabilities.
- City personnel have been adequately trained to perform the roles in which they are assigned.
- The City's EOC will be partially or fully activated to support operations during major emergencies or disasters.
- City personnel may be unable or unavailable to report to work or as assigned.
- Although non-essential City operations may be reduced or cancelled in order to prioritize resources, continuity of City government must continue.
- Mutual aid and other outside assistance and support may be unavailable for extended periods of time.
- Critical infrastructure such as communications, transportation, and utilities may be severely impacted and disrupted.
- Residents, businesses, and other entities will need to be self-sufficient for one week or more.
- Planning for resources and support will be needed to assist people with disabilities and others with access and functional needs.
- The City of Pleasanton is a member agency of the Alameda Operational Area and will coordinate with the Operational Area to request or provide resources outside of existing mutual aid agreements.
- Operational Area members will commit their resources to a reasonable degree before requesting mutual aid assistance.
- Federal and state response and recovery operations will be mutually coordinated to ensure effective mobilization of resources to and in support of the impacted jurisdictions.

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Section 3.0 Concept of Operations

3.1 Phases of Emergency Management

Emergency management activities during peacetime and national security emergencies are often associated with the four federal emergency management phases indicated below, however, not every disaster necessarily includes all of the phases. All departments of the City of Pleasanton have responsibilities in one or more of the emergency phases:

- Preparedness Phase
- Response Phase
- Recovery Phase
- Mitigation Phase

3.1.1 Preparedness Phase

The preparedness phase involves activities that are undertaken in advance of an emergency or disaster to develop operational capabilities and effective responses to a disaster. Disaster plans are developed and revised to guide disaster response and increase available resources. Planning activities include developing hazard analyses, training response personnel, and improving public information and communications systems, all aimed toward a position of increased readiness for a disaster.

Increased readiness actions will be initiated by the receipt of a warning or the observation that an emergency situation is imminent or likely to occur soon. Actions to be accomplished include, but are not necessarily limited to the points listed below:

- Review and update of emergency plans, SOPs/SOGs, and resource listings
- Pre-incident/post-incident public disaster preparedness information and education
- Inspection of critical facilities
- Recruitment of additional staff
- Mobilization of resources
- Testing warning and communications systems

3.1.1.1 Public Education and Outreach

Public education and outreach promotes preparedness and hazard mitigation concepts and techniques through the community's participation in planning, education, training and coordination with public and private sectors. This is accomplished through a variety of outreach activities including hosting community meetings and workshops, coordinating educating seminars, providing disaster handouts, and training through social media, community based presentations, CERT programs, representation at community, business, faith based and civic organizational meetings, and literature.

3.1.2 Response Phase

The emergency response phase has three types of response actions taken in support of an emergency or disaster: pre-emergency response, emergency response, and sustained emergency.

Pre-Emergency Response: When a disaster is inevitable, actions are precautionary and emphasize protection of life. Typical responses might be:

- Warning the population of the emergency and safety measures to be taken.
- Evacuating threatened populations to safe areas.
- Advising the City Council and the Alameda Operational Area (OA) of the impending emergency.
- Identifying the need for and requesting mutual aid through the Alameda OA.
- Requesting an emergency proclamation by the City Council.

Emergency Response: During this phase, emphasis is placed on saving lives and property, controlling the situation and minimizing the effects of the disaster. Immediate response is accomplished in Pleasanton by timely and effective deployment of City departments that respond to emergencies. The primary departments that initially respond to emergencies are the Police Department, LPFD, Operations Services and maintenance divisions, followed by the Community Development Department, Building and Safety Division, and Engineering Department. Any of the following conditions may apply to the City during this phase:

- The situation can be controlled without mutual aid assistance from outside the city.
- Evacuation of portions of the city is required due to uncontrollable immediate and ensuing threats.
- Mutual aid from outside the city is required.
- The city is either minimally impacted or not impacted at all, and City departments are requested to provide mutual aid to other jurisdictions.

Pleasanton will give priority to the following operations:

- Dissemination of accurate and timely emergency information
- Warning the public of the emergency
- Situation analysis
- Resource allocation and control
- Evacuation and rescue operations
- Lifesaving and emergency medical care operations
- Care and shelter operations
- Maintaining city facilities, roadways, and city vehicles for response
- Access and perimeter control
- Public health operations
- Ensuring potable drinking water
- Restoration of vital services, utilities, and sewage control
- Damage and safety assessments
- Debris clearance

When local resources are overwhelmed and additional resources are required, mutual aid agreements are initiated. Fire and law enforcement agencies will request mutual aid directly through established mutual aid coordinators and existing agreements. If there are no agreements in force, requests will be initiated through the Alameda OA, or through the

Cal OES Coastal Region. Cal OES regions have the responsibility to carry out the coordination of information and resources within the region and between the state and regional levels to ensure effective and efficient support to local response. The regions serve as the conduit for local and regional perspective and provide a physical presence for Cal OES functions at the local level in all phases of emergency management.

Depending on the severity of the emergency, the City of Pleasanton EOC may be activated. Under the Standardized Emergency Management System (SEMS) regulations the OA will activate its Emergency Operations Center (EOC) when:

- A local government activates its EOC and requests the OA EOC to activate.
- Two or more cities within an OA declare or proclaim a local emergency.
- The County and one or more cities declare or proclaim a local emergency.

The OA may request the state to proclaim an emergency on behalf of the OA and the City of Pleasanton. The State Coastal Regional EOC (REOC) in Walnut Creek will support the Alameda OA and City of Pleasanton.

Depending on the severity of the emergency or disaster, the Cal OES Director may request a gubernatorial proclamation of a state of emergency. Should the state of emergency be proclaimed, state agencies will, to the extent possible, respond to requests for assistance. These activities will be coordinated with the Cal OES Director and/or Governor. Cal OES may also activate the State Operations Center (SOC) in Sacramento to support state regions, state agencies, and other entities in the affected areas on behalf of the state response. The Cal OES Coastal REOC at 1340 Treat Blvd, Suite 270, Walnut Creek, will support the Alameda OA. If the Governor requests and receives a Presidential Declaration of an Emergency or a Major Disaster under Public Law 93-288, he will appoint a State Coordinating Officer (SCO). The SCO and an appointed Federal Coordinating Officer (FCO) will coordinate and control state and federal recovery efforts in supporting local operations. All emergency response efforts and initial recovery support will be coordinated by the REOC.

Sustained Emergency: As the emergency response phase continues, and life-saving and property protection operations are decreasing, response operations continue with mass care, relocation of evacuees, registration of displaced persons, damage assessment operations, debris removal, and other activities to assist the community. At some point, the emergency will transition from the response phase to the recovery phase.

3.1.3 Recovery Phase

Recovery operations address the procedures for accessing federal and state programs available for individual, business, and public assistance following a disaster. Examples of recovery activities include:

- Developing a Recovery Plan
- Restoring utilities
- Applying for state and federal assistance programs

- Conducting hazard mitigation analysis
- Identifying residual hazards
- Determining and recovering costs associated with response and recovery
- Demobilizing operations
- After action reporting

3.1.4 Mitigation Phase

Mitigation efforts occur both before and following disaster events. Post-disaster mitigation is part of the recovery process. Eliminating or reducing the impact of hazards which exist within the city and are a threat to life and property are part of the mitigation efforts.

Mitigation tools include:

- Local ordinances and statutes (zoning ordinance, building codes and enforcement, etc.)
- Structural measures (physical construction to reduce or avoid impacts of hazards)
- Tax levies or abatements
- Public information and community relations
- Land use planning
- Professional training

The recently developed Tri-Valley Hazard Mitigation Plan renders the City of Pleasanton to be eligible to apply for potential funding through the Federal Hazard Mitigation Grant Program as set forth in Title 44 of Code of Federal Regulations Section 201.6 (Local Mitigation Plans).

3.2 The Standardized Emergency Management System

The Standardized Emergency Management System regulations are found in Title 19 Public Safety, Division 2 Office of Emergency Services, Chapter 1, SEMS (Authority cited: Section 8607(a), Government Code). These regulations establish the SEMS based on the Incident Command System (ICS) adapted from the system originally developed by the Firefighting Resources of California Organized for Potential Emergencies (FIRESCOPE) program, the Multi-Agency Coordination System (MACS) as developed by FIRESCOPE program, the operational area concept, and the Master Mutual Aid Agreement and related mutual aid systems.

SEMS legislation was passed in 1996 to improve coordination of state and local emergency response in California. SEMS emphasizes a standard organizational structure and terminology at all emergency management levels. SEMS is required for managing multiagency and multijurisdictional responses to emergencies, and unifies all elements of California's emergency management community into a single integrated system and standardizes key elements. State agencies are required to use SEMS. Local government entities were required to use SEMS by December 1, 1996, in order to be eligible for reimbursement of response-related costs under the state's disaster assistance programs.

3.3 Presidential Policy Directive 8

National preparedness is the shared responsibility of the whole community. PPD – 8 encompasses the full spectrum of prevention, protection, response, and recovery efforts to prepare the Nation for all hazards – whether terrorist attack or natural disaster – and defines what it means to be prepared for all hazards.

Together, the City of Pleasanton, individuals, communities, local and state governments, federal entities, the private and nonprofit sectors, and faith-based organizations across the nation strive to prepare for the threats and hazards that pose the greatest risk to the security of the United States. This effort is aimed at strengthening the security and resilience of the United States. The directives given in PPD – 8 are intended to stimulate action by the Federal Government, while facilitating an integrated nationwide capabilities-based approach to preparedness.

3.3.1 National Preparedness Goal

The National Preparedness Goal, Second Edition, September 2015, reiterates that preparedness for disasters is the shared responsibility of the entire nation and incorporates critical edits identified through real world events, lessons learned and implementation of the National Preparedness System.

Everyone can contribute to safeguarding the nation from harm through systematic preparation for the threats that pose the greatest risk to the security of the nation, including acts of terrorism, cyber-attacks, and catastrophic natural disasters. The National Preparedness Goal is an integrated, layered, and all-nation approach as the foundation for building and sustaining core capabilities, including coordinated structures to effectively sustain and deliver them. Key elements of the National Preparedness Goal include:

- Five Mission Areas
 - Prevention, Protection, Mitigation, Response, Recovery
- The Core Capabilities
 - 31 in total – essential for execution of the Mission Areas
- The Strategic National Risk Assessment Scenarios
 - The means of understanding the greatest risks to the nation’s security and resilience
- The concept of the whole community
 - Preparedness is the shared responsibility of the entire nation

3.4 National Incident Management System

Homeland Security Presidential Directive-5 (HSPD-5) established the National Incident Management System (NIMS), integrating best practices into a consistent, flexible and adjustable nationwide approach for emergency management. Using NIMS, federal, state, local and tribal governments, and private sector and non-governmental organizations work together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size or complexity. Federal and state government agencies are required to use NIMS, while local government agencies and special districts must use NIMS in order to be eligible for federal funding for emergency and disaster preparedness activities. The City of

Pleasanton has incorporated the use of NIMS into their regular and emergency operations.

3.5 Incident Command System

The Incident Command System (ICS) is a standardized, on-scene, all-hazards incident management approach that:

- Allows for the integration of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.
- Enables a coordinated response among various jurisdictions and functional agencies, both public and private.
- Establishes common processes for planning and managing resources.

ICS is applicable across all disciplines and is structured to facilitate activities in the following five major functional areas:

Functional Area	Activities
Command	Responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.
Operations	Responsible for coordinating all jurisdictional operations in support of the response to the emergency through implementation of the organizational level's action plan.
Planning/Intelligence	Responsible for collecting, evaluating, and disseminating information; developing the organizational level's action plan in coordination with the other functions; and maintaining documentation.
Logistics	Responsible for providing facilities, services, personnel, equipment, and materials.
Finance/Administration	Responsible for financial activities and administrative aspects not assigned to the other functions.

In the EOC, the command function is referred to as management. During large, complex incidents the EOC may be activated to assume a coordination role. As an incident expands in size or increases in complexity, and centralized coordination is needed, the EOC can provide support for incident stabilization, continuity of City operations, or crisis communications activities. The EOC provides a central location from which government at any level can provide multi-agency and interagency coordination, and executive decision-making in support of the incident response. The EOC does not command or control the on-scene response. The EOC carries out the coordination function through:

- Information collection and evaluation
- Priority setting
- Resource management

Decision-making at the EOC affects the incident response as well as the public response.

3.6 SEMS Organizational Levels

Fully activated, SEMS consists of five organizational levels: field response, local government, operational area, regional, and state. ICS is used by all levels of response as well as by many non-governmental organizations and the private sector.

3.6.1 Field Response Level

The field response level is where emergency response personnel and resources, under the direction of an Incident Commander (IC) of the appropriate authority, carry out tactical decisions and activities in direct response to an incident or threat. The City of Pleasanton Police Department, LPFD, and Pleasanton Operations Services Department are the primary emergency service responders within the city of Pleasanton. The Alameda County Department of Public Health would serve as the IC during a public health emergency. Additional stakeholders may also assist in the response. SEMS regulations require the use of ICS at the field level of a multi-agency or multi-jurisdictional incident.

Requests for resources or support that cannot be filled at the field level are requested through a Department Operations Center (DOC) or the EOC. Incident information is reported by the field level to the EOC for use in decision making and the EOC Action Plan.

3.6.2 Local Government Level

The local government level must use SEMS when the local government EOC is activated, and when a local emergency, as defined in Government Code §8558(c), is declared or proclaimed. The local government role is to manage and coordinate the overall emergency response and recovery activities within its jurisdiction. This is typically accomplished from within the EOC. Coordination takes place between the field level and the EOC and from the EOC to the OA. Information is reported from the OA to the Cal OES Coastal Region and from the region to the SOC. The City of Pleasanton is also responsible for providing resources and mutual aid within their capabilities. Pleasanton will comply with SEMS regulations in order to be eligible for state funding of response-related personnel costs and will:

- Use SEMS when a local emergency is declared or proclaimed, or the EOC is activated.
- Establish coordination and communications with Incident Commander(s) either through DOCs or the EOC.
- Use existing mutual aid systems for coordinating fire and law enforcement resources.
- Establish coordination and communications between the City of Pleasanton EOC, the Alameda OA EOC, and any state or local emergency response agency having jurisdiction at an incident within the city's boundaries.
- Use multi-agency or inter-agency coordination to facilitate decisions for overall local government level emergency response activities.

