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# SAN BENITO COUNTY OPERATIONAL AREA



# EMERGENCY OPERATIONS PLAN



August 2015

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Governing Body Resolution No. 2015-65

FY 2015 Homeland Security Grant Program  
FY 2015 Emergency Management Performance Grant

BE IT RESOLVED BY THE Board of Supervisors  
(Governing Body)  
OF THE County of San Benito THAT  
(Name of Applicant)  
County Administrative Officer, OR  
(Name or title of Authorized Agent)  
Emergency Services Manager,  
(Name or title of Authorized Agent)

Is hereby authorized to execute for and on behalf of the named applicant, a public entity established under the laws of the State of California, any actions necessary for the purpose of obtaining federal financial assistance provided by the Federal Department of Homeland Security and subgranted through the State of California.

Passed and approved this 8<sup>th</sup> day of September, 2015.

**CERTIFICATION**

I, LOUIE VALDEZ, duly appointed Clerk of the Board  
(Name) (Title)  
of the Board of Supervisors do hereby certify that the above is a  
(Governing Body)  
true and correct copy of a resolution passed and approved by the Board of Supervisors  
(Governing Body)  
of the County of San Benito on the 8<sup>th</sup> day of September, 2015.  
(Name of Applicant)

APPROVED AS TO LEGAL FORM  
SAN BENITO COUNTY COUNSEL

Matthew Granger 8-25-2015  
COUNTY COUNSEL DATE

Clerk of the Board  
(Official Position)

Louie Valdez  
(Signature)

09/08/2015  
(Date)

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# 1. Foreword

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The San Benito County Operational Area Emergency Operations Plan (EOP) provides the needed foundation for the management of emergencies and disasters and addresses the integration and coordination with other governmental levels when required.

San Benito County is vulnerable to many threats and hazards. The Loma Prieta earthquake of 1989 highlighted the need for an organized and efficient use of resources to respond to, recovery from, and mitigate a disaster in this county. This plan is designed to set the foundation for emergency management activities before, during, and after a disaster, and to provide the basic guidance for disaster related actions.

This EOP is based on the functions and principles of the Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) – both of which include the Incident Command System (ICS) – and identifies the County’s role in the overall SEMS structure. The plan addresses how the County will respond to extraordinary events or disasters, from preparation through recovery.

The San Benito County Office of Emergency Services is responsible for reviewing the plan biannually, or after a disaster, and coordinating any required revisions. Each department director is responsible for reviewing his/her department’s standard operating procedures (SOPs) on an biannual basis and coordinating the revision of procedures with the Emergency Services Manager. This plan is designed to be read, understood, and exercised prior to an emergency.

If you have any questions regarding this plan, please contact:

The San Benito County  
Office of Emergency Services  
471 Fourth Street  
Hollister, CA 95023  
831-636-4168



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### 3. Introduction

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San Benito County must be prepared to respond to emergencies that may occur within county limits and must be able to assess whether internal capabilities are sufficient to respond effectively.

The San Benito County Operational Area Emergency Operations Plan hereinafter referred to as the EOP, addresses the county's response to extraordinary emergency situations associated with natural disasters or human-caused emergencies. In accordance with the California Emergency Services Act (ESA), this plan describes the methods for carrying out emergency operations, the process for rendering mutual aid, the emergency services of governmental agencies, how resources are mobilized, how the public will be informed, and the process to ensure continuity of government during an emergency or disaster.

The concepts presented in this plan emphasize mitigation programs to reduce the vulnerabilities to disaster and preparedness activities to ensure the capabilities and resources are available for an effective response. To assist communities and governments to recover from the disaster, the plan outlines programs that promote a return to normalcy.

This plan is a management document intended to be read and understood before an emergency occurs. It is designed to outline the activities of San Benito County within a statewide emergency management system and it embraces the capabilities and resources in the broader emergency management community that includes individuals, businesses, non-governmental organizations, other counties, and state government.



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## 4. Basic Plan

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There are three parts to the Op Area EOP: The Basic Plan, Functional Annexes, and Appendices.

**Basic Plan:** The basic plan describes the fundamental systems, strategies, policies, assumptions, responsibilities, and operational priorities that San Benito County will utilize to guide and support emergency management efforts. Essential elements of the basic plan include:

- A description of the emergency services that are provided by governmental agencies and how resources are mobilized,
- An outline of the methods for carrying out emergency operations and the process for rendering mutual aid,
- An overview of the system for providing public information, and
- Emphasis on the need for continuity planning to ensure uninterrupted government operations.

These elements culminate with a comprehensive emergency management concept of operations that outlines the relationships and responsibilities for San Benito County and its political subdivisions.

**Functional Annexes:** This plan implements Emergency Function working groups, which will develop functional annexes that follow an established format to describe discipline-specific goals, objectives, operational concepts, capabilities, organizational structures, and related policies and procedures. The functional annexes will be developed separately from the basic plan and will make reference to existing agency and department plans and procedures. Supporting plans and documents should be listed in an attachment to each functional annex.

**Hazard Specific and Other Support Annexes:** Subsequent plans and procedures that are developed in support of the EOP, such as mutual aid plans, hazard-specific plans, catastrophic plans, and related procedures will be incorporated by reference and maintained separate from the basic plan. Some of these supporting plans may be added to the end of the basic plan as deemed appropriate.



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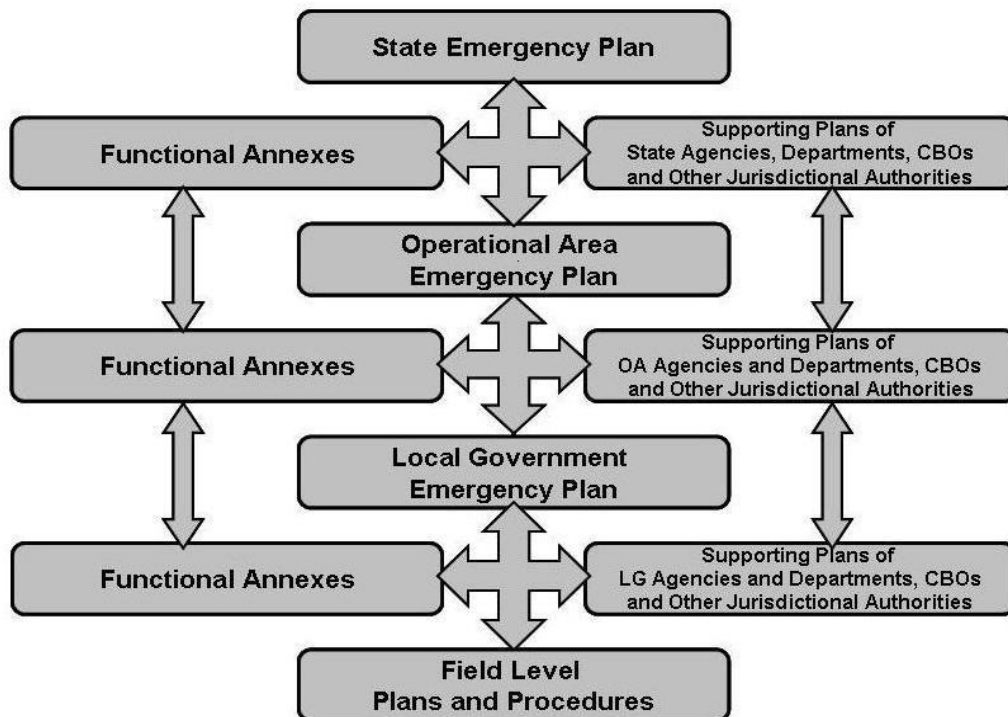
## 5. Purpose and Scope

The EOP provides a consistent, countywide framework to enable state, local, and federal governments, and the private sector to work together to mitigate, prevent, protect against, respond to, and recover from the effects of emergencies regardless of cause, size, location, or complexity. In accordance with the California Emergency Services Act (ESA), this plan is in effect at all times and applies to the county government and its political subdivisions.

The plan incorporates and complies with the principles and requirements found in federal and state laws, regulations, and guidelines. It is intended to conform to the requirements of California’s Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and be consistent with federal emergency planning concepts such as the National Response Framework (NRF).

This plan is part of a larger planning framework that supports emergency management within the county. **Exhibit 5-1 – Emergency Plan Interface** illustrates the relationship of the Op Area EOP to other plans of the county and its political subdivisions. Through an integrated framework of emergency plans and procedures involving all stakeholders in the emergency management community, San Benito County will promote effective planning and coordination prior to an emergency, thereby ensuring a more effective response and recovery.

**Exhibit 5-1 – Emergency Plan Interface**





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## 6. Situation and Assumptions

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### 6.1. Population

San Benito County is located in the Central Coast region of California in the southern portion of the Governor's Office of Emergency Services' Coastal Region. It borders Santa Clara County, Santa Cruz, Monterey, Fresno, and Merced Counties. San Benito County has a population of approximately 57,600 inhabitants according to U.S. Census Bureau 2013 data. The main population center is in the City of Hollister, located in the northern portion of the county. San Benito County is commonly known as a "bedroom community" due its location in relation to the Silicon Valley and the sheer number of resident who commute out of county for work.

The county is home to two main tourist destinations: Pinnacles National Park, and Hollister Hills State Off-Highway Motor Vehicular Recreation Park. Both bring a variety of out of county visitors who may come for the day, or camp for multiple days. In addition, the City of Hollister hosts several events that can bring tens of thousands of visitors into the county, including a large motorcycle rally in July.

### 6.2. Geography

San Benito County covers an area of 1,390 square miles and has a varying topography, with a mix of urban and rural areas, and has a mix of permanent, commuting, and recreational population. Due to these characteristics, San Benito County is subject to a wide variety of impacts from various hazards and threats.

There is one major highway that runs through the county; U.S. Route 101, which runs north/south through the north western portion of the County. There are several secondary highways: State Highway 25 connects Hollister to Gilroy and continues south through the length of San Benito County and ends near King City located in Monterey County; State Highway 156 which originates near the City of Castroville in Monterey County and continues through the City of San Juan Bautista and the City of Hollister ending in Santa Clara County.