Under the SEMS, a local government is defined as a city, county, city and county, school district, or special district. The City of Pleasanton is one of 14 incorporated cities within Alameda County.

The advancement of SEMS is a cooperative effort of all departments and special districts within the jurisdiction that have an emergency response role. The LPFD Emergency Preparedness Manager has the lead staff responsibility for SEMS development and planning with responsibilities for:

- Communicating information within the City of Pleasanton on SEMS requirements and guidelines.
- Coordinating SEMS development among departments and special districts.
- Identification of all departments and agencies involved in field level response.
- Identification of departments and agencies with department operations center (DOC).
- Coordinating with other local governments, and the operational area on development of SEMS.
- Ensuring SEMS is incorporated into City of Pleasanton Emergency Operations Plan and emergency procedures.
- Ensuring SEMS is incorporated into Pleasanton emergency ordinances, agreements, memorandum of understandings, etc.
- Identification of special districts that operate or provide services within the boundaries of Pleasanton. The emergency role of these special districts should be determined and provisions made for coordination during emergencies.
- Identification of local volunteer and private agencies that have an emergency response role. Contacts should be made to develop arrangements for coordination in emergencies.

3.6.3 Unified Command

Unified command allows agencies with responsibility for an incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, autonomy, responsibility, or accountability. The Pleasanton Police Department, LPFD, or Operations Services Department will implement or represent Pleasanton field operations in the Unified Command when the situation requires a Unified Command.

3.6.4 Multi-agency or Inter-agency Command

Multi-agency or inter-agency coordination is defined as the participation of agencies and disciplines working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents. Pleasanton Police Department, LPFD, and the Operations Services Department participate in multi-agency, inter-agency coordination during an emergency with response departments from Pleasanton, the Alameda County Sheriff's Office, the California Highway Patrol, East Bay Regional Parks Police, Livermore Laboratory Security Force, Sandia National Laboratories Security Force, Bay Area Rapid Transit Police Department, Zone 7 Water Agency, Alameda County Public Works, Dublin San Ramon Services District, Pleasanton City Water Services, and other neighboring police, fire, and public works agencies.

3.6.4.1 East Bay Incident Management Team

The LFPD serves on the East Bay Incident Management Team (IMT) that may respond to manage an emergency or disaster for the city, county, or in the region. There are three types of IMTs: Type 1, Type 2, and Type 3. All types of teams are self-contained. The East Bay IMT is a Type 3 IMT, although trained to a higher level. According to the U.S. Fire Administration, the Type 3 IMT is a team of 10 to 20 trained personnel consisting of an incident commander; operations section chief; plans section chief; finance section chief; and logistics section chief. It also can include a communications unit leader; food unit leader; medical unit leader; supply unit leader; public information officer; liaison officer and safety officer. Optimally a well-developed team is at least three deep in every one of the key command and general staff and significant unit level positions. IMTs generally manage resources brought in for the incident and can perform tasks such as:

- Maintaining assets, including food, water, sanitary needs, fuel and equipment.
- Tracking costs and other data related to the use of resources.
- Providing orderly and manageable systems for the supervision of assets or span of control.
- Providing information sharing and management.
- Providing a systemic approach to ensuring safety of the resources and the public.
- Providing basic and detailed planning for operational needs, forecasting trends and probabilities.
- Recording the incident scenario as it progresses.

3.6.4.2 FEMA Urban Search & Rescue Task Force

LFPD serves on California Task Force 4. CA Task Force 4 is one of 28 FEMA National Urban Search & Rescue (US&R) Task Forces spread throughout the continental United States trained and equipped by FEMA to handle structural collapse. Sponsored by the Oakland Fire Department, CA Task Force 4 is comprised of personnel from 15 fire agencies throughout the greater Bay Area, as well as trained experts in other fields, such as physicians and engineers. California Task Force 4 stands prepared to respond on short notice to requests for assistance within California or other parts of the United States.

3.6.5 Operational Area Level

The Emergency Services Act defines an operational area as an intermediate level of the state's emergency services organization consisting of a county and all political subdivisions within the county area. There are 58 operational areas in the state – one for each county. The Alameda County Sheriff's Office is the lead agency for the Alameda OA. The Alameda OA is comprised of the County of Alameda, 14 cities, and special districts within the boundaries of the county. The "Agreement for Participation in the Alameda County Operational Area Emergency Management Organization" dated May 10, 2016, is an agreement to recognize and participate in an operational area emergency management organization. It is signed by the County, cities, special districts, and other public benefit non-profit corporations that are parties to the agreement, creating a partnership. The Alameda County Sheriff serves as the Director of Emergency Services for the County and the OA Coordinator. The OA is responsible for:

- Managing and coordinating information, resources and priorities among local governments within the Alameda OA.
- Serving as the coordination and communication link between the local governments and the Cal OES Coastal Region office and REOC.
- Using multi-agency or inter-agency coordination to facilitate decisions for overall OA level emergency response activities.

All local, state and federal governments should cooperate in organizing an effective operational area, however, the OA authority and responsibility is not affected by the nonparticipation of any local government.

Activation of the OA during a State of Emergency or a Local Emergency is required by SEMS regulations under the following conditions:

- A local government within the operational area has activated its EOC and requested activation of the operational area EOC to support its emergency operations.
- Two or more cities within the operational area have proclaimed a local emergency.
- The county and one or more cities have proclaimed a local emergency.
- A city, city and county, or county has requested a governor's proclamation of a state of emergency, as defined in the Government Code Section 8558(b).
- A state of emergency is proclaimed by the governor for the county or two or more cities within the operational area.
- The operational area is requesting resources from outside its boundaries. This does not include resources used in normal day-to-day operations that are obtained through existing mutual aid agreements.
- The operational area has received resource requests from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.

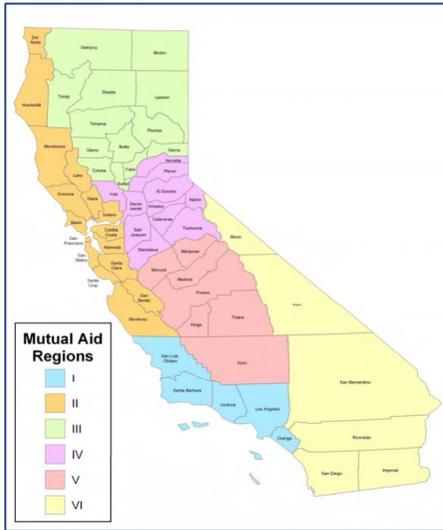
3.6.6 Regional Level

Cal OES has divided California into three Administrative Regions – Inland, Coastal and Southern – which are further divided into six mutual aid regions. The regional levels manage and coordinate information and resources among operational areas. The City of Pleasanton is in the Coastal Administrative Region.

There are 16 counties within the Coastal Administration Region, which is the same area as Mutual Aid Region II.



The counties represented by the region include Alameda, Contra Costa, Del Norte, Humboldt, Lake, Marin, Mendocino, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, and Sonoma. Within the region there are 151 incorporated cities with a total population of 8,808,346 for all cities and counties in the Coastal region (Department of Finance E-1 County Population Estimates, 2017). The terrain of the Coastal Region significantly varies consisting of the coastal mountain range areas, foothill regions, watershed areas, and the valley floor with numerous agricultural centers.



The Region II REOC is managed and staffed by Cal OES personnel. The administration office phone number is (925) 953-1405.

3.6.7 State Level

In response to the emergency needs and requests from local governments and operational areas, the state level manages state resources and coordinates mutual aid among the mutual aid regions and between the regional and state levels. The state level also serves as the coordination and communication link between the state and the federal disaster response system. The Cal OES Main Offices (Buildings A, B, & C) are located at 3650 Schriever Avenue, Mather, California 95655-4203. The phone number to the main office is (916) 845-8510. This location houses the SOC, the State Warning Center, and Executive offices. The Cal OES Main Office (Building D) is located at 10390 Peter A McCuen Boulevard, Mather, California 95655. The Public Safety Communications Main Office is located at 601 & 630 Sequoia Pacific Boulevard, Sacramento, California 95811. The administration phone number is (916) 657-9494.

3.6.8 Federal Level

The Department of Homeland Security has designated the Federal Emergency Management Agency (FEMA) to serve as the main federal government contact during disasters and national security emergencies. FEMA Region 9, is headquartered in Oakland, and is one of ten Regional Offices across the country. FEMA Region 9 has responsibility for the areas of Arizona, California, Hawaii, Nevada, Guam, American Samoa, the Commonwealth of Northern Mariana Islands, the Republic of Marshall Islands, the Federated States of Micronesia, and more than 150 sovereign tribal entities.

In a disaster, different federal agencies may be involved in the response and recovery operations. Federal disaster assistance is organized under the concept of Emergency Support Functions as defined in the National Response Framework. All contact with FEMA and other federal agencies is made through the OA to the state during the response phase. During the recovery phase, cities, or special district may have direct contact with FEMA and

other federal agencies. The FEMA Region office is located at 1111 Broadway, Suite 1200, Oakland. The phone number is 1-800-621-FEMA (3362) or TTY (800) 462-7585.

3.7 SEMS Coordination Levels

The SEMS concepts, principles and organizational structure will be used in managing field operations. The size, complexity, hazard environment, and objectives of the situation will determine the ICS organizational size and the support that will be required to support field activities. The incident will be managed by objectives to be achieved and those objectives are communicated to field and EOC personnel through the use of the action planning process.

The IC will communicate with the Emergency Services Director (in the role of EOC Director) as to the status of the situation and resources through established communications channels. Members of the Command and General Staff will communicate with their counterparts in the EOC using the same communications methods. Some members of the EOC Management or General Staff may be asked to attend briefings or planning meetings at an Incident Command Post.

When multiple agencies respond to the incident, the IC will establish a Unified Command or Multi-Agency Coordination System and agency representatives will be asked to report to the Liaison Officer. Outside agencies including those from county, state and federal governments will participate in the Unified Command/Multi-Agency Coordination System by assisting in identifying objectives, setting priorities, and allocating critical resources to the incident.

3.7.1 Field/EOC Communications and Coordination

The Communications Unit Leader, working with the Police and Fire departments, will develop a Communications Plan outlining the communications channels and protocols to be used during an incident. The Incident Action Plan (IAP) developed for a specific incident will include the Communications Plan (ICS 205 form or 217A form). Typically, field to EOC communications will occur at the Command and General Staff levels or, if established, field units will communicate with a DOC that will relay the information to the appropriate section/function in the EOC.

The OA EOC will communicate situation and resource status information to the State Operating Center (SOC) via CalEOC, a WebEOC based emergency management response system.

3.7.2 Field/EOC Direction and Control Interface

The EOC Director will establish jurisdictional objectives and priorities and communicate those to everyone in the organization through the EOC Action Plan. The EOC Action Plan does not direct or control field units but supports their activities. The IC will ensure incident objectives and priorities are consistent with those policies and guidelines established at the city level by the EOC Director.

It is the responsibility of Incident Commander(s) to communicate critical information to the EOC Director in a timely manner.

3.7.3 Field/EOC Coordination with Department Operations Centers

If a department within the City establishes a Department Operations Center (DOC) to coordinate and support their departmental field activities, its location, time of establishment and staffing information will be communicated to the City EOC. All communications with the field units of that department will be directed to the DOC who will then relay situation and resource information to the EOC. DOCs act as an intermediate communications and coordination link between field units and the City EOC.

3.8 EOC Coordination Levels

3.8.1 EOC Coordination with Field Response Level

Coordination among SEMS levels is clearly necessary for effective emergency response. In a major emergency, the EOC may be activated to coordinate the overall response while the ICS is used by field responders. ICs may report pertinent information to DOCs, which in turn will report and coordinate with the EOC. Occasionally an EOC may need to operate in a centralized coordination and direction mode, where the EOC directly oversees Incident Command teams.

Another scenario is the interaction between the EOC and an Area Command. Area Command may be implemented during an occurrence of several similar type incidents located in close proximity, but in different jurisdictions. A Unified Area Command may be established to oversee Incident Commanders operating in general proximity to each other. The Unified Area Command would coordinate with activated local government EOCs.

3.8.2 EOC Coordination with the Alameda OA

Coordination and communications will be established between the Pleasanton EOC and the OA. The communications link may be through the radio system, telephone, fax, email, or amateur radio to ensure notifications, information sharing, and reporting are completed.

The OA may direct the most heavily impacted agencies to coordinate and communicate directly with the OA EOC. The City of Pleasanton may use a multi-agency coordination system (MACS) concept when developing response and recovery operations. When and where possible, Pleasanton will include jurisdictional representatives in planning for jurisdictional support.

3.8.3 Special District Involvement

The emergency response role of special districts in Pleasanton is generally focused on normal services, but during disasters, these districts play a vital role in the emergency response and work with assisting state, federal and private agencies. Special districts in Pleasanton include the Pleasanton Unified School District, Dublin San Ramon Services District, and Zone 7 Water Agency (Alameda County Flood Control and Water Conservation District).

Typically, special district boundaries cross municipal boundary lines. A special district may serve several communities and county unincorporated areas. Some special districts serve more than one county. In such a situation, the special district may wish to provide a liaison representative to the City of Pleasanton EOC to facilitate coordination and communication with the various entities it serves.

3.8.4 EOC Coordination with Volunteer and Private Sector Agencies

The Pleasanton EOC will establish communication with private and volunteer agencies that provide services to the City. The Alameda County Sheriff Search and Rescue, Community Emergency Response Team (CERT) and American Red Cross may play key roles assisting in the emergency response. These agencies, if significantly involved in an incident, may assign a representative to the Pleasanton EOC as an Agency Representative. Some agencies may have several personnel participating in functional elements in the EOC, e.g., Red Cross personnel may be part of the staffing for the Care and Shelter Unit of the EOC.

Agencies that have countywide response roles and cannot respond to multiple city EOCs should be represented within the OA level EOC. Coordination with volunteer and private agencies that do not have representatives at an EOC may be accomplished through telecommunications, liaison with community councils that represent several agencies, or involvement of agencies in special multi-agency groups on specific issues.

In an emergency, governmental response is an extraordinary extension of responsibility and action, coupled with normal day-to-day activities. Normal governmental duties will be maintained, with emergency operations carried out by those agencies assigned specific emergency functions.

3.9 Statewide Emergency Management

Governments at all levels must work together effectively, along with the private sector, business and industry, community based organizations and volunteers, to meet the challenges posed by a disaster.