The Hollister Municipal Airport serves the general aviation community and is the location of a CalFire Air Attack Base which serves more than six counties. It provides the only fixed runway facility in the county capable of handling large aircraft and is an essential facility in disaster response.

### 6.3. Hazards and Vulnerabilities

A hazard represents an event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural losses, damage to the environment, interruption of business, or other types of harm or loss. Earthquakes, floods, and



wildfire hazards represent the pervasive and primary events that result in disaster losses in the county. Secondary hazards include dam failure, landslide, and severe weather.

Vulnerability indicates the level of exposure of human life and property to damage from natural and manmade hazards. San Benito County and its people are vulnerable to a wide range of hazards that threaten communities, businesses, government, and the environment.

Below are examples of the hazards and vulnerabilities faced in the state:

### 6.3.1. Earthquake

Several active and potentially active earthquake faults are located within San Benito County including the San Andreas, and Hayward/Calaveras Faults as well as fault complexes and branches of these major faults.

Even a moderate earthquake occurring in or near a population center could result in deaths, casualties, property and environmental damages, as well as disruption of normal economic, governmental, and community services and activities. The effects could be aggravated by collateral events such as fires, flooding, hazardous material spills, utility disruptions, landslides, and infrastructure collapse.

After any significant earthquake, there may be short and long-term economic impacts to both the public and private sectors. Individuals could lose wages due to the inability of businesses to function because of damaged goods or facilities. Historically, many small businesses fail after a major earthquake due to direct loss of income and inability to remain financially viable after the recovery period.

The county will suffer loss of tax revenues to support essential services as property values are reduced and sales and other related taxes may take years to recover to their pre-disaster levels.

Under severe ground acceleration (ground shaking) and liquefaction, Geographic Information System (GIS) analysis reveals that in San Benito County 3,285 residences, and 494 businesses, 1 Hospital, 2 police stations, 4 local fire stations, and 5 public schools are in high earthquake risk areas.

### 6.3.2. Flood

In San Benito County, the flood season generally lasts from November through April. Over 90% of the annual precipitation falls during these months. Statistically, January is the wettest month of the year.

More than just the quantity of rain affects flood levels. Natural obstructions to flood flows include trees, brush, and other vegetation growing along stream banks in flood-prone areas. Particular hazards are man-made encroachments on or above the streams. Bridges, culverts,



and building pads are obvious examples and can create more extensive flooding than would otherwise occur.

During floods, debris may be washed and carried downstream to collect on bridges and other obstructions. Bridges may be damaged or destroyed. Culverts may be plugged or debris may pile up, causing increased flood height due to backwater. As the flood increases, masses of debris may break loose and the accumulation of water and debris can surge downstream until another obstruction is encountered.

### 6.3.3. Fire

Wildfire hazard poses one the greatest threats to public safety and property of all other potential hazards. Most fires that occur in San Benito County are caused by humans. Lightning in the San Benito County region is infrequent; however, it has been a cause of wild land fires in recent years. Seismic events are sure to occur in the future and present an ever-increasing fire hazard as development and the use of natural gas increases.

Roads in the hillside areas are typically narrow and winding, and often dead end. This limits the access of firefighters and equipment to private homes and wildland. In addition, response times tend to be long in these areas. Where fire roads exist, they are often overgrown and require continual maintenance to provide adequate access.

In general, there is a greater chance that fire will spread from one structure to another as the density of a development area is increased. Residential parking on narrow streets greatly limits access of emergency vehicles, reducing the response time of firefighters. Therefore, highly developed areas are more prone to any fire, whatever the cause. Particular regions which are prone to seismically-induced fires include developments on areas composed of weak and soft soils that are susceptible to lateral spreading or lurching and areas prone to landslides.

### 6.3.4. Landslide

Landslides involve a down-slope movement of soil or rock materials and can range from rock falls to earth flows. Earthquake induced landslides will occur generally in the same areas as landslides induced by other natural forces. The addition of earthquake energy may induce landslides that otherwise might not have occurred.

Regardless of the source, landslides are due to the failure of either surficial material or, in some cases, bedrock. Failures usually result from a combination of factors including unstable or weak rock and soil materials, adversely oriented geologic structures, insufficient vegetative cover, high water content, over steepened slopes, or high slope angles. Urban development can affect landslide potential by increasing slope angles, removing down-slope supporting earth materials, adding weight upslope of fill or construction, and the addition of water by gardening, septic tank effluent, or the directing of surface drainage into unstable areas.



### 6.3.5. Severe Weather

Because of its westerly exposure to weather systems coming from the Pacific Ocean and its geography, which promotes precipitation from storm systems, San Benito County is susceptible to damage from extreme weather/storm conditions. Most commonly, extreme weather in San Benito County involves heavy rain and high winds with the low possibility of tornados. Hazards presented by these conditions include: structural damage and damage to utility and transportation infrastructure from flooding, landslide/mudslide/debris flow, high erosion, and, quite often, toppling trees.

### 6.3.6. Hazardous Material Emergency

Hazardous materials are formulated, used, and transported throughout San Benito County. Commercial, agricultural, and industrial use of hazardous materials provides an opportunity for accidental release. Because the local economy depends largely on the agricultural industry, the threat level and the possibility of a hazardous materials release cannot be ignored. There are a number of local industrial, manufacturing, and agricultural firms that produce and use fertilizers, pesticides, and other chemical agents known to be hazardous to the population and the environment. These products are also locally stored and transported to other parts of the region on local roadways and railways, thus presenting a threat to public health, safety, and the environment.

San Benito County Environmental Health Division is responsible to maintain a Hazardous Materials Area Plan.

### 6.3.7. Pandemic and Epidemic

With a tourism industry, migrant labor force, and commuting population, thousands of individuals enter San Benito County every month, bringing with them the threat of the introduction of an infectious disease agent. Known disease threats such as influenza, or newly emerging infectious diseases could spark an epidemic. The threat of bioterrorism, i.e. an intentional release of a highly lethal biological agent, also exists. It is impossible to determine when, what, and how large an outbreak of a novel infectious agent will be.

However, the Centers for Disease Control and Prevention estimate that 35% of the population (21,191 people in San Benito County) would become ill during an outbreak of a novel influenza virus with hundreds to thousands of deaths. With thousands ill simultaneously, it can be assumed that all sectors of social and commercial activity will be severely impacted.

The Public Health Department maintains an all-hazards plan that is kept separate of this plan. A general Preparedness Plan annex will be created by the Public Health Department to be used as part of this plan, addresses the public health response to a catastrophic outbreak. This



encompasses epidemiological response, provision of preventive treatment and logistical considerations for medical materials.

### 6.3.8. Terrorist Attack

Although most terrorist activities are bombing attacks, preparedness activities include response to a chemical, nuclear, radiological, biological, or agro-terrorism threat. The effects of terrorist activities can vary significantly, depending on the type, severity, scope, and duration of the activity. Terrorist activities may result in disruption of utility services, property damage, injuries, and the loss of lives.

To date, terrorism has been targeted primarily against United States interests abroad. However, the September 11, 2001 attacks, anthrax mailings, and the Oklahoma City bombing are reminders that terrorist attacks may occur anywhere in the United States. Although no confirmed terrorist attacks have occurred in San Benito County, the threat remains valid.

## 6.4. Assumptions

Below are assumptions reflecting the situations that must be considered in order to achieve effective emergency management in San Benito;

- All incidents are local,
- Emergencies may occur at any time with little or no warning and may exceed capabilities of San Benito County,
- Emergencies may result in casualties, fatalities, and displace people from their homes,
- An emergency can result in property loss, interruption of essential public services, damage to basic infrastructure, and can cause significant harm to the environment,
- The greater the complexity, impact, and geographic scope of an emergency, the more multiagency coordination will be required,
- The political subdivisions of the state and county will mobilize to deliver emergency and essential services under all threats and emergencies,
- Mutual aid and other forms of assistance will be rendered when impacted jurisdictions exhaust or anticipate exhausting their resources,
- Individuals, community based organizations, and businesses will offer services and support in time of disaster,



- County agencies and departments with regulatory oversight responsibilities will continue in their same roles during all phases of an emergency and will insert themselves into the organizational chain to support emergency management efforts,
- Neighboring counties will come to San Benito's aid through the California Mutual Aid system and/or other mechanisms and agreements,
- The state government will provide emergency assistance to San Benito County when requested and in accordance with the Standardized Emergency Management Systems (SEMS) and the National Response Framework (NRF).



## 7. Emergency Management Organization

### 7.1. Standardized Emergency Management System (SEMS)

The San Benito County Operational Area (OA) is currently organized under the Standardized Emergency Management System (SEMS). SEMS is the cornerstone of California's emergency response system and the fundamental structure for the response phase of emergency management. SEMS is required by the California Emergency Services Act (ESA) for managing multiagency and multijurisdictional responses to emergencies in California. The system unifies all elements of California's emergency management community into a single integrated system and standardizes key elements. SEMS incorporates the use of the Incident Command System (ICS), California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA), the OA concept and multiagency or inter-agency coordination.

San Benito County must use SEMS in order to be eligible for any reimbursement of response-related costs under the state's disaster assistance programs.

SEMS provides for a five level emergency response organization, activated as needed, but particularly in response to multi-agency or multi-jurisdiction emergencies.

#### 7.1.1. SEMS Organization Levels

There are five SEMS organization levels:

- **Field** – The Field level is where emergency response personnel and resources, under the command of responsible officials, carry out tactical decisions, and activities in direct response to an incident or threat.
- **Local Government** – The Local Government level includes cities, counties, and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. Local governments are required to use SEMS when their Emergency Operations Center (EOC) is activated or a local emergency is declared or proclaimed in order to be eligible for state reimbursement of response-related costs.
- **Operational Area** – An OA is the intermediate level of the state's emergency management organization which encompasses a county's boundaries and all political subdivisions located within that county, including special districts. The OA facilitates and/or coordinates information, resources and decisions regarding priorities among local governments within the OA. The OA serves as the coordination and communication link between the Local Government Level and Regional Level.