All resources available within the state that may be applied in disaster response and recovery phases, together with the private sector, are collectively referred to as the California Emergency Organization. The goal is to support emergency activities to protect life, property, and the environment. During a state of war emergency, a state of emergency, or a local emergency, the Cal OES Director will coordinate the emergency activities of all State agencies (California Emergency Services Act, §8587).

Emergency mutual aid response and recovery activities are generally conducted at the request and under the direction of the affected local government. Some emergency responses are led by designated State agencies. Such agencies have jurisdiction at the state level or the designated emergencies or disasters. Resource requests for response and recovery originate at the lowest level of government and are progressively forwarded to the next level until filled. When support requirements cannot be met with State resources, the state may request assistance from those federal agencies having statutory authority to

provide assistance in the absence of presidential declarations. The state may also request a Presidential Declaration of an Emergency or Major Disaster under the provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93288 as amended.

3.9.1 California Master Mutual Aid Agreement

California's emergency assistance is based on a statewide mutual aid system designed to ensure that additional resources are provided to the state's political subdivisions whenever their own resources are overwhelmed or inadequate. The basis for this system is the *California Disaster and Civil Defense Master Mutual Aid Agreement*, which is entered into by local governments and the State of California. The various departments and agencies within the political subdivisions, municipal corporations, and public agencies agree to assist each other by providing resources during an emergency. The agreement obligates each signatory entity to provide aid to each other during an emergency without expectation of reimbursement. Under specific conditions, federal, and state monies may be appropriated to reimburse public agencies who aid other jurisdictions. If other agreements, memoranda, and contracts are used to provide assistance for consideration, the terms of those documents may affect disaster assistance eligibility and local entities may only be reimbursed if funds are available. This plan promotes the establishment of emergency assistance agreements between public and private sector agencies at all levels.

3.9.2 Emergency Management Assistance Compact

California is a signatory to the interstate Emergency Management Assistance Compact (EMAC); an organization ratified by the U.S. Congress that provides form, structure, and procedures for rendering emergency assistance between states. Once the governor has declared a State of Emergency, Cal OES will assess the needs for the emergency incident. California can then request resources through the EMAC network for assistance provided by other states in the nation. The use of EMAC resolves two of the key issues regarding mutual aid, liability, and reimbursement so that a disaster impacted state can request and receive assistance from other member states quickly and efficiently.

3.9.3 Emergency Management Mutual Aid Plan

The Emergency Management Mutual Aid (EMMA) Plan has been developed in accordance with the MMAA. It provides qualified emergency management personnel and technical specialists (emergency managers) to support the disaster operations of affected jurisdictions during an emergency. EMMA allows the requesting and providing jurisdictions to enter into an agreement referred to as assistance for hire. For deployments of less than or equal to one operational period (normally considered to be a 12-hour shift), mutual aid as defined by the MMAA (no cost) will be in effect unless otherwise agreed upon in advance. For deployments greater than one operational period (normally considered to be a 12-hour shift) reimbursement may be formally agreed upon in the form of a written agreement as assistance for hire.

3.9.4 Mutual Aid Systems

The statewide mutual aid system, operating within the framework of the Master Mutual Aid Agreement, allows for the progressive mobilization of resources to and from emergency response agencies, local governments, operational areas, regions, and state with the intent to provide requesting agencies with adequate resources.

The statewide mutual aid system includes several discipline-specific mutual aid systems, such as fire and rescue, law enforcement, public health and medical, and public works. The adoption of SEMS and NIMS does not alter these existing systems, but enhances the facilitation of mutual aid through the local government, operational area, regional, and state levels.

Within California, there are several discipline specific mutual aid plans that work in conjunction with the Master Mutual Aid Agreement. These plans derive their authority from the California Emergency Services Act and from the California Disaster and Civil Defense Master Mutual Aid Agreement.

3.9.5 Pleasanton Mutual Aid

The City of Pleasanton is a signatory to the California Disaster and Civil Defense Master Mutual Aid Agreement, which gives authority to the fire and law enforcement mutual aid plans and agreements for assistance and resources during emergencies and disasters.

The LPFD is part of the California Fire and Rescue Mutual Aid System, and operates under the California Fire Service and Rescue Emergency Mutual Aid Plan. The state is divided into six mutual aid regions to facilitate the coordination of fire and rescue mutual aid.

The Pleasanton Police Department is part of the California Law Enforcement Mutual Aid System, established in 1961, and operates in accordance with the California Law Enforcement Mutual Aid Plan. The state is divided into seven Law Enforcement Mutual Aid Regions. Each county sheriff serves as the Law Enforcement Regional Mutual Aid Coordinator. The basic concept provides that during an incident where mutual aid is needed, adjacent or neighboring law enforcement agencies within an operational area will assist each other. Should the incident require assistance from outside the county, the region will provide requested assistance to the impacted county. If the combined resources of the region are insufficient to cope with the incident, the Regional Coordinator contacts the state Law Enforcement Mutual Aid Coordinator at Cal OES. All Pleasanton Police requests for additional resources will be initiated by the Incident Commander who will request assistance through the Alameda Sheriff's Department, whose representative may be located at the OA EOC, if it is activated.

3.9.6 Mutual Aid Coordinators

To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, regional and state levels. The basic role of a mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility and pass on unfilled requests to the next level. Law Enforcement, Fire and Rescue Services, and the

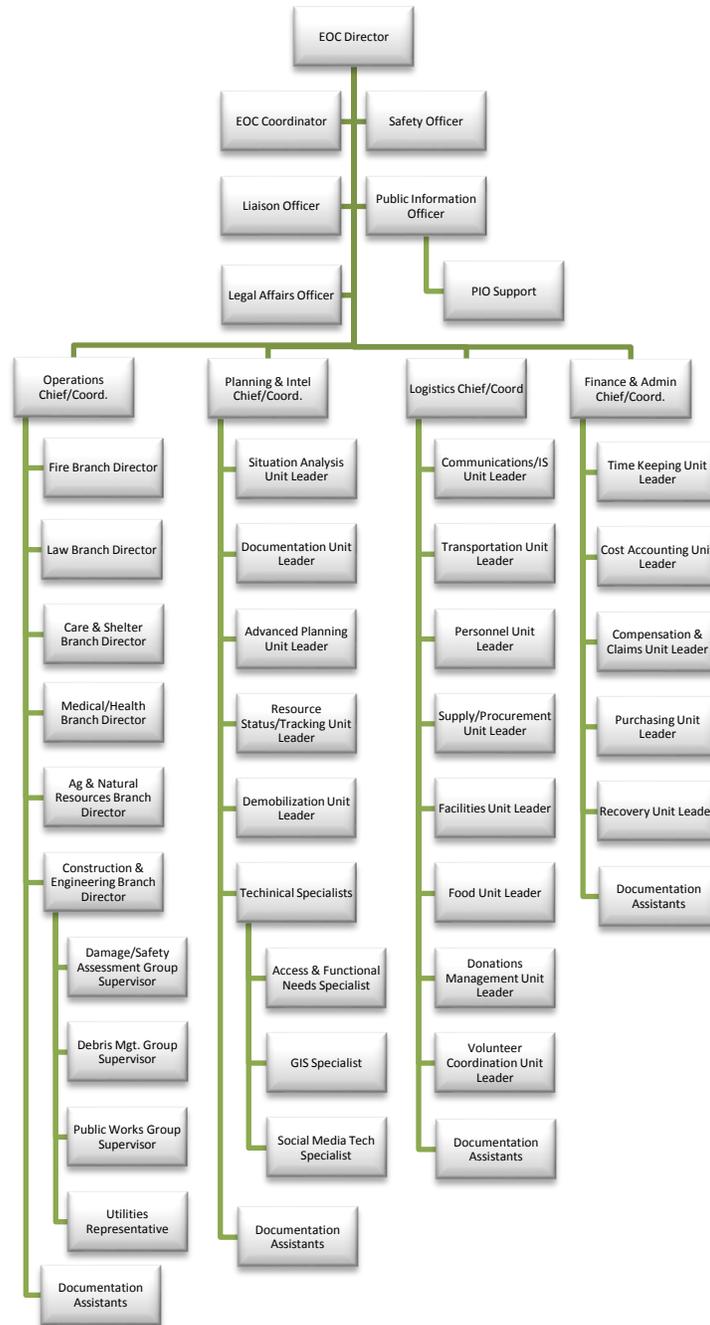
Medical Health Operational Coordinator work within existing state mutual aid systems for requests and assignments of mutual aid.

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system by emergency management staff at the local government, operational area, regional, and state levels. When EOC's are activated, all discipline-specific mutual aid systems should establish coordination and communications within the respective local, operational area, regional, or state EOC's. Mutual aid system representatives at an EOC may be located in various functional elements (sections, branches, groups, or units) or serve as an agency representative, depending on how the EOC is organized and the extent to which it is activated.

3.10 Pleasanton Emergency Organization

The California Emergency Services Act requires Pleasanton to manage and coordinate the overall emergency response and recovery activities within its jurisdiction. Per Pleasanton Municipal Code Chapter 2.44.060(A) (6) (c), the City's Director of Emergency Services, is responsible to constitute the emergency organization of the city. All departments and agencies will use the ICS for emergency response and provide emergency related information to the City EOC. The Emergency Organization chart shows the organization for the City of Pleasanton within the SEMS/NIMS concept.

Exhibit 8: Pleasanton ICS Organization



3.10.1 Emergency Proclamations

A Local Emergency may be proclaimed by the City Council or by the City Manager, serving as the Director of Emergency Services as specified by Pleasanton Municipal Code Chapter 2.44.060. A Local Emergency proclaimed by the City Manager must be ratified within seven days by the City Council. The governing body must review the need to continue the proclamation at least every fourteen days until the Local Emergency is terminated. The Local Emergency may be terminated by resolution as soon as conditions warrant, or terminate by expiration after fourteen days.

Proclamations are normally made when there is an actual incident, threat of disaster, or extreme peril to the safety of persons and property within the city caused by natural or technological situations. The proclamation of a Local Emergency provides the governing body with the legal authority to:

- If necessary, request that the Governor proclaim a State of Emergency.
- Promulgate or suspend orders and regulations necessary to provide for the protection of life and property, including issuing orders or regulations imposing a curfew within designated boundaries.
- Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements.
- Request state agencies and other jurisdictions to provide mutual aid.
- Require the emergency services of any local official or employee.
- Requisition necessary personnel and materials from any local department or agency.
- Obtain vital supplies and equipment and, if required, immediately commandeer the same for public use.
- Impose penalties for violation of lawful orders.
- Conduct emergency operations without incurring legal liability for performance or failure of performance (see Article 17 of the Emergency Services Act for privileges/immunities).

3.10.2 State of Emergency

A State of Emergency may be proclaimed by the Governor when:

- Conditions of disaster or extreme peril exist which threaten the safety of persons and property within the state caused by natural or technological incidents.
- The Governor is requested to do so by local authorities.
- The Governor finds that local authority is inadequate to cope with the emergency.
- Mutual aid shall be rendered in accordance with approved emergency plans when the need arises in any city, city and county, or county for outside assistance.

When a State of Emergency has been proclaimed:

- The Governor shall, to the extent deemed necessary, have the right to exercise all police power vested in the state by the Constitution and the laws of the State of California within the designated area.

- Jurisdictions may command the aid of citizens as deemed necessary to cope with an emergency.
- The Governor may suspend the provisions of orders, rules or regulations of any state agency and any regulatory statute or statute prescribing the procedure for conducting state business.
- The Governor may commandeer or make use of any private property or personnel (other than the media) in carrying out the responsibilities of their office.
- The Governor may promulgate, issue, and enforce orders and regulations deemed necessary.

3.10.3 State of War Emergency

Whenever the Governor proclaims a State of War Emergency, or if a State of War Emergency exists, all provisions associated with a State of Emergency apply, additionally:

- All state agencies and political subdivisions are required to comply with the lawful orders and regulations of the Governor which are made or given within the limits of his authority as provided for in the Emergency Services Act.

3.11 Continuity of Government

A major disaster or national security emergency could result in the death or injury of key government officials, or the partial or complete destruction of established seats of government and public and private records essential to continued operations of government. Government at all levels is responsible for providing continuity of effective leadership, authority, and adequate direction of emergency and recovery operations. The California Government Code Section 8643(b) and the Constitution of California provide the authority for state and local government to reconstitute itself in the event incumbents are unable to serve.

A continuity of operations plan (COOP) outlines the steps a municipality will take to continue their essential functions and maintain government operations within their jurisdiction. Pleasanton has a goal of developing a Continuity of Operations Plan.

3.11.1 Alternate Seat of Government

Section 23600 of the California Government Code provides alternate seats of government:

- The City Council shall designate alternative City seats, which may be located outside city boundaries.
- Real property cannot be purchased for this purpose.
- A resolution designating the alternate City seats must be filed with the Secretary of State.
- Additional sites may be designated subsequent to the original site designations if circumstances warrant.

In the event the primary location is not usable because of emergency conditions, the temporary seat of city government will be as follows:

First Alternate:	Council Chambers, 200 Old Bernal Avenue, Pleasanton
Second Alternate:	Pleasanton Police Department, 4833 Bernal Avenue, Pleasanton
Third Alternate:	Pleasanton City Operations Services Center, 3333 Busch Road, Pleasanton

3.11.2 Succession of Governing Body

Article 15, Section 8633 of the Emergency Services Act establishes a method for reconstituting the governing body. It authorizes that should all members, including all standbys, be unavailable, temporary officers shall be appointed as follows:

- By the chairman of the board of the county in which the political subdivision is located.
- By the chairman of the board of any other county within 150 miles (nearest and most populated down to farthest and least populated).
- By the mayor of any city within 150 miles (nearest and most populated down to farthest and least populated).

Article 15, Section 8639, Chapter 7, Division 1, Title 2 of the California Government Code permits the governing body to appoint up to three standby officers for each member of the governing body and up to three standby officers for the political subdivision’s chief executive. The standby officers have the same authority and powers as the regular officers.

Article 15, Section 8642 of the Emergency Services Act authorizes local governing bodies to convene as soon as possible whenever a State of War Emergency, State of Emergency, or Local Emergency exists, and at a place not necessarily within the political subdivision.

Article 15, Section 8643 of the Emergency Services Act describes the duties of a governing body during emergencies as follows:

- Ascertain the damage to the jurisdiction and its personnel and property;
- Reconstitute itself and any subdivisions; and
- Perform function in preserving law and order and furnishing local services.