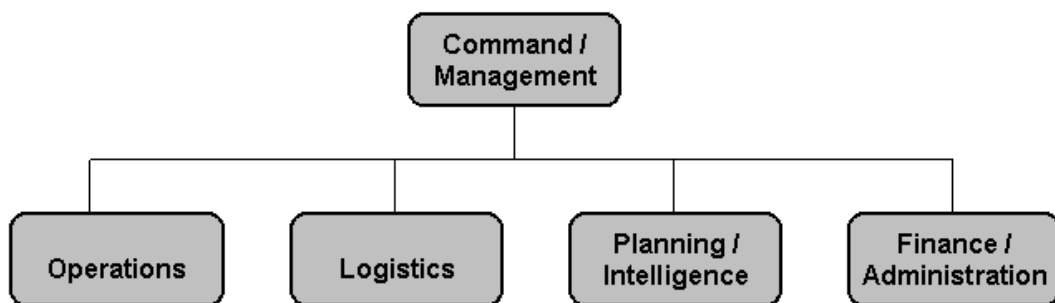


- **Region** – The Regional Level manages and coordinates information and resources among OAs within the mutual aid region and also between the OA and the state level. The Regional Level also coordinates overall state agency support for emergency response activities within the region. California is divided into three California Emergency Management Agency (Cal OES) Administrative Regions – Inland, Coastal and Southern – which are further divided into six mutual aid regions (**See Exhibit 10-1 – Mutual Aid Regions**). The Regional Level operates out of the Regional Emergency Operations Center (REOC).
- **State** – The State level of SEMS prioritizes tasks and coordinates state resources in response to the requests from the Regional level and coordinates mutual aid among the mutual aid regions and between the Regional Level and State Level. The state level also serves as the coordination and communication link between the state and the federal emergency response system. The state level requests assistance from other state governments through the Emergency Management Assistance Compact (EMAC) and similar interstate compacts/agreements and coordinates with the Federal Emergency Management Agency (FEMA) when federal assistance is requested. The state level operates out of the State Operations Center (SOC).

**7.1.2. SEMS Functions**

SEMS requires that every emergency response involving multiple jurisdictions or multiple agencies include the five functions identified below in **Exhibit 7-1 – SEMS Functions**. These functions must be applied at each level of the SEMS organization.

**Exhibit 7-1 – SEMS Functions**



- **Command/Management:** Command is responsible for the directing, ordering, and/or controlling of resources at the field response level. Management is responsible for overall emergency policy and coordination at the SEMS EOC levels. Command and Management are further discussed below:
  - **Command:** A key concept in all emergency planning is to establish command and tactical control at the lowest level that can perform that role effectively in the





organization. In the Incident Command System (ICS), the Incident Commander (IC), with appropriate policy direction and authority from the responding agency, sets the objectives to be accomplished and approves the strategy and tactics to be used to meet those objectives. The IC must respond to higher authority. Depending upon the incident's size and scope, the higher authority could be the next ranking level in the organization up to the agency or department executive. This relationship provides an operational link with policy executives who customarily reside in the Department Operations Center (DOC) or EOC, when activated.

- **Management:** The EOC serves as a central location from which multiple agencies or organizations coordinate information collection and evaluation, priority setting, and resource management. Within the EOC, the Management function:
  - Facilitates multiagency coordination and executive decision making in support of the incident response,
  - Implements the policies established by the governing bodies,
  - Facilitate the activities of the Multiagency (MAC) Group
- **Operations:** Responsible for coordinating and supporting all jurisdictional operations in support of the response to the emergency through implementation of the organizational level's Action Plans (AP). At the Field Level, the Operations Section is responsible for the coordinated tactical response directly applicable to, or in support of the objectives in accordance with the Incident Action Plan (IAP). In the EOC, the Operations Section Coordinator manages functional coordinators who share information and decisions about discipline-specific operations.
- **Logistics:** Responsible for providing facilities, services, personnel, equipment and materials in support of the emergency. Unified ordering takes place through the Logistics Section Ordering Managers to ensure controls and accountability over resource requests. As needed, Unit Coordinators are appointed to address the needs for communications, food, medical, supplies, facilities and ground support.
- **Planning/Intelligence:** Responsible for the collection, evaluation and dissemination of operational information related to the incident for the preparation and documentation of the IAP at the Field Level or the AP at an EOC. Planning/Intelligence also maintains information on the current and forecasted situation and on the status of resources assigned to the emergency or the EOC. As needed, Unit Coordinators are appointed to collect and analyze data, prepare situation reports, develop action plans, set Geographic Information Systems (GIS) priorities, compile and maintain documentation, conduct advance planning, manage technical specialists and coordinate demobilization.
- **Finance/Administration:** Responsible for all financial and cost analysis aspects of the emergency and for any administrative aspects not handled by the other functions. As



needed, Unit Leaders are appointed to record time for incident or EOC personnel and hired equipment, coordinate procurement activities, process claims and track costs.

The field and EOC functions are further illustrated in **Exhibit 7-3 – Comparison of Field and EOC SEMS Functions**. More on the SEMS Regulations and SEMS Guidelines can be found on the Cal OES Website.

**Exhibit 7-3 – Comparison of Field and EOC SEMS Functions**

Primary SEMS Function	Field Response Level	EOCs
Command & Management	Command is responsible for the directing, ordering, and/or controlling of resources by virtue of explicit legal, agency, or delegated authority.	Management is responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.
Operations	Responsible for the coordinated tactical response of all field operations directly applicable to, or in support of, the mission(s) in accordance with the Incident Action Plan	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 the collection, evaluation, documentation, and use of information about the development of the incident, and the status of resources.	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, personnel, services, equipment, and materials in support of the incident.	Responsible for providing facilities, services, personnel, equipment, and materials.
Finance/ Administration	Responsible for all financial and cost analysis aspects of the incident, and for any administrative aspects not handled by the other functions.	Responsible for financial activities and administrative aspects not assigned to the other functions.

**7.1.3. National Incident Management System (NIMS) Integration**

In addition to the Standardized Emergency Management System (SEMS), the county and its political subdivisions are responsible for compliance with the requirements of the National Incident Management System (NIMS) as defined in the Homeland Security Presidential Directives. SEMS and NIMS are designed to be compatible and are based on similar organizational principles.

San Benito County OES is designated as the principal coordinator for NIMS implementation countywide. Annually, San Benito OES administers the process to communicate, monitor, and



implement NIMS requirements in cooperation with affected county agencies and departments, local governments, and other critical stakeholders. Cal OES utilizes the National Incident Management System Compliance Assistance Support Tool (NIMSCAST) for measuring progress and facilitating reporting.

#### 7.1.4. EOC Activation Criteria, SEMS Levels, and Staffing

Emergency Operations Centers (EOCs) should be activated in accordance to the Standardized Emergency Management System and organized according to the five functions of the system which are Management, Operations, Planning/Intelligence, Logistics and Finance/Administration.

The activation guidelines are illustrated in *Exhibit 7-4 – SEMS EOC Activation Requirements*.



### Exhibit 7-4 – SEMS EOC Activation Requirements

Situations Identified in SEMS Regulations	SEMS Levels				
	Field Response	Local Government	Operational Area	Region	State
Emergency involving two or more emergency response agencies	Use ICS				
Local Emergency Proclaimed	Use ICS	Use SEMS			
Local Government EOC Activated	Use ICS	Use SEMS			
Local government activates EOC and request Operational Area EOC activation	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Two or more cities within an Operational Area proclaim a local emergency	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
County and one or more cities proclaim a local emergency §	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
City or county Requests governor’s State of Emergency proclamation §2409(f)(4)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Governor proclaims a State of Emergency for county or two or more cities §2409(f)(5)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Operational area requests resources from outside its boundaries §2409(f)(6)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Operational Area receives resource requests from outside its boundaries** §2409(f)(7)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
An Operational Area EOC is activated §2411(f)(7)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
A Regional EOC is activated §2413(a)(1)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Governor proclaims a State of Emergency §2413(a)(2)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Governor proclaims an earthquake or volcanic prediction §2413(a)(7)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC

This matrix highlights the flow of SEMS activation requirements. Activation of an Operational Area EOC triggers activation of the Regional EOC which, in turn, triggers activation of the State level EOC.

\* The EOC is usually activated, but in some circumstances, such as agricultural emergencies or drought, a local emergency may be proclaimed without the need for EOC activation.

\*\* Does not apply to requests for resources used in normal day-to-day operations which are obtained through existing mutual aid agreements providing for the exchange or furnishing of certain types of facilities and services as provided for under the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA).

§ Indicates sections in the California Code of Regulations (CCR), Title 19, Division 2, Chapter 1 (SEMS).



The EOC staffing level should be established commensurate with the organizational need, as defined below:

- **Duty Officer:** At this stage the EOC is not activated but a representative is available.
- **Level One EOC Activation:** Level One is a minimum activation. This level may be used for situations which initially only require a few people, e.g., a short term earthquake prediction at condition one or two level; alerts of storms, tsunamis; or monitoring of a low risk planned event. At a minimum, Level One staffing consists of the EOC Director, Section Coordinators, and a situation assessment activity in the Planning and Intelligence Section may be included in this level. Other members of the organization could also be part of this level of activation e.g., the Communications Unit, from the Logistics Section, or an Information Officer.
- **Level Two EOC Activation:** Level Two activation is normally achieved as an increase from Level One or a decrease from Level Three. This activation level is used for emergencies or planned events that would require more than a minimum staff but would not call for a full activation of all organization elements, or less than full staffing. One person may fulfill more than one SEMS function. The EOC Director, in conjunction with the General Staff, will determine the required level of continued activation under Level Two, and demobilize functions or add additional staff to functions as necessary based upon event considerations. Representatives to the EOC from other agencies or jurisdictions may be required under Level Two to support functional area activations.
- **Level Three EOC Activation:** Level Three activation involves a complete and full activation with all organizational elements at full staffing. Level Three would normally be the initial activation during any major emergency.