The City Manager is designated as the Director of Emergency Services. Should the City Manager be unavailable or unable to serve, the successors to the position of City Manager are listed below in order of succession to act as the Director of Emergency Services. The individual serving as acting director shall have the authority and powers of the Director of Emergency Services, and will serve until the City Manager is again able to serve, or until a successor has been appointed by the City Council.

Alternate	Position Title	Authority
1 st Alternate:	1. Assistant City Manager	Full
2 nd Alternate:	2. Police Chief	Full
3 rd Alternate:	3. Fire Chief	Full
4 th Alternate:	4. Director of Operations and Water Utilities	Full
5 th Alternate:	5. Director of Community Development	Full

Notification of any successor changes shall be made through the established chain of command.

3.11.3 Succession of Officers Heading Departments

Section 8637, Article 15, Chapter 7, Division 1, Title 2 of the California Government Code permits the political subdivision to provide for the succession of officers who head departments having duties in the maintenance of law and order or in the furnishing of public services relating to health and safety. The Pleasanton Department Directors designated successor positions for continuity of government.

Figure 9: City of Pleasanton Lines of Succession

Community Development Director	<ol style="list-style-type: none"> 1. Planning Manager 2. Traffic Engineer 3. Building Official 4. Permit Center Manager
Community Services Director	<ol style="list-style-type: none"> 1. Assistant to the City Manager 2. Community Services Manager 3. Community Services Manager
Economic Development Director	<ol style="list-style-type: none"> 1. Economic Development Specialist 2. Public Information Officer
Engineering Director	<ol style="list-style-type: none"> 1. Senior Engineer 2. Senior Engineer 3. Construction Services Manager
Finance Director	<ol style="list-style-type: none"> 1. Financial Services Manager 2. Financial Services Manager 3. Special Projects Manager
Chief of Livermore – Pleasanton Fire Department	<ol style="list-style-type: none"> 1. Assistant Chief 2. Deputy Chief of Operations 3. Assistant Chief Administration
Director of Library Services	<ol style="list-style-type: none"> 1. Senior Librarian 2. Senior Librarian 3. Supervising Librarian
Human Resources and Labor Relations Director	<ol style="list-style-type: none"> 1. Human Resources Coordinator 2. Human Resources Coordinator
Chief of Pleasanton Police Department	<ol style="list-style-type: none"> 1. Operations Captain 2. Support Captain 3. Lieutenant
Director of Operations and Water Utilities	<ol style="list-style-type: none"> 1. Assistant Director of Operations Services 2. Operations Services Superintendent 3. Operations Services Manager

Figure 10: City of Pleasanton Emergency Responsibilities Matrix

Functional Responsibilities of Departments/Assisting Agencies

■ = Primary Responsibility; □ = Support Role

DEPARTMENTS	City of Pleasanton Emergency Responsibilities																								
	Management	Emergency Management	Safety / Security	Legal	Public Information	Liaison	Law / Coroner	Fire/Rescue	Emergency Medical	Public Works / Utilities	Public Health	Hazardous Materials	Animal Care & Control	Care & Shelter	Situation Analysis	Damage Assessment	Recovery	Resource Status	Documentation	Human Resources	Communications/Data	Supply	Facilities	Transportation	Finance
Mayor / City Council	■																								
City Manager																									□
City Attorney				■																					
City Clerk																									
Community Development Department																									
Permit Center																									
Planning Division																									
Engineering Department																									
Building and Safety Division																									
Traffic Engineering Division																									■
Code Enforcement																									
Community Services Department																									
Economic Development Department																									
Finance Department																									■
GIS Department																									
Housing Division																									
Livermore – Pleasanton Fire Department			■					■	■			■													
Public Library Services																									
Human Resources and Labor Relations Department				■																	■				
Operations Services and Water Utilities Department																									
Building Maintenance Division																									

DEPARTMENTS	City of Pleasanton Emergency Responsibilities																										
	Management	Emergency Management	Safety / Security	Legal	Public Information	Liaison	Law / Coroner	Fire/Rescue	Emergency Medical	Public Works / Utilities	Public Health	Hazardous Materials	Animal Care & Control	Care & Shelter	Situation Analysis	Damage Assessment	Recovery	Resource Status	Documentation	Human Resources	Communications/Data	Supply	Facilities	Transportation	Finance		
Customer Service Center																											
Environmental Services Division																											
Parks Maintenance Division																											
Street Maintenance																											
Traffic Control Division																											
Utilities Division																											
Pleasanton Police Department																											
Partner Agencies																											
Alameda Operational Area																											
Alameda County Sheriff's Office																											
Alameda County Health Department																											
American Red Cross																											
Cal OES																											
CA Highway Patrol																											
FEMA																											
Pleasanton USD																											
Pleasanton Nursing and Rehabilitation Center																											
Stanford Health Care - ValleyCare Medical Center																											
Kaiser Permanente Medical Offices																											

3.11.4 Vital Record Retention

The preservation of vital records is critical to the City's recovery from a catastrophic event. During an emergency or disaster, all City departments are responsible to maintain and collect documentation of the department's activities. Although the principal focus of vital records preservation is to support recovery through reimbursement of disaster-related

costs, vital records also have a broader and more important function. Vital records help to describe a reasonably complete compilation of damage, death, physical and mental trauma, and allocation of public and private resources, making it possible to learn from the disaster experience. Information Technology manages the back-up of systems, archive schedules, and off-site storage of electronic records. The City Clerk’s Office manages paper records in the same manner. Paper records are scanned into Laserfiche (backed up by IT) and archived at the City Clerk’s Records Center located at the OSD facility on Busch Road.

3.12 Training, Documentation, and Exercises

The LPFD Emergency Preparedness Manager is responsible for coordinating and scheduling training and exercises of this plan. The City shall conduct regular exercises of this plan to train all necessary City staff in their roles and responsibilities during major emergencies and disasters, EOC activations, and continuity of government operations.

All employees having any responsibilities in emergency response or being assigned a position in the EOC will be trained on the EOP. The appropriate SEMS/NIMS/ICS training will be provided to all public safety, EOC, and first responder personnel. Each county department is responsible to schedule and document emergency management training for their employees that have been designated with an emergency role.

3.12.1 SEMS Training Regulations

The requirements for SEMS training are outlined in Title 19. Public Safety Division 2. Office of Emergency Services Chapter 1. Standardized Emergency Management System (SEMS). The regulation provides the minimum performance objectives and assigns the determination of appropriate levels of SEMS instruction to each emergency response agency, based on the employees’ potential assignment during an emergency response. The SEMS Approved Course of Instruction (ACI) Objectives are included in the following curriculum:

Figure 11: SEMS Training Objectives

Employee Level	Course(s)
Disaster Service Worker (All employees)	SEMS Introduction Course (G-606)
EOC Staff DOC Staff Coordination Center Personnel	SEMS EOC: EOC Operations G-775 ICS EOC Interface G-191 Essentials Section/Position Training (specific to the section/position)
Executives	SEMS Executive Course
Field Personnel	ICS 100, 200, 300, 400

SEMS Certification

For SEMS certification, the City departments follow their current procedures for documenting training and issuing certificates. It is recommended that a SEMS training record-keeping system include:

1. An individual training record for each person, kept either in their personnel file or in a separate training record file. The name of the course, instructor, location, and date should be included in the training record.
2. Maintenance of the individual training record for as long as the person is employed in a position that involves an emergency response role. Records of personnel involved in an actual emergency should be kept at least until any training compliance issues have been resolved.
3. Documentation of the agency's SEMS training program including copies of the training materials used, such as; instructor syllabus, lesson plans, participant manuals, exercises, and tests.

3.12.2 NIMS Training Regulations

The National Incident Management System Training Program, September 2011, identifies the courses critical to train personnel capable of implementing all functions of emergency management. This program revises the NIMS core curriculum to ensure it adequately trains emergency and incident response personnel to all concepts and principles of each NIMS component.

NIMS Baseline Courses

The following courses are designed to provide a baseline, as they introduce basic NIMS and ICS concepts and provide the foundation for higher-level EOC, MACS, and ICS related training:

- **IS-700 NIMS, an Introduction:** This course introduces the NIMS concepts of a consistent nationwide template to enable all government, private sector, and nongovernmental organizations to work together during domestic incidents.
- **ICS-100 Introduction to the Incident Command System:** This course introduces ICS and provides the foundation for higher level ICS training. It describes the history, features and principles, and organizational structure of the system. It also explains the relationship between ICS and NIMS.

Supervisory Level Training

Additional training designed to provide an overview of key NIMS principles relating to MACS, public information, resource management, mutual aid, and communication and information management should be taken based on each person's assigned or expected position. Per the NIMS, individuals who may be assigned supervisory roles during an incident type by level, should take the following training:

Figure 12: Supervisory Training

Incident Type 1, 2, or 3	Incident Type 4	Incident Type 5
<ul style="list-style-type: none"> • ICS-100 Introduction to ICS • ICS-200 ICS for Single Resources – Initial Action Incidents • ICS-300 Intermediate ICS for Expanding Incidents 	<ul style="list-style-type: none"> • ICS-100 • ICS-200 • IS-700 	<ul style="list-style-type: none"> • ICS-100 • IS-700

<ul style="list-style-type: none"> • ICS-400 Advanced ICS Command and General Staff – Complex Incidents • IS-700 NIMS Introduction • IS-800 NRF Introduction • Appropriate ICS Position-specific courses 		
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FEMA recommends completion of the two baseline courses identified above prior to taking the following awareness and additional training relating to MACS, EOC, and ICS. There are also additional courses designed to enhance skills development and are geared towards fulfilling Cal OES / NIMS position credentialing tracks. The NIMS Training Program document is available at:
http://www.caloes.ca.gov/CaliforniaSpecializedTrainingInstituteSite/Documents/nims_training_program.pdf.

EOC/MACS Training Needs

The NIMS Training Program states that the training needs for EOC staff or other elements of the MACS is different than that of field level personnel. Individuals who will be working in MACS, including an EOC should take IS-700, ICS-100, IS-800, and other NIMS courses related to emergency management responsibilities. Beyond the baseline and supervisory courses, additional training for EOC/MACS includes IS-701 NIMS Multiagency Coordination System, IS-706 NIMS Intrastate Mutual Aid, G-191 ICS/EOC, and G-775 EOC Management and Operations.

Senior Elected and Appointed Officials Training Needs

It is vital that elected and appointed officials understand and receive NIMS training. FEMA recommends the G-402 Incident Command System (ICS) Overview for Executives, Senior Officials course, and G-191 ICS/EOC for elected and appointed officials to ensure they have a clear understanding of their roles and responsibilities for successful emergency management and incident response.

3.12.3 Exercises

The City of Pleasanton will conduct exercises utilizing the guiding principles of the Homeland Security Exercise and Evaluation Program (HSEEP). HSEEP provides a common method to manage the exercise program, design and develop the exercise, perform and evaluate the exercise, and conduct improvement planning. Exercises are a key component of preparedness providing an opportunity to assess and validate capabilities, and address areas for improvement.

Exercises play a vital role in national preparedness by enabling whole community stakeholders to test and validate plans and capabilities, and identify both capability gaps and areas for improvement. A well-designed exercise provides a low-risk environment to test capabilities, familiarize personnel with roles and responsibilities, and foster meaningful interaction and communication across organizations.

Discussion-Based Exercises

Discussion-based exercises include seminars, workshops, tabletop exercises (TTXs), and games. These types of exercises can be used to familiarize players with, or develop new, plans, policies, agreements, and procedures. Discussion-based exercises focus on strategic, policy-oriented issues. Facilitators and/or presenters usually lead the discussion, keeping participants on track towards meeting exercise objectives.

Figure 13: Discussion-Based Exercises

Seminars	Workshops	Tabletop Exercises (TTX)	Games
<ul style="list-style-type: none"> Provide an overview of authorities, plans, policies, procedures, resources, concepts, and ideas. 	<ul style="list-style-type: none"> Increase participant interaction and focus by presenting clearly defined goals and objectives and should focus on a specific issue. 	<ul style="list-style-type: none"> TTXs generate discussion of issues regarding a hypothetical, simulated emergency. Scenario based TTX to identify strengths and areas for improvement, and/or achieving changes in perceptions. 	<ul style="list-style-type: none"> A simulation of operations that often involves two or more teams, usually in a competitive environment, using rules, data, and procedures designed to depict an actual or hypothetical situation.

Operations Based Exercises

Operations-based exercises include drills, functional exercises, and full-scale exercises. These exercises can be used to validate plans, policies, agreements, and procedures; clarify roles and responsibilities; and identify resource gaps. Operations-based exercises are characterized by observance of actual reactions to an exercise scenario, such as initiating communications or mobilizing personnel and resources.

Figure 14: Operations-Based Exercises

Drills	Functional Exercises (FE)	Full Scale Exercises (FSE)
<ul style="list-style-type: none"> A drill is a coordinated, supervised activity usually employed to validate a specific function or capability in a single agency or organization. Drills are commonly used to provide training on new equipment, validate procedures, or practice and maintain current skills. 	<ul style="list-style-type: none"> FEs are designed to validate and evaluate capabilities, multiple functions and/or sub-functions, or interdependent groups of functions. FEs typically focus on exercising plans, policies, procedures, and staff members involved in management, direction, command, and control functions. 	<ul style="list-style-type: none"> FSEs are the most complex and resource-intensive type of exercise. FSEs are conducted in a real-time, stressful environment intended to mirror a real incident. The FSE present complex and realistic problems that require critical thinking, rapid problem solving, and effective responses by trained personnel.

Exercise evaluation assesses the ability to meet exercise objectives and capabilities by documenting strengths, areas for improvement, core capability performance, and corrective actions in an After-Action Report/Improvement Plan (AAR/IP). Through improvement planning, organizations take the corrective actions needed to improve plans, build and sustain capabilities, and maintain readiness.

3.13 Alerting and Warning

Alerting and warning is the process of alerting governmental forces and warning the general public to the threat of imminent extraordinary danger. Success in saving lives and property is dependent upon timely dissemination of warning and emergency information to persons in threatened areas. Local government is responsible for warning the population within their jurisdiction. Depending on the nature of the threat and the population at risk, warning can originate at any level of government. Often the use of various warning systems and devices originate or are disseminated from a central location that is staffed 24 hours a day, typically the communications center.

The City of Pleasanton has access to various systems that can be used to alert and warn employees and the public. Alert and warning is the process of alerting governmental forces and the general public to the threat of imminent extraordinary danger. Dependent upon the nature of the threat and the population group at risk, warning can originate at any level of government.

Success in saving lives and property is dependent upon timely dissemination of warning and emergency information to persons in threatened areas. Local government is responsible for warning the population within their jurisdiction. Government officials accomplish this using various warning systems and devices that can originate or disseminate information from a central location that is staffed 24 hours a day, typically the communications center.

3.13.1 East Bay Regional Communications System Authority

The City of Pleasanton is part of the East Bay Regional Communications System Authority (EBRCSA). EBRCSA is a P-25 compliant communications system that will provide fully interoperable communications to all 40 member agencies within Alameda and Contra Costa counties. The radio system encompasses a land area of over 1,500 square miles with a combined population of over 2.5 million people. The EBRCSA consists of six cells with a total of 36 sites, and a digital microwave system, linking all the sites to the master site controller, has been installed. The system is designed and sized to offer participation to adjoining counties, as well as State and Federal agencies. The EBRCSA is part of the Bay Area Urban Area Security Initiative (UASI), and has been working closely with its regional partners to ensure region-wide interoperability. EBRSCA also facilitates regional alert and warning capabilities for public safety agencies to warn the public at risk.

3.13.2 Emergency Alert System

The Emergency Alert System (EAS) is designed for the broadcast media to disseminate emergency public information. This system enables the President, and federal, state, and

local governments to communicate with the general public through commercial broadcast stations.

EAS is operated by the broadcast industry on a volunteer basis according to established and approved EAS plans, SOPs, and the rules and regulations of the Federal Communications Commission (FCC). EAS can be accessed at federal, state, and local levels to transmit essential information to the public. Message priorities under Part 73.922(a) of the FCC's rules are as follows:

- Priority One - Presidential Messages (carried live)
- Priority Two - EAS Operational (Local) Area Programming
- Priority Three - State Programming
- Priority Four - National Programming and News

State programming originates from the state operations center and is transmitted through the state using the state's California Law Enforcement Radio System VHF/UHF radio relay stations. California has 30 EAS Operational Areas within radio reception range of EAS stations serving the area. The state message priorities are as follows:

- Priority One - Immediate and positive action without delay is required to save lives
- Priority Two - Actions required for the protection of property and instructions to the public requiring expedient dissemination
- Priority Three - Information to the public and all others

Emergency information is broadcast directly through the transmitters to all broadcasters in Pleasanton simultaneously and to special districts and businesses with more than 100 employees, who by law must monitor this frequency. Emergencies that may warrant an alert include an avalanche, child abduction emergency, civil danger or emergencies, evacuations, law enforcement or fire warning, radiological or hazardous materials warnings, flash flooding, and severe weather warnings.

The City of Pleasanton is included in the FCC Emergency Alert System Plan for the San Francisco Bay Area California Counties of Alameda, Alameda, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, and Sonoma (revised September 2004). Local EAS voice and video broadcasts are accomplished at the Alameda OA Emergency Operations Center facility.

In the City of Pleasanton, the EAS is administered under the authority of Alameda County. Access is through the Alameda County EOC. The California Law Enforcement Telecommunications System (CLETS) may be used to contact any public safety agency in the county or state. Access is through public safety dispatch centers. The Emergency Digital Information Service (EDIS) may be used to disseminate emergency information to the public. Access is through the EDIS website or any CLETS terminal.

Figure 15: Emergency Alert System Designation

Code	County/Local Area	Facility/Station
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	Designator	
SF	San Francisco Bay Counties of Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma	LP1: KCBS 740 LP1S: KSOL 98.9 LP2: KQED 88.5 LP2: KSJO(FM) 92.3 LP2: KZST(FM) 100.1

3.13.3 National Warning System (NAWAS)

NAWAS is a dedicated wire-line system that provides two-way voice communications between the federal warning center, state warning points and local warning points. If the situation ever presents itself, NAWAS is a nationwide system developed to send warnings of impending attack throughout the nation. The system may be activated from two federal facilities that are staffed 24 hours daily: the National Warning Center (North American Air Defense Command, Colorado Springs) and the Alternate National Warning Center (Olney, Maryland). NAWAS is tested three times daily at unscheduled times.

3.13.4 California Warning System

The California Warning System (CALWAS) is the state portion of NAWAS that extends to communications and dispatch centers throughout the state. Both state and federal circuits are monitored 24 hours a day at the Warning Center, the alternate point, and each of the local warning points. Circuits then extend to county warning points. Counties not on this system will receive warning through other means (normally over the CLETS).

Immediately following the NAWAS test through the Warning Center, the state conducts the CALWAS test through Cal OES. On alternate Wednesdays, the CHP conducts a test at 10:00 a.m. local time. Backup communications systems for CALWAS alerts include:

- California Emergency Services Fire Radio System (CESFRS)
- California Emergency Services Radio System (CESRS)
- California Law Enforcement Mutual Aid Radio System (CLEMARS)
- California Law Enforcement Radio System (CLERS)
- California Law Enforcement Telecommunications System (CLETS)

3.13.5 National Weather Service

The National Weather Service (NWS) Weather Radio All Hazards transmitters broadcast on one of seven VHF frequencies from 162.400 MHz to 162.550 MHz frequencies. The Weather Service can also access NAWAS to announce severe weather information. Advisories and emergency warnings for Pleasanton are issued out of the San Francisco/Monterey Bay Area Weather Forecast Office located at 21 Grace Hopper Avenue, Stop 5, Monterey, CA 93943-5505 Phone (831) 656-1725.

3.13.6 California State Warning Center

The California State Warning Center (CSWC) is a signal and information conduit for Cal OES and a central information hub for statewide emergency communications. The CSWC is under the command and direction of the CHP, and staffed by sworn officers and civilian

emergency services communications personnel. The CSWC provides service to all California law enforcement agencies and their officers 24 hours a day, 365 days a year. Additionally, the CSWC will provide the means by which fire service agencies can communicate intelligence information to the Federal Bureau of Investigation. The following is a list of current functions and responsibilities of the CSWC:

- Facilitates multi-regional and statewide AMBER Alerts
- Carries out critical incident notifications, warnings, and tactical alerts to all involved agencies and organizations
- Conducts computer crime incident notifications
- Conducts homeland security incident notifications
- Conducts hazardous material notifications
- Monitors natural disasters and coordinates emergency response
- Monitors and maintains state and national emergency response communications
- Conducts Governor and executive staff notifications
- Facilitates toxic call-outs (drug labs)

3.13.7 CalEOC

CalEOC is the state's version of WebEOC®. CalEOC is an internet-based platform allowing for secure and real-time sharing of information related to management of emergencies among emergency management personnel, first responder agencies and cooperating organizations. CalEOC provides real-time information sharing to authorized users through the Internet. The information is universally available to all authorized users simultaneously. Currently the permitted users are limited to counties and operational areas. The City of Pleasanton will provide situation status and requests for assistance to the Alameda OA EOC, which will be forwarded to the Cal OES REOC via CalEOC.

3.13.8 Emergency Digital Information System

The Emergency Digital Information Service (EDIS) delivers official information about emergencies and disasters to the public and the news media in California. California emergency bulletins posted to EDIS are available by email and pager from various providers. EDIS has been in operation since 1990, and was upgraded to add image and sound capabilities and advanced satellite data cast technology for reliable statewide service in 1999. People and businesses can receive EDIS messages via their e-mail, wireless cell phone, or pager by registering on the EDIS webpage at <http://edis.oes.ca.gov/>.

3.13.9 Operational Area Satellite Information System

The Operational Area Satellite Information System (OASIS) is a system that consists of a communications satellite, multiple remote sites, and a hub that allows virtually uninterrupted communication between state, regional, and operational area level EOC's. The system, which uses technology similar to cellular telephones, has 60 channels. When a user picks up the line, the system automatically searches for the best available channel and is capable of conducting six simultaneous voice conversations and one data channel at a rate of 9600 baud.

3.13.10 Pleasanton Community Alert Systems

Notifications are made through the City's Facebook, Next Door, and Twitter accounts and Alameda County's AC Alert emergency notification system. Employees' contact information is pre-programmed into Nixle to notify them of an incident requiring them to report to work. AC Alert is a voluntary subscriber based alerting system to provide critical information such as earthquakes, fires, severe weather, road closures, missing persons, evacuations of buildings or neighborhoods etc. Subscribers can elect to receive notifications at home, work, or other locations via phone (home, mobile or business), email address, text message or other.

The Pleasanton Police Department has Nixle, Facebook, and Twitter accounts that will be used to make notifications via email or text message to citizens that have registered for the systems. The Community Services Department has Twitter and Facebook accounts, and Pleasanton Library also has a Facebook account to make notifications.

The LFPD has Facebook, Next Door, and Instagram accounts to make notifications via email or text message to citizens that have registered for the systems.

3.13.1 Amateur Radio Emergency Services

The Radio Amateur Civil Emergency Services (RACES) provides the Cities of Livermore and Pleasanton with auxiliary communications services and emergency communications based on a variety of volunteer skills for emergency field level, administrative, and logistical communications between Livermore and Pleasanton, their departments, and between the cities and county government. RACES also provides amateur radio operators in support of an EOC activation and disaster recovery. RACES operations are carried out in accordance with FCC Rules and Regulations. The Amateur Radio operators within the Tri-Valley area are considered to be a single regional resource and may be assigned to any appropriate jurisdiction within the area.

The Livermore Amateur Radio Klub (LARK) was incorporated on July 30, 1959, as a nonprofit association of persons commonly interested in amateur radio. LARK serves the communities of Livermore, Pleasanton, and Dublin, and the surrounding Tri-Valley area. LARK is also affiliated with the American Radio Relay League (ARRL). LARK operates according to Federal Communications Commission (FCC) rules (Part 97 Amateur Radio Service). LARK may be requested during a disaster by the City of Pleasanton as mutual aid, via the Alameda OA Logistics Section.

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Section 4.0 Pleasanton Recovery Operations

4.1 Recovery Overview

During the response phase, when lifesaving activities are in effect, an assessment is made of when to transition from the response phase to the recovery phase. Disaster recovery can be thought of as the blueprint for the restoration of the whole community after a disaster occurs. At the onset of a disaster, the location, type, severity and effects of the incident will determine the approach to recovery planning. Short and long-term planning strategies may include policy changes, programs, projects, and other activities. The recovery plan defines the community's vision of how it would like to rebuild in the aftermath of a devastating disaster.

Post-disaster recovery planning is a shared responsibility between individuals, the private sector, non-governmental organizations, and the local, state, and federal governments. Local governments are encouraged to develop a pre-disaster recovery plan, which will help to effectively guide outside resources from state, regional and federal authorities. As a result, community redevelopment and recovery can take place in a manner that is consistent with the values of the whole community.

4.1.1 Short Term Recovery

The short-term recovery phase involves restoring the infrastructure in the affected area to meet immediate needs. Coordination from the response phase to the recovery phase is necessary to identify high priority requirements such as resumption of utilities, liability concerns, financing, and recovery ordinances. Short-term recovery includes actions to:

- Stabilize the situation
- Restore essential services
- Begin the process of restoring community and economic functions
- Perform damage assessment
- Perform debris removal
- Restore utilities, such as water and power services
- Restore basic transportation services and routes
- Provide temporary housing

It is critical that documentation of response functions continue during the response and transition to recovery. Failure to strictly account for damage documentation and personnel costs can negatively reimbursement levels.

4.1.2 Long Term Recovery

Long-term recovery consists of actions that will return the City back to pre-disaster levels of service, barring the inevitable changes that result from a major disaster. Long-term recovery requires significant planning to maximize opportunities and mitigate risks after a major incident. Long-term recovery can continue for years and may include the following:

- Reconstructing public and private facilities and infrastructure
- Planning and rebuilding of housing

- Implementing waivers, zoning changes, and other land-use regulations to promote recovery
- Providing long-term assistance to displaced families, including financial support as well as social and health services
- Restoring the local economy to pre-disaster levels
- Integrating mitigation strategies into rebuilding efforts
- Recovering disaster-related costs for infrastructure restoration through Federal grant programs

During recovery, Local Assistance Centers (LAC) may be opened by the City of Pleasanton to assist the community members. The LAC provides a centralized location at which individuals, families and businesses can access available disaster assistance programs and services. The LAC is staffed and supported by local, state and federal agencies, as necessary, as well as volunteer, faith based, non-profit and other non-governmental organizations. The LACs need to be physically accessible and information needs to be provided in accessible formats for people with disabilities and others with access and functional needs and all community members. If federal resources are authorized, a state-federal Disaster Recovery Center (DRC) may be co-located with the LACs.

The state coordinates with FEMA as necessary to activate a Joint Field Office (JFO) to coordinate federal support for the emergency. The state will appoint a State Coordinating Officer (SCO) to serve as the state point of contact. A Federal Coordinating Officer (FCO) is appointed on a Presidential Declaration of an Emergency or Major Disaster.

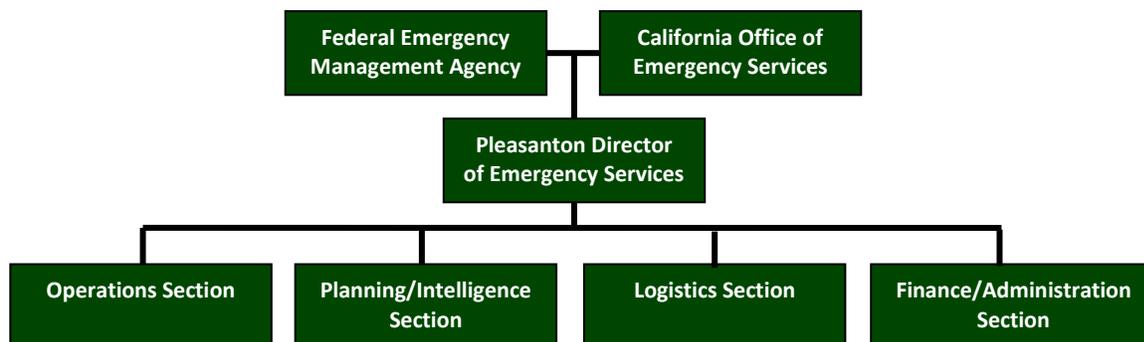
As the response activities cease, and resources are no longer needed to support the response, resources are demobilized. Demobilization includes provisions to verify and document the safe return of resources to their original location. All resources are tracked to ensure appropriate reimbursement. Where applicable, the demobilization should include compliance with mutual aid and assistance provisions.