The numbering sequence of EOC staffing progression is established in the SEMS guidelines and is opposite of the NIMS numbering sequence. Given that the SEMS guideline has been in place since the inception of SEMS, this plan recommends continuing the sequence as established in the SEMS guidance documents

### 7.1.5. Operational Area Emergency Operations Center

San Benito County maintains and operates the OA EOC. The EOC is responsible for coordinating resource requests and resolving priority issues that might arise at the local level, between the county jurisdictions including the two incorporated cities. The OA EOC is also responsible for coordinating with Cal OES and other state and federal agencies involved in the implementation of the National Response Framework in California.



- **Operational Area Emergency Operations Center:** EOC operations are under the management of the San Benito County Office of Emergency Services (OES). EOC responsibilities include:
  - Act as overall county coordinator in the event of simultaneous multi-jurisdictional incidents.
  - Facilitates the establishment of inter-jurisdictional policy direction.
  - Monitors and facilitates inter-jurisdictional communications and coordination issues.
  - Compiles, authenticates, and makes available summary disaster status information obtained from all sources, in the form of Situation Reports to the Cal OES REOC, the CAO's Office, the Board of Supervisors, media and others as appropriate.
  - Maintains status of mission numbers and purchasing authority
  - Provides necessary coordination with and between outside agencies for mutual aid request.
  - Supports the recovery process and assists county agencies and DOCs in developing and coordinating recovery action plans.

The primary County Emergency Operations Center (EOC) is located:

Hollister Police Department  
395 Apollo Drive  
Hollister, CA 95023  
831-636-4330

### 7.1.6. Operational Area EOC Organization

When an emergency or disaster occurs, or has the potential to occur, the county will activate the OA EOC. The EOC will organize according to the SEMS functions of Management, Operations, Planning/Intelligence, Logistics and Finance/Administration and will activate those functions necessary for the emergency. The section will then be broken up into groups and units based on the needs of the disaster.

Potential SEMS EOC functions are shown below:

- **Management Section:** The EOC at all levels should consider the following activities and responsibilities as part of its Management function:
  - Overall EOC management
  - Facilitation of Multiagency Coordination System (MACS) and MAC Groups
  - Public information coordination and Joint Information Center (JIC) management
  - Provision for public safety and risk communications and policy



- **Operations Section:** Based on the disaster, the EOC will consider the following activities and responsibilities as part of the Operations Section:
  - Law Enforcement
  - Communications
  - Evacuation
  - Search and Rescue
  - Coroner
  - Construction and Engineering
  - Utilities
  - Damage Assessment
  - Debris Management
  - Care and Shelter
  - Fire and Rescue
  - Public Health and Medical
  - Hazardous Materials
  - Others as needed
  
- **Planning/Intelligence Section:** Based on the disaster, the EOC will consider the following activities and responsibilities as part of its Planning function:
  - Situation Status
  - Resource Status
  - Situation Analysis
  - Documentation
  - Technical Services
  - Action Planning
  - Demobilization
  
- **Logistics Section:** Based on the disaster, the EOC will consider the following activities and responsibilities as part of its Logistics function:
  - Personnel
  - Information Technology
  - Geographic Information Systems
  - Supply and Procurement
  - Transportation Support
  - Volunteer and Donations Management
  - Resource Tracking
  
- **Finance/Administration:** Based on the disaster, the EOC will consider the following activities and responsibilities as part of its Finance function:
  - Fiscal Management



- Time-Keeping
  - Purchasing
  - Compensation and Claims
  - Cost Recovery
  - Long-Term Recovery
  - Travel Request, Forms, and Claims
- Agency Representatives: Outside agencies that have a role in the disaster response are to send an agency representative to the EOC. At the EOC, the Agency Reps will coordinate through the EOC liaison officer to assist in the coordination and management of resources. Agencies who shall send representatives include:
    - California Office of Emergency Services (Cal OES)
    - American Red Cross
    - Pacific Gas and Electric (PG&E)
    - Cal Fire
    - Santa Cruz Regional 911
    - American Medical Response (AMR)
    - Salvation Army
    - California Conservation Corps.
    - Water Districts
    - Sanitation
    - Etc.

### 7.1.7. Alternate EOC Facilities

In the event the primary EOC is unusable due to emergency or disaster impacts or the scope of the disaster is not large enough to warrant a full activation, alternate facilities have been designated to assume the impacted facility's roles and responsibilities. The following are the two alternate EOC locations:

San Benito County OES & Admin Buildings  
471 / 481 Fourth Street  
Hollister, CA 95023  
831-636-4168

San Benito County Sheriff's Office  
2301 Technology Parkway  
Hollister, CA 95023

Additionally, neighboring OA EOCs may be utilized as needed.





### 7.1.8 Alternate Government Facilities

The county seat of government is located in the County Administration Building at 481 Fourth Street. San Benito County will maintain a Continuity of Government (COG) plan that designate an alternate seat of government to serve as government offices for performing essential functions should the primary facilities be rendered inoperable. For San Benito, these locations may be:

Hollister City Hall  
375 Fifth Street  
Hollister, CA 95023  
831-636-4300

San Juan Bautista City Hall  
311 Second Street  
San Juan Bautista, CA 95045  
831-623-4661

## 7.2. The Role of the Government

### 7.2.1. County Administrative Officer

During an emergency or disaster, the County Administrative Officer (CAO) monitors countywide emergency operations through the San Benito County OES and the EOC. The CAO also serves as the Director of Emergency Services, and provides the highest level of leadership and management by a non-elected county employee.

In the absence of the Board of Supervisors, or if the Board of Supervisors are not in session, the CAO as the Director of Emergency Services has the authority to proclaim a local emergency. Should the CAO proclaim a local emergency, the Board of Supervisors must ratify it within seven (7) days when possible. Should the event require state assistance, it is the duty of the CAO/Director of Emergency Services to request the governor to declare a state of emergency.

### 7.2.2. San Benito County Board of Supervisors

The San Benito County Board of Supervisors is the non-partisan body of government that supervises the operation of the San Benito County government. The Board of Supervisors has legislative, executive, and quasi-judicial powers and, if in session, is the body of government that may proclaim a local emergency, or, if not in session, must ratify a proclamation within 7 days of the proclamation should time allow.



### 7.2.3. San Benito County Disaster Council

The San Benito County Disaster Council was established to provide for the preparation and carrying out of plans for the protection of persons and property of the county in the event of an emergency, the direction of the San Benito County Office of Emergency Services, and the coordination of the emergency functions of the county.

### 7.2.4. San Benito County Office of Emergency Services

The San Benito County Office of Emergency Services (OES) is delegated authority by the County Administrative Officer (CAO) to implement the ESA and perform executive functions assigned by the CAO to support and enhance all phases of emergency management. This includes the promulgation of guidelines and assignments to support the development of the county's emergency management system.

- **County-Level Emergency Coordination:** During a state of war emergency, a state of emergency, or a local emergency, the SBC OES Manager coordinates the emergency activities of all county departments/agencies in connection with such emergency and has the authority to use any county government resource to fulfill mutual aid requests or to support emergency operations. When needed the EOC is activated to coordinate emergency management information and resources management.
- **County-State Coordination:** When State or Federal assistance is required, OES coordinates requests for assistance and participates with the state government to acquire needed equipment, supplies, and personnel.

### 7.2.5. San Benito County Departments and Agencies

County agencies are mandated to carry out assigned activities related to mitigating the effects of an emergency and to cooperate fully with each other, OES, and other political subdivisions in providing assistance. Responsibilities may include deploying field-level emergency response personnel, activating operations centers, and issuing orders to protect the public.

- **Agency Plans:** Each county department will maintain its own emergency plans and procedures to accomplish assigned emergency management tasks. Department plans must be consistent with the provisions of the administrative orders and the statutory authorities of the individual department. Each agency should ensure its emergency plan is consistent with the San Benito County Operational Area Emergency Operations Plan.
- **Disaster Service Workers:** Government Code Section 3100 states that all public employees can be called upon as disaster services workers to support emergency response, recovery, and mitigation activities. County departments/agencies are responsible for ensuring that all personnel assigned specific responsibilities in support of



this plan are adequately trained and prepared to assume those responsibilities. County Employees will be contacted by management to receive response directions however, should communication be unavailable, all employees shall report to their respective workplace or pre-designate staging area and await directions. All department heads shall report to the EOC to receive a briefing from the EOC Director.

### **7.2.5. San Benito County as Operational Area Lead**

The California Emergency Services Act designates each county as an Operational Area (OA) to coordinate emergency activities and resources of its political subdivisions. San Benito County Office of Emergency Services (OES) has been designated the lead agency for the San Benito County OA. OES serves as a coordinating link between the local government and the region level of state government. OES' responsibilities involve coordinating with the jurisdictions, and organizations to deploy field-level emergency response personnel, activate emergency operations centers (EOC), and issue orders to protect the public.

### **7.2.6. Local Governments of San Benito County**

San Benito County ordinance establishes the San Benito County Operational Area Disaster Council. The ordinance provides for the development of the SBC EOP, establishing responsibilities for emergency management operations, and specifying the officials authorized to proclaim a local emergency. However, neither of the two incorporated cities within the county maintain an OES or similar, nor do they have an assigned emergency planner. Much of this responsibility falls on the county OES.

### **7.2.8. State Government**

Emergency management responsibilities of state agencies are described in the Emergency Services Act. State agencies are mandated to carry out assigned activities related to mitigating the effects of an emergency and to cooperate fully with each other, Cal OES and other political subdivisions in providing assistance. Responsibilities may include deploying field-level emergency response personnel and activating emergency operations centers and issuing orders to protect the public.

### **7.2.9. Federal Government**

The federal government strongly supports emergency management throughout the nation and in California by providing tools, resources and guidance to support California's emergency management system. When an emergency occurs that exceeds, or is anticipated to exceed resources located within the state, or when federal departments or agencies acting under their own authorities are partners in the unified command for an emergency, the federal government will implement the National Response Framework (NRF) to access federal department and agency capabilities, organize the federal response and ensure coordination



with all response partners. FEMA Region IX and Cal OES have outlined the mechanism by which they will integrate their efforts in the *California Catastrophic Incident Base Plan: Concept of Operations*.

## 7.3. Role of the Private Sector

### 7.3.1. San Benito County Residents

The residents of San Benito County are the primary beneficiaries of the county's emergency management system. At the same time, residents play an important role in emergency management by ensuring that they and their families are prepared for disasters.

Before an emergency, residents can assist the emergency management effort by taking first aid training, maintaining supplies, and being prepared to evacuate or shelter in-place for several days. Many residents join disaster volunteer programs such as Community Emergency Response Teams (CERT) and remain ready to volunteer or support emergency response and recovery efforts. During an emergency, residents should monitor emergency communications and carefully follow directions from authorities. By being prepared, residents can better serve their family, their community, and reduce demands on first responders.

### 7.3.2. Populations with Access and Functional Needs

Populations with access and functional needs include those members of the community that may have additional needs before, during, and after an incident in functional areas, including but not limited to maintaining independence, communication, transportation, supervision, and medical care.

Individuals in need of additional response assistance may include those who:

- Have disabilities;
- Live in institutionalized settings;
- Are elderly;
- Are children;
- Are from diverse cultures;
- Have limited English proficiency or are non-English speaking; or who are transportation disadvantaged.

Lessons learned from recent emergencies concerning people with disabilities and older adults have shown that the existing paradigm of emergency planning, implementation and response must change to meet the needs of these groups during an emergency. These lessons show four areas that are repeatedly identified as most important to people with disabilities and older adults:



- **Communications and Public Information** – Emergency notification systems must be accessible to ensure effective communication for people who are deaf/hard of hearing, blind/low vision, or deaf/blind.
- **Evacuation and Transportation** – Evacuation plans must incorporate disability and older adult transportation providers for identifying and the movement of people with mobility impairments and those with transportation disadvantages.
- **Sheltering** – Care and shelter plans must address the access and functional needs of people with disabilities and older adults to allow for sheltering in general population shelters.
- **Americans with Disabilities Act** - When shelter facilities are activated, the state will work with local officials to ensure they accommodate the provisions of the Americans with Disabilities Act (ADA).

### 7.3.3. Other Considerations

Another perspective is to consider the needs of people who are not in contact with traditional emergency service providers. These people may feel they cannot comfortably or safely access and use the standard resources offered in preparedness, response, and recovery. These include, but are not limited to individuals who are:

- Homeless
- Without transportation
- Out of hearing range of community alert sirens
- Without radio or television to know they need to take action
- Without access to telephones
- Visiting or temporarily residing in an impacted region
- Not familiar with available emergency response and recovery resources
- Limited in their understanding of English, and
- Geographically or culturally isolated.

County government and its political subdivisions must include provision in their emergency response plans that address the specific needs of these individuals during response and recovery.

### 7.3.4. Businesses

Much of the county’s critical infrastructure is owned or maintained by businesses and must be protected during a response to ensure a quick and complete recovery from an emergency. These same businesses provide valuable resources before, during, and after an emergency and play a critical role in meeting the needs of those impacted by an emergency.



- **Target Hazards:** Some key industries are potential targets for terrorist attacks and must institute measures to prevent attacks and protect their infrastructure and the surrounding community. This requires businesses to coordinate with federal, state and local governments to ensure that their emergency plans are integrated with government plans.
- **Hazardous Materials Area Plans:** Some industries are required by law or regulation to have emergency operations procedures to address a variety of hazards. The *Cal OES Hazardous Materials Program* requires businesses that handle hazardous materials that meet certain quantity or risk thresholds must submit Business Program Plans and Risk Management Plans to Certified Unified Program Agencies (CUPAs) or Administering Agencies (AAs). The AA can then develop Hazardous Materials Area Plans to respond to a release of hazardous materials within their jurisdiction.
- **Business Emergency Plans:** San Benito County OES recommends that all businesses develop comprehensive emergency plans that include employee injury and illness prevention programs, business resumption, and continuity of operations elements. A comprehensive business emergency plan can assist the business and the community at-large by providing:
  - Information to the employees to protect themselves and their families from the effects of likely emergencies.
  - A business emergency organization with identified positions having clear and specific emergency roles, responsibilities, delegated authority and identified successors.
  - An identification of actions necessary to protect company property and records during emergencies.
  - A listing of critical products and services.
  - Production shut-down procedures.
  - A company command post.
  - Alternate work sites.
  - Methods and channels of communication.
  - Contacts with local emergency management officials.
  - A method to provide and accept goods and services from other companies.
- **Business Operations Centers:** San Benito County OES also promotes the use of business operations centers to enhance public and private coordination. This will allow effective coordinate with businesses by establishing a business operations center that is linked to OA EOC.



### 7.3.5. Voluntary Organizations

San Benito County recognizes the value and importance of organizations that perform voluntary services in their community. These organizations have resources which can augment emergency response and recovery efforts. Examples of voluntary organizations are:

- **American Red Cross (ARC):** When a disaster threatens or strikes the county, the Red Cross provides shelter, food, and health and mental health services to address basic human needs to enable them to resume normal daily activities ([www.redcross.org](http://www.redcross.org)).
- **Voluntary Organizations Active in Disaster (VOAD):** This coalition of nonprofit organizations supports the emergency management efforts of local, state and federal agencies and governments by coordinating the planning efforts of a variety of voluntary organizations ([www.calvoad.org](http://www.calvoad.org)). There are currently no VOADs in San Benito County.
- **Community Emergency Response Teams (CERT):** The San Benito County CERT Program is operated out of the San Benito County OES and educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.
- **Radio Amateur Civil Emergency Service (RACES):** The trained operators of San Benito County RACES provide reliable primary and secondary communication links for the San Benito County Sheriff's Office, San Benito County Office of Emergency Services, OA EOC, and Public Safety Agencies throughout the county, as well as organizations such as the Red Cross, Salvation Army, and the major local hospitals.
- **Search and Rescue (SAR):** The San Benito County Sheriff's Office maintain a volunteer Search and Rescue group that is often activated for incidents ranging from lost hikers, to missing aircraft. These volunteers would be available in the event of a disaster.

### 7.3.6. Public-Private Partnerships

The private sector provides valuable assistance and resources to support emergency response and recovery activities. To support coordination and response between government and the private sector, San Benito County OES will establish a Public-Private Partnership to assist in securing agreements between county agencies and non-profit and private sector resources that can be called upon during an emergency. The goal of the Public-Private Partnership is to advise on:



## Emergency Operations Plan

## Emergency Management Organization

- Appropriate agreements to provide for quick access to emergency supplies and essential services in order to minimize the need to stockpile such supplies during normal times.
- Logistic measures required to quickly deliver needed supplies and services to affected areas.
- Methods to utilize non-profit and private sector capabilities to increase the surge capacity of state and local agencies responding to emergencies.
- Methods to promote the integration of the non-profit and private sectors into the emergency services system so that people can be better informed and prepared for emergencies.
- Systems that aid business and economic recovery after an emergency





## 8. Mitigation Programs

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Emergency management activities consist of five overlapping phases: Mitigation, Prevention, Protection, Response, and Recovery. During the mitigation phase, action is taken to reduce or eliminate the long-term risk to human life and property from natural and human-caused hazards. Mitigation efforts occur both before and after an event.

- **Pre-Disaster Mitigation** focuses on projects that address natural or man-made hazards in order to reduce the risks to the population and structures. This is primarily accomplished by strengthening the resilience of San Benito County's infrastructure. A FEMA-commissioned study recently concluded that each dollar spent on mitigation activities saves an average of \$4 in post-disaster costs.
- **Post-Disaster Mitigation** efforts are designed to reduce future damage in a stricken area and decrease the loss of life and property due to incidents. The essential steps of hazard mitigation are:
  - Hazard identification.
  - Vulnerability analysis.
  - Defining a hazard mitigation strategy.
  - Implementation of hazard mitigation activities and projects.

### 8.1. San Benito County Multi-Jurisdictional Hazard Mitigation Plan

San Benito County's mitigation activities are guided by the *San Benito County Multi-Jurisdictional Hazard Mitigation Plan*. This plan represents San Benito County's official statement on hazard mitigation goals, strategies, priorities, and provides a comprehensive assessment of the county's hazards and vulnerabilities. The goal of San Benito County's mitigation efforts are to:

- Reduce life loss and injuries.
- Minimize damage to structures and property, as well as disruption of essential services and human activities.
- Protect the environment.
- Promote hazard mitigation as an integrated public policy.



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## 9. Prevention and Protection

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As one of the five overlapping phases of a disaster; Prevention and Protection covers the preparedness activities of disaster planning and involves activities undertaken in advance of an emergency to develop and enhance operational capacity to respond and recover from an emergency. As part of a comprehensive prevention and protection program, the San Benito County OES develops plans and procedures, maintains prevention programs, manage resources, establish mutual aid agreements, train personnel, and educate the public.

### 9.1. Prevention and Protection Planning

The county and its political subdivisions assigned emergency responsibilities in this plan will prepare appropriate supporting plans and related standard operating procedures that describe how emergency operations will be carried out.