4.2 SEMS Recovery Organization

During the recovery phase, the City of Pleasanton will participate in a modified organization for recovery. As well, the Alameda OA serves in a different role during recovery than in response. Local governments, rather than the OA coordinate directly with state and federal recovery programs, while the OA acts as an information and coordination point for its constituent jurisdiction in the unincorporated area of the county. The recovery organization will provide significant resources and information to support disaster recovery efforts.

A recovery organization chart for the City of Pleasanton is on the following page.

Exhibit 9: Pleasanton Recovery Organization



4.3 Damage Assessment

During the early phase of a disaster, the initial damage from the disaster is estimated due to time constraints related to the response. This is referred to as a safety assessment. The Post-Disaster Safety Assessment Program (SAP) of California, Cal OES, has the goal of helping local government perform accurate facility safety assessments as quickly as possible. This will allow people to use safe homes and businesses, and ensure that people are prohibited from entering unsafe structures after a disaster.

Pre-trained SAP Evaluators survey damaged facilities to determine if there are safety hazards to building occupants or to the general public. SAP Evaluators also provide recommended posting of placards that denote the condition of each structure evaluated. A three-tier posting classification system is used as described in Procedures for Post-earthquake Safety Evaluation of Buildings (ATC-20). Cal OES recommends using the modified forms and placards as described in the SAP Evaluator training manual. The colored placards (tags) are tools posted on inspected structures to easily identify facility damage assessment results from a distance. They are normally posted at all building entrances. The following describes the circumstances that inspectors post each type of placard:

- A *Green Placard* means the facility has been inspected and may be damaged, but remains safe to occupy.
- A *Red Placard* means the facility poses an imminent threat to life or safety under expected loads or other unsafe conditions.
- A *Yellow Placard* means there is some risk from damage in all or part of the facility that does not warrant red-tagging. The placard should indicate the specific restriction (i.e., entry, duration of occupancy, use, etc.).

The actual posting of a structure is accomplished by mounting the appropriate placard in a clearly visible location at the front door and near all usual points of entry to the building. Procedures for conducting more detailed surveys should be developed to be used in disaster project applications once the recovery process begins.

4.3.1 Public Safety Concerns

Safety precautions that will contribute to recovery operations include:

- Ensuring gas, water, sewer leaks are identified.
- Ensuring utilities are turned off in unsafe or damaged structures.
- Securing hazardous materials sites and preparing a clean-up plan.
- Ensuring unsafe buildings are vacated, clearly marked and access is restricted.
- Identifying safety precautions to be undertaken by emergency workers.

4.3.2 Structural Damage

Checklists and procedures for survey teams should include the following terms when describing damages, which are limited to the structure, and do not include the contents inside the building:

- Destroyed - Cost of repair is more than 75% of value
- Major Damage - Cost of repair is greater than 10% of value
- Minor Damage - Cost of repair is less than 10% of value.

4.4 Recovery Activities

Common terms for recovery activities are listed below:

- Category A: Debris Clearance - Clearance of debris, wreckage, demolition, and removal of buildings damaged beyond repair.
- Category B: Protective Measures - Measures to eliminate or lessen immediate threats to life, public health, and safety.
- Category C: Roads and Bridges - All non-emergency work and any that may require more time for decision-making, preparation of detailed design, construction plans, cost estimates, and schedules.
- Category D: Water Control Facilities - Includes flood control, drainage, levees, dams, dikes, irrigation works, and bulkheads.
- Category E: Public Buildings and Equipment - Buildings, vehicles or other equipment, transportation systems, fire stations, supplies or inventory, higher education facilities, libraries, and schools.
- Category F: Utilities - Water supply systems, sanitary sewerage treatment plants, storm drainage, and light/power.
- Category G: Other - Park facilities, public and private non-profit facilities, recreational facilities, and playground equipment.

4.4.1 Damage Report

Once a Presidential Disaster Declaration has been made, a complete and comprehensive list of all the damage that has occurred needs to be completed by the City and reported to the OA. The OA will transmit the damage information to the Cal OES Coastal Region, who will in turn send it to the state and FEMA. It should include:

- The geographical location of damaged facilities or emergency work.
- A narrative description explaining the nature of the disaster related problem (engineering details are not needed).

- A separate estimate of costs for each facility or system affected.

The field level Damage Assessment Unit in the Operations Services Branch is responsible to conduct damage and safety assessments during the operations and recovery phases.

4.5 Recovery Reporting and Documentation

Recovery documentation and reporting is the key to recovering eligible emergency response and recovery costs. Well-timed safety and damage assessments, documentation of all incident activities, and accurate reporting are critical in establishing the basis for eligibility of disaster assistance programs. The Documentation Unit of the Planning and Intelligence Section is responsible for documenting recovery activities.

4.5.1 Recovery Documentation

The recovery documentation should include the location and extent of damage, estimates of costs for debris removal, emergency work, and repairing or replacing damaged facilities to a non-vulnerable and mitigated condition. The cost of compliance with building codes for new construction, repair, and restoration will also be documented. The cost of improving facilities may be provided under federal hazard mitigation grant programs. Documentation is the key to recovering expenditures related to emergency response and recovery operations. Documentation must begin at the field response level and continue as the disaster unfolds.

4.5.2 After-Action Reporting

SEMS regulations require that jurisdictions complete an After Action Report (AAR) within 120 days after each emergency proclamation. The SEMS regulations under Title IX, Division 2, Chapter 1, Section 2450(a), require any federal, state, or local jurisdiction proclaiming or responding to a Local Emergency for which the governor has declared a State of Emergency or State of War Emergency shall complete and transmit an AAR to Cal OES within 90 days of the close of the emergency period. On completion of the AAR, corrective actions must be identified to make recommendations for correcting problems noted in the response/recovery effort, or during exercises and training. Depending on the level of the AAR, corrective actions may include anything from recommendations for improving individual agency plans and procedures, to system-wide improvements. Priority corrective actions are assigned to relevant stakeholders and tracked to ensure the identified problem has been addressed. The LPFD Emergency Preparedness Manager is responsible to prepare the After Action Report with input from the Pleasanton departments and the LPFD.

4.6 Disaster Assistance

There are two forms of disaster assistance: Individual and Public Assistance. Recovery plans should address both types of assistance, methods of acquiring help, restrictions, and other pertinent information.

4.6.1 Government Assistance to Individuals

The state does not have authority to offer financial assistance to private sector disaster victims under the California Disaster Assistance Act (CDAA). Many NGOs, such as the American Red

Cross, the Salvation Army, or faith-based organizations provide recovery assistance to individuals, families and community organizations. This may include assistance for shelter, food, clothing, and housing reconstruction. The Cal OES Voluntary Agency Liaison (VAL) works closely with non-profit partners to help coordinate assistance to individuals. Under the Welfare and Institutions Code, the California Department of Social Services (CDSS) is authorized to assist those who receive the maximum grant under the Federal Individuals and Households Program (IHP) and still have eligible losses as identified by the federal inspector. The state also has a variety of other programs and services to assist individuals, businesses, and farmers in recovering from a disaster.

4.6.2 Federal Programs

FEMA's recovery's mission is to support communities in rebuilding so individuals, civic institutions, businesses, and governmental organizations can function on their own, return to normal life, and protect against future hazards. FEMA's disaster assistance programs include:

- Disaster Housing Assistance Program – the IHP may provide temporary housing to eligible homeowners and renters as disaster victims during presidentially declared disasters.
- Other Needs Assistance – the IHP provides financial assistance for uninsured disaster-related necessary expenses and serious needs, including personal property, medical, dental, and transportation expenses.
- Additional Programs – other Stafford Act programs that may be made available as a result of a major disaster declaration includes: crisis counseling, disaster unemployment assistance, and legal services.
- Low-Interest Loans – the U.S. Small Business Administration (SBA) provides low-interest disaster loans to homeowners, renters, businesses and certain private non-profit organizations in declared disaster areas. Loans may be made for uninsured physical damage to homes, businesses and other properties, or for economic losses. When there is no Presidential disaster declaration, Cal OES may coordinate a request for SBA assistance.
- Agricultural Assistance – the U.S. Department of Agriculture (USDA) provides low-interest loans to farmers, ranchers, and aqua-culturists for physical and/or crop production losses in areas designated a disaster by the Secretary of Agriculture. The SBA may also provide economic injury disaster loans to small non-farm businesses, small agricultural cooperatives, and private non-profit organizations of any size.

FEMA cannot provide assistance where there is a duplication of benefits. This occurs when assistance can be granted to a disaster survivor through other federal program authorities.

4.7 Public Assistance

Public assistance consists of various programs of disaster relief to the public and private non-profit sectors. Public sector includes state and local governments (city, county, special district). Private non-profit includes certain eligible Private Nonprofits (PNP) or an Intermediary PNP applicant to receive state assistance for extraordinary costs incurred while providing assistance at the request of local agencies during a state disaster event.

4.7.1 Federal – Robert T Stafford Disaster Relief Act of 1974

A Presidential Declaration of Major Disaster or Emergency is required to activate the provisions of this law. Eligible Applicants Eligible applicants include the following:

- State agencies
- Counties
- Cities
- Special districts
- Schools K-12
- Colleges and institutions of higher education
- Private non-profit organizations (organized under § 501(c) 3 of the Internal Revenue Code)
- Utilities
- Emergency agencies
- Medical agencies
- Custodial care organizations
- Government services (e.g., community centers, libraries, homeless shelters, senior citizen centers, and similar facilities open to the general public)

4.7.2 Joint Field Office

Once a disaster is declared by the President, a Joint Field Office (JFO) is established in the proximity of the disaster area. A JFO is where FEMA and the state can coordinate the disaster response and recovery efforts. The JFO serves as the coordination point for federal assistance. Utilizing the NIMS principle of Unified Command, JFO activities are managed by a JFO Coordination Group:

- The JFO Coordination Group functions as a multiagency coordination entity (as defined by the NIMS) and works to establish joint priorities (single or multiple incidents) and allocate resources, resolve agency policy issues, and provide strategic guidance to support Federal incident management activities. The exact composition of the JFO is dependent on the nature and magnitude of the incident.
- The Operations Section coordinates support to on-scene incident management efforts, program implementation and activities required to address broader impacts beyond the immediate incident site. The Operations Section coordinates with Federal command posts that may be established to support incident management activities.
- The Planning Section's function includes the collection, evaluation, dissemination, and use of information regarding the incident and the status of Federal resources.
- The Logistics Section's function is to coordinate logistics support which includes management and accountability for Federal supplies and equipment; resource ordering; delivery of equipment, supplies, and services to the JFO and other field locations; facilities; transportation coordination; information and technology systems services; and administrative services.

- The Finance/Administration Section is responsible for the financial management, monitoring, and tracking of all Federal costs relating to the incident and the functioning of the JFO while adhering to all Federal laws, acts, and regulations.

4.7.3 State – California Disaster Assistance Act (CDAA)

The California Disaster Assistance Act provides state financial assistance for recovery efforts to counties, cities, special districts, and certain eligible private non-profit agencies after a Cal OES Agency Director's Concurrence or a Governor's Proclamation. CDAA may be implemented as a “stand alone” funding source following a state disaster.

CDAA is available to counties, cities, and special districts to repair disaster-related damages to public buildings, levees, flood control works, channels, irrigation works, city streets, county roads, bridges, and other public works except those facilities used solely for recreational purposes. This program offers a percentage of the eligible cost to: repair, restore, reconstruct or replace public property or facilities; to cover direct and indirect costs of grant administration with the Cal OES Director's concurrence; and to cover the cost of overtime and supplies used for response. The conditions for implementation of the CDAA are as follows:

- The Cal OES Director must concur with local emergency declaration for permanent restoration assistance; or
- The Governor must proclaim a State of Emergency for disaster response and permanent restoration assistance; or
- The President must declare a major disaster or emergency for matching fund assistance for cost sharing required under federal public assistance programs.

4.7.4 State Private Nonprofit Organizations Assistance Program

New state legislation recently created the *State Private Nonprofit Organizations Assistance Program*. The new program allows certain eligible Private Nonprofits (PNP) or an Intermediary PNP applicant to receive state assistance for extraordinary costs incurred while providing assistance at the request of local agencies during a state disaster event. Cal OES was designated as the grantor for the program.

After a state disaster has been declared, an eligible PNP applicant may apply for reimbursement for the extraordinary cost of performing an essential community service at the request of an affected local agency.

4.8 Hazard Mitigation Grant Programs

The Hazard Mitigation Grant Program (HMGP) is aimed at actions taken to reduce or eliminate future damages. Activities include cost-effective hazard mitigation projects and development of hazard mitigation plans, approved by FEMA. HMGP grants are provided on a cost-share of 75% federal share and 25% non-federal share. The Disaster Mitigation Act of 2000 (DMA2000) states that each jurisdiction (counties, cities, towns, and special

districts) must have a Local Hazard Mitigation Plan (LHMP) approved by FEMA in order to be eligible for federal pre/post disaster mitigation funds.

Federal funding is provided under the Robert T. Stafford Emergency Assistance and Disaster Relief Act (The Stafford Act) through FEMA and Cal OES. Cal OES is responsible for identifying program priorities, reviewing applications and forwarding recommendations for funding to FEMA. FEMA has final approval for activity eligibility and funding. The federal regulations governing the HMGP are found in Title 44 of Code of Federal Regulations Part 206 and Part 13. For specific information regarding current HMGP activities, refer to the Cal OES website at www.oes.ca.gov/.

The California Disaster Assistance Act limits the state share for any eligible project to no more than 75% of total state eligible costs, except that the state share shall be up to 100% of total state eligible costs connected with certain events. In October 2006, the Legislature passed AB 2140, which became effective January 1, 2007. This bill limits the state share for any eligible project from exceeding 75% of total state eligible costs unless the city, county, or city and county has adopted a local hazard mitigation plan in accordance with the federal Disaster Mitigation Act of 2000 as part of the safety element of its general plan. In this case the Legislature may provide for a state share of local costs that exceeds 75% of total state eligible costs.