- **SEMS and NIMS Elements:** Plans and procedures should address all applicable SEMS and NIMS requirements. At a minimum, plans should contain a list of stakeholders, preparedness actions, how mutual aid will be coordinated, how people with special needs will be addressed, an outline of response actions and the process for incorporating corrective actions.
- **Local Planning Guidance:** The San Benito County Disaster Council is required to develop an EOP through San Benito County OES that meets state and federal requirements. This plan serves to meet this requirement for San Benito County.
- **Hazard-Specific Planning:** Local, state, and federal regulations frequently require hazards specific plans. For example, hazardous materials area plans are required under the California Health and Safety Code Section 25503. Dam emergency plans and procedures for the evacuation and control of populated areas below dams may be adopted by local governments in accordance with California Government Code 8589.5.
  - **Hazardous Materials Area Plans:** Administering agencies are required to establish area plans for emergency response to a release or threatened release of a hazardous material within its jurisdiction.
  - **Dam Emergency Plans:** San Benito County could be affected by two nearby dams: Anderson Dam, and the Bear Gulch Dam. The owners of these Dams are required to produce an inundation map sufficient to conduct emergency planning and produced according to CCR Title 19, Div. 2, Chap. 2, Subchapter 4. (Unless waived from the mapping requirement).
- **Public-Private Partnerships:** San Benito County OES establishes public-private partnerships where appropriate to gain a better perspective on available emergency resources to meet the public need.



- **Recovery Planning:** San Benito County will be developing a recovery plan. Such a plan will establish mechanisms for recovery decision-making and identify key participants in the recovery organization, including non-governmental and private sector entities. The plan should also identify processes and procedures for requesting state and federal recovery assistance and ensuring that recovery activities are carried out in accordance with the requirements of these programs.

## 9.2. Prevention and Protection Training

Training, tests, and exercises are essential to ensure public officials, emergency response personnel, and the public are operationally ready. As part of the emergency management training curriculum, it is recommended that personnel with emergency responsibilities complete emergency management courses as described in the SEMS Approved Course of Instruction (ACI) and the NIMS integration criteria. Each agency is responsible to maintain training and exercise records that demonstrate self-certification and compliance with SEMS and NIMS.

## 9.3. Prevention and Protection Exercises

Exercises provide personnel with an opportunity to become thoroughly familiar with the procedures, facilities and systems which will actually be used in emergency situations. State agencies and political subdivisions should plan for and/or participate in an all-hazards exercise program that involves emergency management/response personnel from multiple disciplines and/or multiple jurisdictions. Exercises should:

- Be as realistic as possible.
- Stress the application of standardized emergency management.
- Be based on risk assessments (credible threats, vulnerabilities and consequences).
- Include non-governmental organizations and the private sector, when appropriate.
- Incorporate the concepts and principles of SEMS and NIMS.
- Demonstrate continuity of operations issues.
- Incorporate issues related to special needs populations.

Exercises range from seminars/workshops to full scale demonstrations.

- **Seminars/Workshops** are low-stress, informal discussions in a group setting with little or no simulation. It is used to provide information and introduce people to policies, plans and procedures.
- **Drills/Tests** are conducted on a regular basis to maintain the readiness of operational procedures, personnel and equipment. Examples include tests of outdoor warning systems and the Emergency Alert System.



- **Tabletop Exercises** provide a convenient and low-cost method designed to evaluate policy, plans and procedures and resolve coordination and responsibilities. Such exercises are a good way to see if policies and procedures exist to handle certain issues.
- **Functional Exercises** are designed to test and evaluate the capability of an individual function such as communications, public evacuation, or medical.
- **Full-Scale Exercises** simulate an actual emergency. They typically involve complete emergency management staff and are designed to evaluate the operational capability of the emergency management system.

The federal government, through FEMA, promulgates the Homeland Security Exercise and Evaluation Program (HSEEP), which is a standardized methodology for exercise design, development, conduct, evaluation, and improvement to ensure homeland security and terrorist response capabilities are adequately tested and exercised. San Benito County is required to follow the guidelines set forth by HSEEP and all multi-department/multi-jurisdictional emergency/disaster exercises shall be approved by San Benito County Office of Emergency Services.

## 9.4. Communications and Information Management

Preparedness strategies include plans and procedures for utilizing communications and information management systems. Each agency should incorporate the following principles into their communications and information management systems:

- **Common Terminology:** Apply common and consistent terminology as used in SEMS, including the establishment of plain language (clear text) communications standards.
- **Protocols:** Develop procedures and protocols for communications (to include voice, data, access to geospatial information, Internet/Web use, and data encryption), where applicable, to utilize or share information during an incident/planned event.
- **Data Collection:** Institute multidisciplinary and/or multijurisdictional procedures and protocols for standardization of data collection and analysis to utilize or share information during an incident/planned event.
- **Common Operating Picture:** Utilize systems, tools, and processes to present consistent and accurate information (e.g., common operating picture) during an incident/planned event.



## 9.5. Preparing Resources

This plan promotes a six-part resource management system that addresses interoperability, credentialing, resource typing, mutual aid use, deployment policies, and cost recovery. Each agency with responsibilities in this plan should ensure that their resources management systems address these points:

- **Interoperability:** Ensure that equipment, communications and data systems acquired through State/Territorial and local acquisition programs are interoperable.
- **Credentialing:** Initiate statewide system to credential emergency management/response personnel to ensure proper authorization and access to an incident including those involving mutual aid agreements and/or assistance agreements.
- **Resource Typing:** Inventory response assets to conform to NIMS National Resource Typing Definitions, as defined by FEMA.
- **Deployment Policies:** Institute policies, plans, procedures and protocols to prevent spontaneous deployment of resources/personnel and/or responding to a request that bypasses official resource coordination processes (i.e. resources requested through improper channels).
- **Cost Recovery:** Institute mechanisms to deploy, track, recover, demobilize, and provide reimbursement for resources utilized during response and recovery.



## 10. Response Concepts of Operations

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The response phase concept of operations summarizes seven key elements of (1) Goals, Priorities and Strategies, (2) Direction, Control, and Coordination, (3) Alert and Warning, (4) Intelligence Gathering and Situation Reporting, (5) Public Information, (6) Mutual Aid and Assistance, and (7) The Sequence of Events During Disasters.

### 10.1. Response Goals, Priorities, and Strategies

During the Response Phase, emergency managers set goals, prioritize actions, and outline operational strategies. This plan provides a broad overview of those goals, priorities, and strategies and describes what should occur during each step, when, and at whose direction.

- **Operational Goals:** During the response phase, the agencies that are charged with responsibilities in this plan should focus on the following five goals:
  - Mitigate Hazards.
  - Meet Basic Human Needs.
  - Address Needs of People with Disabilities and Older Adults.
  - Restore Essential Services.
  - Support Community and Economic Recovery.
- **Operational Priorities:** Operational priorities govern resource allocation and the response strategies for the county during an emergency. Below are operational priorities addressed in this plan:
  1. **Save Lives** – The preservation of life is the top priority of the county and takes precedence over all other considerations.
  2. **Protect Health and Safety** – Measures will be taken to mitigate the emergency’s impact on public health and safety.
  3. **Protect Property** – All feasible efforts must be made to protect public and private property and resources, including critical infrastructure, from damage during and after an emergency.
  4. **Preserve the Environment** – All possible efforts must be made to preserve San Benito County’s environment and protect it from damage during an emergency.
- **Operational Strategies:** - To meet the operational goals, emergency responders should consider the following strategies:



- **Mitigate Hazards** – As soon as practical, suppress, reduce or eliminate hazards and/or risks to persons and property during the disaster response. Lessen the actual or potential effects or consequences of future emergencies.
- **Meet Basic Human Needs** – All possible efforts must be made to supply resources to meet basic human needs, including food, water, shelter, medical treatment, and security during the emergency. Afterwards, provisions will be made for temporary housing, food stamps, and support for re-establishing employment after the emergency passes.
- **Address Needs of People with Disabilities and Older Adults** – People with disabilities and older adults are more vulnerable to harm during and after an emergency. The needs of people with disabilities and the elderly must be considered and addressed.
- **Restore Essential Services** – Power, water, sanitation, transportation, and other essential services must be restored as rapidly as possible to assist communities in returning to normal daily activities.
- **Support Community and Economic Recovery** – All members of the community must collaborate to ensure that recovery operations are conducted efficiently, effectively, and equitably, promoting expeditious recovery of the affected areas.

## 10.2. Direction, Control, and Coordination

Responsibility for emergency response is based on statutory authority. The emergency response is coordinated under SEMS, which provides a flexible, adaptable, and expandable response organization to address all-hazards of varying magnitude and complexity.

- **Command and Control:** During response to minor or moderate events, San Benito County may be able to manage the emergency with existing resources. The Emergency Operations Center (EOC) may not be activated under this scenario. Personnel that are part of a field level emergency response will utilize the Incident Command System (ICS) to manage and direct on-scene operations.
- **Field/EOC Communications and Coordination:** The San Benito OA EOC is activated to support field operations when an emergency requires additional resources, or when requested resources exceed that which is available from within the jurisdiction. Field Incident Commanders and EOCs will establish communications when the EOC is activated. The City of Hollister's and the City of San Juan Bautista's EOCs are co-located at the OA EOC and will maintain communications with the Operational Area EOC through face to face conversations as needed. OA EOC will communicate with the





Regional Emergency Operations Centers (REOCs) and the REOCs will communicate with the State Operations Center (SOC).

- **Multiagency Coordination:** Larger scale emergencies involve one or more responsible jurisdictions and/or multiple agencies. Management personnel from the responsible jurisdictions form a Unified Command and/or a Multiagency Coordination Group. Provision is made for situation assessment, determining resources requirements, establishing a logistical system, and allocating resources. EOCs, dispatch centers, and other essential facilities located in, or adjacent to, the affected area are activated. The Cal OES Regional Emergency Operations Center (REOC) and State Operations Center (SOC) are activated to support the San Benito County Op Area needs.
  - **Multiagency Coordination System (MACS):** Multiagency coordination is a process that allows all levels of government and all disciplines to work together more efficiently and effectively. Multiagency coordination occurs across the jurisdictional lines, or across levels of government. The primary function of MACS is to coordinate activities above the field level and to prioritize the incident demands for critical or competing resources. MACS consist of a combination of elements: personnel, procedures, protocols, business practices and communications integrated into a common system.
  - **Multiagency Coordination Groups (MAC Group):** Agency Administrators/ Executives, or their designees, who are authorized to represent or commit agency resources and funds are brought together to form MAC Groups. MAC Groups may be established at any level or in any discipline. Under SEMS MAC Group activities are typically facilitated by EOCs. A MAC Group can:
    - Commit agency resources and funds,
    - Provide coordinated decision making,
    - Allocate resources among cooperating agencies,
    - Establish priorities among incidents,
    - Harmonize agency policies, and
    - Provide strategic guidance to support incident management activities.
- **State Government Direction and Control:** The state government emergency management organization directs and conducts state-level emergency operations and coordinates support for local emergency services.
  - All essential emergency tasks will be assigned.
  - Emergency tasks assigned to state agencies will generally be compatible with their regular responsibilities.
  - Each task will be assigned primarily to one agency.
  - Support tasks will be assigned to as many support agencies as appropriate.



- Each agency is responsible for performing tasks such as planning, organizing, training and other preparedness activities necessary to carry out assigned tasks.
- **Disaster Direction and Control:** During disasters of great magnitude the local, operational area, regional and state EOCs will activate to provide coordination and support. Multiagency coordination is established to prioritize the allocation and utilization of resources and set emergency management policies.
- **Joint State/Federal Operations:** When the federal government responds to an emergency or disaster within the state, it will coordinate with the state to establish a Unified Coordination Group (UCG) in accordance with Unified Command principles. The UCG will integrate state and federal resources and set priorities for implementation. The UCG may activate a Joint Field Office (JFO) to facilitate the unified operation. When a JFO is activated, the SOC will transfer operations to that facility.
- **Integration of State and Federal Field Teams:** The state may deploy Field On-Site Observation Teams (FOOT) to provide situation reports on the disaster to the REOC in coordination with the responsible Unified Command. The REOC will coordinate with the San Benito County OA EOC and field level command structures to integrate field team activities into those actions taken by local authorities. Federal field team activities will follow similar protocol and will be coordinated via the SOC to the REOC to the OA EOC.

### 10.3. Alert and Warning

San Benito County is responsible for establishing methods for alerting and warning the public, mobilizing resources, and initiating protective actions.

- **Code Red:** OES' primary means for alerting and warning the public is through using software called Code Red. Code Red is managed through the 911 provider. At the request of first responder agencies or OES, 911 dispatchers have the ability to push notification to most telephones within San Benito County. During EOC activation, these messages are to be approved by the EOC Director.

OES coordinates with the California State Warning Center (CSWC), which is staffed 24 hours a day, 365 days a year, to serve as the official state level point of contact for emergency notifications. From this center personnel maintain contact with OES, other OAs, state agencies, federal agencies, and the National Warning Center in Berryville, Virginia. The CSWC is the central Point of Contact (POC) for OES to coordinate the following information:

- **Notifications from CSWC:** Multiple communication channels will be used to maintain constant communication between the state and San Benito County. The California State Warning Center provides San Benito County with a broad range of information, including, but not limited to:



- California Warning System (CALWAS)
- Operational Area Satellite Information System (OASIS)
- Emergency Alert Systems (EAS) Stations
- California Law Enforcement Telecommunications System (CLETS)
- California Law Enforcement Radio System (CLERS)
- NWS Weather Wire
- Emergency Digital Information Services (EDIS)
- Dialogic Automated Notification System

CSWC gathers information from a number of partner agencies with that specialize in prediction and notifications for various hazards. Some of the partnering agencies are;

- California Integrated Seismic Network (CISN)
- United State Geological Survey (USGS)
- National Weather Services (NWS)
- California Independent Systems Operator (California ISO)
- Various Hazardous Material agencies and companies

Alerts from the state may include:

- Local emergencies.
  - Earthquakes.
  - Tsunamis (seismic sea waves).
  - Floods.
  - Dam and levee failures.
  - Major fires.
  - Hazardous material spills.
  - Radiological and nuclear incidents.
  - Radioactive fallout wind data.
  - Energy emergencies.
  - Foreign animal disease.
  - Missing and overdue aircraft or runaway trains.
  - Terrorism threat.
  - Precipitation forecasts.
  - Winter road information.
  - Major road closures.
  - Weather watches and warnings.
  - Severe weather emergencies.
  - Search and rescue incidents.
- **Providing Notifications to the California State Warning Center:** San Benito County OES notifies the CSWC of emergencies that occur within the San Benito County lines in accordance with existing laws, protocols, or when state assistance is requested or anticipated. All San Benito County proclamations will be sent to the CSWC in order to



keep the Governor and key state agencies abreast of emergency conditions or when state assistance is requested.

- **Notification of Emergency Personnel:** San Benito County OES maintains a list of agencies and personnel that are critical to emergency operations. OES will utilize cell phone, telephone, email, and Code Red to notify San Benito County personnel of an emergency and help guide response teams across the state.

Diagrams of California's warning systems are provided in *Attachment D – California Warning Systems*.

## 10.4. Intelligence Gathering and Situation Reporting

The San Benito County EOC is responsible for gathering timely, accurate, accessible, and consistent intelligence during an emergency. Situation reports will create a common operating picture and be used to adjust the operational goals, priorities, and strategies. To ensure effective intelligence flow, emergency response agencies at all levels must establish communications systems and protocols to organize, integrate, and coordinate intelligence among the affected agencies. The flow of situation reports among the levels of government should occur as shown below:

- **Field Situation Reports:** Field situation reports should be disseminated to the San Benito County EOC.
- **SBC EOC:** The SBC EOC will summarize reports received from responsible the field units, department operations centers, and other reporting disciplines and forward to the Cal OES Coastal Region REOC.
- **REOC:** The Coastal Region REOC will summarize situation reports received from the SBC EOC, state field units, state department operations centers and other reporting disciplines and forward to the State Operations Center (SOC).
- **SOC:** The SOC will summarize situation reports received from the REOC, state department operations centers, state agencies, and other reporting disciplines and distribute to state officials and others on the distribution list.
- **Joint Field Office (JFO):** When the state-federal JFO is activated, the REOC and SOC situation reports will be assimilated into the JFO situation report. The REOC organization may be collocated with the federal organization at the JFO.



## 10.5. Public Information

Public information consists of the processes, procedures, and systems to communicate timely and accurate information by accessible means and in accessible formats on the incident's cause, size, and current situation to the public, responders, and additional stakeholders (both directly affected and indirectly affected). Public information must be coordinated and integrated as part of the Multiagency Coordination System across jurisdictions, agencies, and organizations; among federal agencies, state agencies, and San Benito County; and with the private sector and NGOs. Public information includes processes, procedures, and organizational structures required to gather, verify, coordinate, and disseminate information.

### 10.5.1. Public Outreach Programs

San Benito County will communicate and educate the public (including businesses, individuals, and residents) on the risks and issues faced by the community and provide resources to mitigate risks and support preparedness. Outreach programs should address information on established emergency plans and procedures, and delineate the roles and responsibilities of first responders and the public immediately following an emergency and during a sustained response.

### 10.5.2. Emergency Public Information

During an emergency, responsible jurisdictions disseminate information about the emergency to keep the public informed about what has happened, the actions of emergency response agencies, and to summarize the expected outcomes of the emergency actions.

- **San Benito County:** Responding jurisdictions and OES will provide immediate and critical emergency public information to residents.
- **State Assistance:** State assistance may be required when:
  - The means of dispersing public information at the local government level is damaged or overwhelmed.
  - Critical information needs to be disseminated to victims, responders, recovery personnel and members of the media.
  - Multiple response agencies and levels of government need to work cooperatively to provide consistent emergency information.

### 10.5.3. Joint Information System (JIS)

Under SEMS, public information is directly managed and controlled by the jurisdictions with responsibility for the emergency incident through the Multiagency Coordination System (MACS) beginning at the Field Level under a Unified Command structure and linking to Multiagency



Coordination Groups (MAC Group) within each EOC level (e.g. SBC DOCs, SBC EOC, REOC, SOC, JFO) of SEMS as a Joint Information Center (JIC). Collectively, the activated JICs form the Joint Information System (JIS) that coordinates and communicates lifesaving measures, evacuation routes, threat and alert methods, and other public safety information to numerous audiences in an accurate, timely, accessible, and consistent manner.

- **Joint Information System:** The JIS provides the mechanism to organize, integrate, and coordinate information to ensure timely, accurate, accessible, and consistent messaging activities across multiple jurisdictions and/or disciplines with the private sector and NGOs. It includes the plans, protocols, procedures, and structures used to provide public information. Federal, state, regional, local, and private sector Public Information Officers (PIO) and established JICs are critical supporting elements of the JIS. Key elements include the following:
  - Interagency coordination and integration;
  - Gathering, verifying, coordinating, and disseminating consistent messages;
  - Support for decision makers; and
  - Flexibility, modularity, and adaptability.
- **Joint Information Center (JIC)/ Media Center:** The JIC is a central location that facilitates operation of the JIS. It is a location where personnel with public information responsibilities perform critical emergency information functions, crisis communications and public affairs functions. Informational releases are cleared through Incident Commander (IC)/Unified Command, and the SBC EOC. The media center is the location where media briefings, conferences, and information distribution occurs.
  - **JIC/Media Center Location:** The SBC JIC and Media Center is co-located with the SBC EOC whether at the primary, secondary, or tertiary locations.
- **Public Information Officer (PIO) Coordination Teams:** When the SBC JIC is established, it will be staffed with Public Information representatives from responding agencies, who will coordinate as a team to:
  - Gather, verify, and produce information for dissemination to the media and public (such as news releases, background information, fact sheets, public service announcements, briefings, and news conference materials).
  - Respond to media questions and requests.
  - Schedule media releases, briefings, news conferences, interviews, public service announcements, etc.
  - Arrange for media interviews and tours.
  - Assign agency representatives to coordinate information from their agency with other team members before it is released to the public.