4.8.1 Mitigation

This aspect of recovery operations is critical in reducing or eliminating disaster-related property damage and loss of lives from reoccurring. The immediate post-disaster period presents a rare opportunity for mitigation. During this time, officials and citizens are more responsive to mitigation recommendations, and unique opportunities to rebuild or redirect development may be available. Recovery plans would benefit from addressing mitigation planning as part of the recovery process. The following issues represent some information that would be useful in recovery sections of emergency plans:

4.8.2 Forms of Mitigation

- Changes in building codes
- Variances or set-backs in construction
- Zoning, to reduce types of construction in high hazard areas
- Relocation or removal of structures from high hazard zones

4.8.3 Reference Information

FEMA procedures over the last few years have evolved and mitigation of disasters is becoming a key component of disaster recovery. Information about Individual Assistance Programs is available on the FEMA website at <https://www.fema.gov/individual-disaster-assistance>. Information about Public Assistance Programs is available on the FEMA website at <https://www.fema.gov/public-assistance-local-state-tribal-and-non-profit>.

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Section 5.0 Emergency Operations Center Overview

The EOC is the central physical location where key City of Pleasanton staff provide interagency coordination and executive decision making in support of incident response and recovery. The EOC is responsible for multi-agency/ multi-jurisdictional coordination, policy implementation, information management and resource coordination to support Incident Commanders in the field. The City Manager, in the role of Emergency Services Director, may also serve as the EOC Director, or may assign the EOC Director role to another department Director.

5.1 EOC Purpose

The role of the EOC is to collect, validate and organize emergency information and to provide for the overall coordination of resources required during response and recovery operations. The EOC does not directly manage or command incidents. Field level emergency responders, such as the Police, Fire, and Operations Services departments are managed by on-scene incident commander(s). Information is disseminated through the EOC Director and tactical decisions are coordinated from field response personnel.

The EOC may serve as a multi-agency coordination center from which local governments can provide interagency coordination and executive decision making in support of incident response and recovery operations. The decisions made through the EOC are designed to be broad in scope and offer general guidance on priorities.

The EOC is staffed by City personnel that are specially trained to perform the centralized coordination of emergency activities, e.g., emergency management, support to Department Operations Centers (DOCs), public information and warning, communications, and resource coordination. The EOC facility has specialized equipment, information systems, and various tools that aid in restoring critical functions.

5.2 Department Operations Center

Emergency response departments such as the police, fire and rescue, and operations services departments often utilize a Department Operations Center (DOC) to coordinate the actions of their personnel and maintain internal departmental continuity of operations. DOC's may be activated during serious or major incidents when activation of the EOC is not required, and during major emergencies and disasters when the EOC is activated and essential response departments require coordination and support for their departmental activities. The EOC supports the DOCs and receives emergency information and situation reports from the field level through them to develop situation analysis and resource status of the overall incident. LPFD has a DOC in the LPFD Headquarters facility located at 3560 Nevada St, Pleasanton. Pleasanton Police and Operations Services Department also have DOCs located at their primary facilities.

5.3 EOC Coordination with Other Entities

The EOC may need to coordinate with special districts, private sector businesses, volunteer and civic organizations, churches, and other non-governmental organizations, e.g., Red

Cross, to meet disaster needs by connecting available resources within the community with the requests for assistance. Local communities may identify services and resource capabilities that may be coordinated by the EOC. The local organizations may also provide the EOC with a situational awareness within the community, including ongoing monitoring of resource shortfalls and service needs. Often a representative from the agency providing support will respond to the EOC and serve as an Agency Representative. In this scenario, a Liaison Officer will be responsible to coordinate with the Agency Representative in the EOC.

5.4 Emergency Activation Levels

The magnitude of the emergency will dictate Pleasanton's response level. Response levels are used to describe the type of event, extent of coordination or assistance needed, and degree of participation from City departments. The EOC will be activated when one of the following individuals, or their appointed representatives, notifies the City Manager or designee to implement EOC activation:

- Assistant City Manager or designee
- Chief of Police or designee
- Livermore – Pleasanton Fire Chief or designee
- Director of Operations and Water Utilities or designee
- Director of Community Development or designee

The City Manager or official activating the EOC will determine the level of activation and request notification of Level 1, Level 2, or Level 3 staff.

5.4.1 Level 3 – Minor Emergency – No EOC Activation Required

Level 3 is a minor incident that can be managed by first responders and resources from within the city. The EOC may be activated with one or a few people to monitor a situation or assist a department with coordination. Off-duty personnel may be recalled to back fill personnel assigned to the incident. City and/or mutual aid police, fire, public works, or medical responders will use ICS procedures and may work in a Unified Command.

5.4.2 Level 2 – Moderate Emergency – Potential EOC Activation

Level 2 is a moderate to severe emergency in which Pleasanton resources are not adequate and mutual aid is required. Key management personnel from the involved departments will co-locate to provide jurisdiction coordination. The Pleasanton EOC may be partially or fully activated based on the severity of the situation. Off-duty personnel will likely be recalled. A local emergency may be requested wherein the Alameda OA would be notified. Indications that the EOC should be activated include:

- An incident has escalated due to the number of jurisdiction departments or agencies involved, or personnel and resources required where the coordination of the incident is not efficiently accomplished at the Incident Command Post or at another location.

- Any of the persons authorized to activate the Pleasanton EOC determines that coordination of the response and recovery would be enhanced by multi-department or multiagency coordination in the EOC.
- The level of requests for varied resources from the City are received from adjacent cities or special districts, the county or the state, to respond outside the city and coordination of these requests are better facilitated at one central point.
- Incidents are of such magnitude that coordination of the response to the incident is not possible (e.g., regional flooding, major earthquake, fire, HAZMAT incident requiring extensive documentation or presenting evacuation/rescue problems, or other mass casualty incident).
- The resources of Pleasanton to respond or recover from a disaster or other emergency are overwhelmed.

5.4.3 Level 1 – Major Emergency - Full EOC Activation

Level 1 is a major local or regional disaster wherein resources in or near the impacted area are overwhelmed and extensive county, state and/or federal resources are required. A proclamation of emergency will be made and communications and coordination with the Alameda OA EOC will be maintained. The overall response and early recovery activities will be managed from the City EOC. Off-duty personnel will be recalled and long-term planning for human resources will be conducted.

5.4.4 Potential EOC Activation Triggers

EOC activation is likely when one of the following events take place:

- An earthquake of a significant magnitude occurs that would impact the City of Pleasanton, or an earthquake of sufficient magnitude and duration to cause damage in the city or other neighboring jurisdictions.
- An emergency situation has occurred or is likely to occur of such magnitude that it will require a large commitment of resources from two or more City departments over an extended period of time, e.g., a sudden, severe and widespread energy shortage, explosion, fire, or police action (hostage situation, bombing, or other event).
- An impending or a Declared State of War Emergency, national security emergency, or any event that warrants activation (e.g., terrorism event in the greater San Francisco Bay Area).
- Other examples include a major hazardous materials incident, civil disturbance, aircraft disaster, high-rise structure fire or severe weather conditions.

5.5 EOC Location

Primary: Pleasanton Police Department
4833 Bernal Ave, Pleasanton, CA 94566
Phone: (925) 931-5100

Alternate 1: LPFD Station 2
6300 Stoneridge Mall Road, Pleasanton

Alternate 2: Operations Service Center
 3333 Busch Road, Pleasanton

The Alternate EOC will be activated only when the primary EOC is damaged, inaccessible, and evacuation of EOC staff members becomes necessary. If the primary EOC is determined to be unusable before its activation, staff members will be asked to report to the alternate EOC site. It may be necessary to designate a completely different location for the alternate EOC, if the Operations Service Center has been damaged. The EOC Logistics Section will arrange for relocation of EOC staff members to the alternate EOC. All field Incident Commanders will be notified of the location of the alternate EOC.

5.5.1 EOC Maintenance

The LPPD Disaster Preparedness Manager will ensure the EOC is maintained in a state of readiness. EOC supplies must also be maintained in preparation for an EOC activation. All personnel responding to an EOC activation are required to bring any day-to-day supplies, equipment, and tools necessary to conduct their assigned position in the EOC.

5.6 EOC Organization Structure

Pleasanton operates under the NIMS/SEMS emergency management structure based on the Incident Command System. The Pleasanton EOC organizational structure consists of the SEMS/ICS five functional sections including Management, Operations, Planning & Intelligence, Logistics, and Finance & Administration.

The Pleasanton EOC reports information to the state emergency management level at the Cal OES Coastal Region EOC through the Alameda OA. SEMS regulations require an operational area EOC to be activated when:

- A local government within the operational area has activated its EOC and requested activation of the operational area EOC to support their emergency operations.
- Two or more cities within the operational area have declared or proclaimed a local emergency.
- The county and one or more cities have declared or proclaimed a local emergency.
- A city and/or county has requested a governor's proclamation of a State of Emergency.
- A State of Emergency is proclaimed by the governor for the county or two or more cities within the operational area.
- The operational area is requesting resources from outside its boundaries. This does not include resources used in normal day-to-day operations that are obtained through existing mutual aid agreements.
- The operational area has received resource requests from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.

The Director of Emergency Services/EOC Director will have overall responsibility for coordinating and supporting emergency operations within the City. The EOC will also be

the focal point for information transfer and mutual aid requests by the departments within the City.

5.7 EOC Activation and Deactivation

The City Manager, Assistant City Manager, Chief of Police, LPFD Chief, Director of Operations and Water Utilities, or Director of Community Development, or designees, have the authority to activate the EOC. The LPFD Disaster Preparedness Manager shall be immediately notified to initiate EOC set up, and alert affected departments to notify their employees. Each department will be required to notify staff of the emergency or disaster, the immediate situation, and recall of or reporting of EOC staff for an activation.

Departments are responsible on notification to contact all appropriate support personnel within their oversight and direct them to their assignment, whether in the EOC, at the field level or to maintain City operations. Each department shall develop and maintain a current duty staff roster to be used to recall staff during off-time emergencies.

The Director of Emergency Services/EOC Director will determine when it is appropriate to deactivate the EOC.

5.7.1 Disaster Service Workers

According to Chapter 8, Division 4 of Title 1, Section 3100 of the California Government Code, all public employees are declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. In the event of a local emergency, under Chapter 2.44, subsection 2.44.060 C. of the Pleasanton Municipal Code, the Director of Emergency Services may require the emergency services of any City officer or employee and may requisition necessary personnel or materials of any City department or agency.

During a disaster, employees may be unable to report to work due to road closures, collapsed bridges, or other structural damage. Although employees are disaster service workers, it is not advised that Pleasanton employees report to another city to work during the disaster. Agreements have not been developed as of yet that would allow for Pleasanton employees to receive compensation for working at other cities or local governments.

5.8 City of Pleasanton Roles and Responsibilities

During a major emergency or disaster, the Director of Emergency Services has the support of all departments and divisions to respond to and provide the services, resources and capabilities necessary to protect lives, property, and the environment of the City. The City of Pleasanton has identified roles and responsibilities through an ICS emergency organization chart by position title and by employee name. Below are the City departments and division's primary or support roles and responsibilities in an emergency by position title.

Figure 16: City of Pleasanton Roles and Responsibilities

	Roles/Responsibilities	Department, Division, Position
Management Section	Overall EOC management	Emergency Services / EOC Director
	Public Information assignment	Emergency Services / EOC Director
	Identification of a media center	Public Information Officer
	Rumor control	Public Information Officer
	Public inquires	PIO Support
	Provision for public safety communications and policy	Information Systems Unit Leader
	Identification of a Safety Officer	Emergency Services / EOC Director
	Facility security	Safety / Security Officer
	Agency liaison	Liaison Officer
	State/federal field activity coordination	Liaison Officer
Operations Section	General warning	Law Branch Director
	Special population warning	Law Branch Director
	Authority to activate Emergency Alert System	Emergency Services / EOC Director
	Inmate evacuation	Law Branch Director
	Traffic direction and control	Law Branch Director
	Debris removal	Construction and Engineering Group Supervisor
	Evacuation	Law Branch Director
	Evacuation-care for pets and livestock	Law Branch Director
	Access control	Law Branch Director
	Hazardous materials management	Fire Branch Director
	Coroner operations	Law Branch Director
	Emergency medical care	Fire Branch Director
	Transportation management	Transportation Unit Leader
	Crisis counseling-emergency responders	Personnel Unit Leader
	Urban search and rescue	Fire Branch Director
	Disease prevention and control	Medical Branch Director
	Utility restoration	Public Utilities Group Supervisor
	Flood operations	Water Supply Group Supervisor
	Initial damage assessments	Field Damage Assessment Group Supervisor
	Safety assessments	Field Damage Assessment Group Supervisor
Shelter and feeding operations	Facilities / Shelter Unit Leader	
Emergency food/water distribution	Food Unit Leader	
Planning/ Intelligence Section	Situation status	Situation Analysis Unit Leader
	Situation analysis	Situation Analysis Unit Leader
	Information display	Situation Analysis Unit Leader
	Documentation	Documentation Unit Leader
	Advance planning	Advanced Planning Unit Leader

	Technical services	Technical Specialist
	Action planning	Planning/Intelligence Section Chief
	Demobilization	Demobilization Unit Leader
Logistics Section	Field incident support	Personnel Unit Leader
	Communications support	Communications Unit Leader
	Transportation support	Transportation Unit Leader
	Personnel	Personnel Unit Leader
	Supply and procurement	Supply Unit Leader
	Resource tracking	Resource Status Unit Leader
	Sanitation services	Facilities/Shelter Unit Leader
	Computer support	Information Systems Unit Leader
	Finance / Administration Section	Fiscal management
Time-keeping		Time Unit Leader
Purchasing		Procurement Unit Leader
Compensation and claims		Compensation / Claims Unit Leader
Cost recovery		Cost Unit Leader
Travel request, forms, claims		Procurement Unit Leader

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Appendix A – Glossary of Terms

This list contains definitions of terms used in this plan and commonly used in Emergency Management.

Activate: At a minimum, a designated official of the emergency response agency that implements SEMS as appropriate to the scope of the emergency and the agency's role in response to the emergency.

After Action Report: A report covering response actions, application of SEMS, modifications to plans and procedures, training needs, and recovery activities. After action reports are required under SEMS after any emergency which requires a declaration of an emergency. Reports are required within 90 days.

Agency: An agency is a division of government with a specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation), or assisting and/or cooperating (providing resources and/or assistance). (See Assisting Agency, Cooperating Agency and Multi-agency.)

Agency Representative: An individual assigned to an incident or to an EOC from an assisting or cooperating agency that has been delegated authority to make decisions on matters affecting that agency's participation at the incident or at the EOC. Agency Representatives report to the Liaison Officer at the incident, or to the Liaison Coordinator at SEMS EOC levels.

Area Command: An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

Assignments: Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident or EOC Action Plan.

Assistant: Title for subordinates of the Command Staff positions at the Field SEMS level. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be used to supervise unit activities at camps.

Available Resources: Incident-based resources which are available for immediate assignment.

Base: The location at an incident at which primary logistics functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term "Base.") The Incident Command Post may be collocated with the Base.

Branch: The organizational level at the SEMS Field Level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.).

Branch Director: The ICS title for individuals responsible for supervision of a Branch at the Field Level. At SEMS EOC levels, the title Branch Director is preferred.

Cache: A pre-determined complement of tools, equipment and/or supplies stored in a designated location, available for incident use.

Camp: A geographical site, within the general incident area, separate from the Incident Base, equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

Chain of Command: A series of management positions in order of authority.

Clear Text: The use of plain English in radio communications transmissions. No Ten Codes or agency specific codes are used when utilizing Clear Text.

Command: The act of directing, and/or controlling resources at an incident by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

Command Staff: The Command Staff at the SEMS Field level consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed. These functions may also be found at the EOC levels in SEMS. At the EOC, they would report to the EOC Director but may be designated as Coordinators. At EOCs, the functions may also be established as Sections, or Branches to accommodate subsequent expansion.

Communications Unit: An organizational unit in the Logistics Section responsible for providing communication services at an incident or an EOC. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to provide the major part of an Incident Communications Center.

Compensation/Claims Unit: Functional unit within the Finance/Administration Section responsible for financial concerns resulting from property damage, injuries or fatalities at the incident or within an EOC.

Complex: Two or more individual incidents located in the same general area that is assigned to a single Incident Commander or to a Unified Command.

Cooperating Agency: An agency supplying assistance other than direct tactical or support functions or resources to the incident control effort (e.g., American Red Cross, Telephone Company, etc.).

Coordination: The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc. Multi-agency or Inter-agency coordination is found at all SEMS levels.

Cost Unit: Functional unit within the Finance/Administration Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

Demobilization Unit: Functional unit within the Planning Section responsible for assuring orderly, safe and efficient demobilization of incident or EOC assigned resources.

Department Operations Center (DOC): A facility used by a distinct discipline, such as flood operations, fire, medical, hazardous material, or a unit, such as police, fire, or public works. Department Operations Centers may be used at all SEMS levels above the field response level depending upon the needs of the emergency.

Disaster: A sudden calamitous emergency event bringing great damage loss or destruction.

Dispatch: The implementation of a command decision to move a resource or resources from one place to another.

Dispatch Center: A facility from which resources are assigned to an incident.

Division: Divisions are used to divide an incident into geographical areas of operation. Divisions are identified by alphabetic characters for horizontal applications and, often, by numbers when used in buildings. Divisions are also used at SEMS EOC levels and are found organizationally between Branches and Units.

Division or Group Supervisor: The position title for individuals responsible for command of a Division or Group at an Incident. At the EOC level, the title is Division Coordinator.

Documentation Unit: Functional unit within the Planning Section responsible for collecting, recording and safeguarding all documents relevant to an incident or within an EOC.

Emergency: A condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy.

Emergency Medical Technician (EMT): A health-care specialist with particular skills and knowledge in pre-hospital emergency medicine.

Emergency Operations Center (EOC): A location from which centralized emergency management can be performed. EOC facilities are established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

Emergency Operations Plan: The plan that each jurisdiction has and maintains for responding to appropriate hazards.

Emergency Preparedness Manager: The individual within each jurisdiction that is delegated the day to day responsibility for the development and maintenance of all emergency management coordination efforts.

Emergency Response Agency: Any organization responding to an emergency, or providing mutual aid support to such an organization, whether in the field, at the scene of an incident, or to an operations center.

Emergency Response Personnel: Personnel involved with an agency's response to an emergency.

EOC Action Plan: The plan prepared in the EOC containing objectives for the emergency response SEMS level reflecting overall priorities and supporting activities for a designated period. See also Incident Action Plan.

EOC Director: The individual within each political subdivision that has overall responsibility for jurisdiction emergency management. For cities and counties, this responsibility is commonly assigned by local ordinance.

Event: A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts or sporting events.

Facilities Unit: Functional unit within the Support Branch of the Logistics Section at the SEMS Field Response Level that provides fixed facilities for the incident. These facilities may include the Incident Base, feeding areas, sleeping areas, sanitary facilities, etc.

Finance/Administration Section: One of the five primary functions found at all SEMS levels which is responsible for all costs and financial considerations. At the incident, the Section can include the Time Unit, Procurement Unit, Compensation/Claims Unit and Cost Unit.

Food Unit: Functional unit within the Service Branch of the Logistics Section responsible for providing meals for incident and or EOC personnel.

Function: In ICS, function refers to the five major activities in the ICS, i.e., Command, Operations, Planning, Logistics and Finance/Administration. The same five functions also are found at all SEMS EOC levels. At the EOC, the term Management replaces Command. The term function is also used when describing the activity involved, e.g., "the planning function."

Functional Element: Refers to a part of the incident, EOC or DOC organization such as section, branch, group or unit.

General Staff: The group of management personnel reporting to the Incident Commander or to the EOC Director. They may each have a deputy, as needed. At the Field SEMS level, the General Staff consists of the Operations Section Chief, Planning/Intelligence Section Chief, Logistics Section Chief, and Finance/Administration Section Chief. At the EOC levels, the position titles are Section Chiefs.

Ground Support Unit: Functional unit within the Support Branch of the Logistics Section at the SEMS Field Response level that is responsible for the fueling, maintaining and repairing of vehicles, and the transportation of personnel and supplies.

Group: Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (See Division.) Groups are located between Branches (when activated) and Resources in the Operations Section.

Incident: An occurrence or event, either human-caused or by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

Incident Action Plan: The plan developed at the field response level which contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The plan may be oral or written.

Incident Base: Location at the incident where the primary logistics functions are coordinated and administered. The Incident Command Post may be collocated with the Base. There is only one Base per incident.

Incident Commander: The individual responsible for the command of all functions at the field response level.

Incident Command Post (ICP): The location at which the primary command functions are executed. The ICP may be collocated with the incident base or other incident facilities.

Incident Command System (ICS): The nationally used standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident.

Incident Management Team: The Incident Commander and appropriate General and Command Staff personnel assigned to an incident.

Incident Objectives: Statements of guidance and direction necessary for the selection of appropriate strategy(s), and the tactical use of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Initial Action or Response: The actions taken by resources which are the first to arrive at an incident or the resources initially committed to an incident.

Jurisdiction: The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical, or functional.

Leader: The ICS title for an individual responsible for a functional unit, task forces, or teams.

Liaison Officer: A member of the Command Staff at the Field SEMS level responsible for coordinating with representatives from cooperating and assisting agencies. At SEMS EOC levels, the function may be done by a Coordinator and/or within a Section or Branch reporting directly to the EOC Director.

Local Government: Means local agencies per Article 3 of the SEMS regulations. The Government Code 8680.2 defines local agencies as any city, city and county, county, school district or special district.

Logistics Section: One of the five primary functions found at all SEMS levels. The Section is responsible for providing facilities, services and materials for the incident or at an EOC.

Master Mutual Aid Agreement: An agreement entered into by and between the State of California, its various departments and agencies, and the various political subdivision, municipal corporations, and other public agencies of the State of California to assist each other by providing resource during an emergency Mutual aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other to prevent and combat any type of disaster or emergency.

Medical Unit: Functional unit within the Service Branch of the Logistics Section at SEMS Field levels responsible for the development of the Medical Emergency Plan, and for providing emergency medical treatment of incident personnel.

MHOAC: Medical Health Operational Area Coordinator; a functional position established by Health and Safety Code and 1979.153. In the event of a local, State, or federal declaration of emergency, the MHOAC provides a 24 hour, seven day a week capability to staff public health and medical emergency operations.

Mobilization: The process and procedures used by all organizations federal, state and local for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Multi-Agency or Inter-Agency Coordination: The participation of agencies and disciplines involved at any level of the SEMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

Multi-Agency Coordination System (MACS): The combination of personnel, facilities, equipment, procedures and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting agency resources and support in a multi-agency or multijurisdictional environment. A MAC Group functions within the MACS. MACS organizations are used within the California Fire Services.

Multi-Agency Incident: An incident where one or more agencies assist a jurisdictional agency or agencies. The incident may be managed under single or unified command.

Multi-jurisdiction Incident: An incident requiring action from multiple agencies that have a statutory responsibility for incident mitigation. In ICS, these incidents will be managed under Unified Command.

Mutual Aid Agreement: Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

Mutual Aid Coordinator: An individual at local government, operational area, region or state level that is responsible to coordinate the process of requesting, obtaining, processing

and using mutual aid resources. Mutual Aid Coordinator duties will vary depending upon the mutual aid system.

Mutual Aid Region: A mutual aid region is a subdivision of state OES established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more county (operational) areas.

Operational Area: An intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county area.

Operational Period: The period of time scheduled for execution of a given set of operation actions as specified in the Incident or EOC Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.

Operations Section: One of the five primary functions found at all SEMS levels. The Section responsible for all tactical operations at the incident, or for the coordination of operational activities at an EOC. The Operations Section at the SEMS Field Response Level can include Branches, Divisions and/or Groups, Task Forces, Teams, Single Resources and Staging Areas. At the EOC levels, the Operations Section would contain Branches or Divisions as necessary because of span of control considerations.

Planning Meeting: A meeting held as needed throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. On larger incidents, the planning meeting is a major element in the development of the Incident Action Plan. Planning meetings are also an essential activity at all SEMS EOC levels.

Planning/Intelligence Section: One of the five primary functions found at all SEMS levels. Responsible for the collection, evaluation, and dissemination of information related to the incident or an emergency, and for the preparation and documentation of Incident or EOC Action Plans. The section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident. At the SEMS Field Response level, the Section will include the Situation, Resource, Documentation, and Demobilization Units, as well as Technical Specialists.

Procurement Unit: Functional unit within the Finance/Administration Section responsible for financial matters involving vendor contracts.

Public Information Officer (PIO): A member of the Command Staff responsible for interfacing with the public and media or with other agencies requiring information directly from the incident. There is only one PIO per incident. The PIO may have assistants. At SEMS EOC levels, the information function may be established as a coordinator or as a section or branch reporting directly to the EOC Director.

Regional Emergency Operations Center (REOC): Facilities found at State OES Administrative Regions. REOCs are used to coordinate information and resources among operational areas and between the operational areas and the state level.

RDMHS: Regional Disaster Medical Health Specialist - performs the Medical and Health Branch functions in the REOC, providing support and coordination to the MHOAC

Resources: Personnel and equipment available, or potentially available, for assignment to incidents or to EOCs. Resources are described by kind and type, and may be used in tactical support or supervisory capacities at an incident or at EOCs.

Resources Unit: Functional unit within the Planning Section at the SEMS Field Response level responsible for recording the status of resources committed to the incident. The Unit also evaluates resources currently committed to the incident, the impact that additional responding resources will have on the incident, and anticipated resource needs.

Safety Officer: A member of the Command Staff at the incident or within an EOC responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have assistants.

Section: That organization level with responsibility for a major functional area of the incident or at an EOC, e.g., Operations, Planning, Logistics, Administration/Finance.

Section Chief: The ICS title for individuals responsible for command of functional sections: Operations, Planning/Intelligence, Logistics and Administration/Finance. At the EOC level, the position title will be Section Chief.

Service Branch: A Branch within the Logistics Section responsible for service activities at the incident. Includes the Communications, Medical and Food Units.

Single Resource: An individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work supervisor that can be used on an incident.

Situation Status/Analysis Unit: Functional unit within the Planning Section responsible for the collection, organization and analysis of incident status information, and for analysis of the situation as it progresses. Reports to the Planning Section Chief.

Span of control: The supervisory ratio maintained within an ICS or EOC organization. A span of control of five-positions reporting to one supervisor is considered optimum.

Special District: A unit of local government (other than a city, county, or city and county) with authority or responsibility to own, operate or maintain a project (as defined in California Code of Regulations 2900(s) for purposes of natural disaster assistance. This may include a joint-powers authority established under section 6500 et seq. of the Code.

Staging Area: Staging Areas are locations set up at an incident where resources can be placed while awaiting a tactical assignment. Staging Areas are managed by the Operations Section.

Staging Area Managers: Individuals within ICS organizational units that are assigned specific managerial responsibilities at Staging Areas.

Standardized Emergency Management System (SEMS): A system required by California Government Code for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS consists of five organizational levels which are activated as necessary: Field Response, Local Government, Operational Area, Region, and State.

State Operations Center (SOC): An EOC facility operated by the California Office of Emergency Services at the state level in SEMS.

Strategy: The general plan or direction selected to accomplish incident or EOC objectives.

Supply Unit: Functional unit within the Support Branch of the Logistics Section responsible for ordering equipment and supplies required for incident operations.

Support Branch: A Branch within the Logistics Section responsible for providing personnel, equipment and supplies to support incident operations. Includes the Supply, Facilities and Ground Support Units.

Support Resources: Non-tactical resources under the supervision of the Logistics, Planning, Finance/Administration Sections or the Command Staff.

Supporting Materials: Refers to the several attachments that may be included with an Incident Action Plan, e.g., communications plan, map, safety plan, traffic plan, and medical plan.

Task Force: A combination of single resources assembled for a particular tactical need, with common communications and a leader.

Technical Specialists: Personnel with special skills that can be used anywhere within the ICS or EOC organization.

Time Unit: Functional unit within the Finance/Administration Section responsible for recording time for incident or EOC personnel and hired equipment.

Type: Refers to resource capability. A Type 1 resource provides a greater overall capability due to power, size, capacity, etc., than would be found in a Type 2 resource. Resource typing provides managers with additional information in selecting the best resource for the task.

Unified Command: In ICS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility or accountability.

Unit: An organizational element having functional responsibility. Units are commonly used in incident Planning, Logistics, or Finance/administration sections and can be used in operations for some applications. Units are also found in EOC organizations.

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Appendix B – Resources

Need a list of resource vendors to identify sources for materials and supplies internally and externally used by the City (Cal OES Crosswalk for Plan Review).

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Appendix C – Contact List

Need list of agencies, private sector organizations, or other stakeholders the City may contact during an emergency (includes agencies and personnel not internal to the organization but critical to emergency operations (Cal OES Crosswalk for Plan Review)).

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Appendix D – Supporting Documentation

Need documentation to show the City is in compliance with the SEMS. This should include evidence of training, planning, exercises, and performance (Cal OES Crosswalk for Plan Review).

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