- **Inquiry Centers:** The San Benito County inquiry center is used to centralize information sharing between the public, the media, and government. The inquiry centers will be linked to SBC JIC/Media Center. Inquiry Centers allow for:
  - Establishment of Public Information Hotlines (including TTY capability for individuals who are deaf) and hotline staff.
  - Monitoring of radio and television stations and informing the PIO Coordination Team of inaccuracies.
  - Sharing of information about the emergency or the government's response.
  - Identification of information trends, which in turn allows PIO to focus on providing targeted information.
  - Identification of rumors and misinformation and bringing these to the attention of the PIO Coordination Team.
  - Response to questions using official, verified information that has been approved for release.
  - Call referrals, as appropriate, to federal, state, local, volunteer, and private sector agencies.
  - Current and updated information records.
  - Records of questions, responses and actions.
  - Enhancing information to meet the needs of those whose primary language is not English and to meet the functional needs of the blind, deaf and hard of hearing.
- **Use of 2-1-1 Information and Referral Services:** San Benito County shall consider supplementing public information but utilizing the 2-1-1 information and referral service to increase the public's access to vital emergency-related information, including evacuation routes, shelter locations, road closures, to reduce inappropriate calls to 911, and make referrals to essential health and social services. 2-1-1 can improve access to government and non-profit community services for people who are most at risk, including older adults, people with disabilities, non-English speaking, those incapacitated by the disaster, and people new to their communities

## 10.6. Mutual Aid

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 (MMAA)*, which is entered into by and between the State of California, its various departments and agencies and the various political subdivisions, municipal corporations, and public agencies 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.

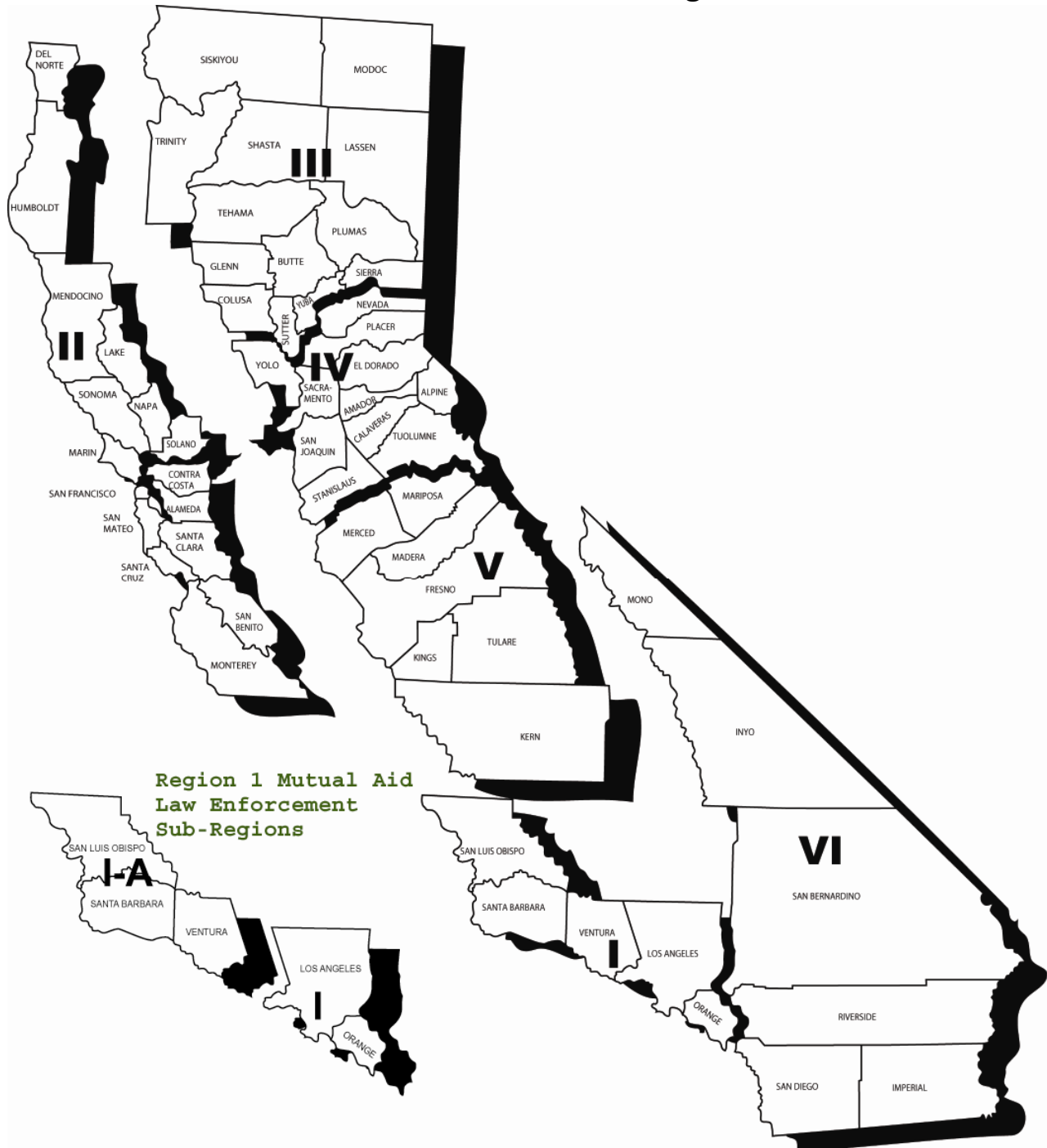
### 10.6.1. Mutual Aid Regions

For mutual aid coordination purposes, California has been divided into six mutual aid regions. The purpose of a mutual aid region is to provide for the more effective application and coordination of mutual aid and other emergency related activities. **Exhibit 10-1 – Mutual Aid Regions** on the following page illustrates the six mutual aid regions. As shown in the map, Region I has been further divided into two sub-regions to support Law Enforcement Mutual Aid. Each party to the MMAA must ensure that their adopted and approved emergency plans document how they will mobilize public resources to render mutual aid during any type of emergency.





### Exhibit 10-1 – Mutual Aid Regions





### 10.6.2. Law Enforcement Mutual Aid Plan

The Cal OES Law Enforcement Branch coordinates all inter-regional and state agency activity relating to mutual aid under the *Law Enforcement Mutual Aid Plan*, *Search and Rescue Mutual Aid Plan*, and the *Coroner Mutual Aid Plan*.

- **Law Enforcement Mutual Aid Plan:** The Law Enforcement Mutual Aid Plan delineates current state policy concerning law enforcement mutual aid. The plan describes the standard procedures used to acquire law enforcement mutual aid resources and the method to ensure coordination of law enforcement mutual aid planning and readiness at the local, state and federal levels.
- **Search and Rescue Mutual Aid Plan:** The Search and Rescue (SAR) Mutual Aid Plan supports and coordinates responses of personnel and equipment to SAR incidents that include:
- **Coroner Mutual Aid Plan:** The Coroner Mutual Aid Plan is a companion of the California Law Enforcement Mutual Aid Plan. Both derive their authority from the California Emergency Services Act (ESA) and from the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA). The Coroner Mutual Aid Plan describes the statewide sheriff/coroner, coroner, and medical examiner organization, mobilization, and functions, as well as other assistance available from the American Academy of Forensic Sciences, the California State Coroners Association and other state agencies and the resources of the federal government.

### 10.6.3. Fire and Rescue Mutual Aid Plan

The Cal OES Fire and Rescue Branch coordinates all inter-regional and state agency activity relating to mutual aid under the *California Fire Service and Rescue Mutual Aid Plan*. The mutual aid plan provides for systematic mobilization, organization, and operation of necessary fire and rescue resources of the state and its political subdivisions in mitigating the effects of disasters, whether natural or man-caused.

- **Urban Search and Rescue Mutual Aid Plan:** The Cal OES Fire and Rescue Branch supports and coordinates responses of personnel and equipment to Urban Search and Rescue (USAR) incidents that include searching for, locating and rescue of victims from locations that are reasonably accessible from roadways as well as for locating and rescuing victims of urban accidents and disasters with heavy rescue and fire suppression capabilities that are generally truck-based. A USAR incident (typically known location of victim(s)) would include searching for, locating, and rescuing victims of structure collapse, construction cave-ins, trench, confined space, high angle structure rope rescue, and similar accidents and disasters and water rescues (ocean, swift water and flood.)



#### 10.6.4. Emergency Managers Mutual Aid Plan (EMMA)

The *Emergency Managers Mutual Aid Plan* describes the process by which the state and its political subdivisions coordinate to support the emergency management operations in affected jurisdictions under the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA). In order to carry out the concepts of the Emergency Managers Mutual Aid Plan, the state has prepared a companion *Emergency Managers Mutual Aid Guidance* document that provides policies, procedures, checklists and forms to support mutual aid administration.

#### 10.6.5. Mutual Aid Coordination

Formal mutual aid requests will follow specified procedures and are processed through pre-identified mutual aid coordinators. Mutual aid requests will follow discipline-specific chains (i.e. fire, law enforcement, emergency manager, etc.) from one level of government to the next. The mutual aid coordinator receives the mutual aid request and coordinates the provision of resources from within the coordinator's geographic area of responsibility. In the event resources are unavailable at one level of government, the request is forwarded to the next higher level of government to be filled.

- **Field Level Requests:** Requests for MMAA resources originate from the Field Level and are managed by the Incident Commander (IC). If the IC is unable to obtain the resource through existing local channels, the request is elevated to the next successive government level until obtained or cancelled.
- **Local Government Request:** Local jurisdictions are responsible for the protection of life and property within the municipal geographic boundaries. The local jurisdiction where the incident occurred should assess its resource inventory and existing local agreements to determine if the requested resource is available. When locally committed resources are exhausted and mutual aid is needed, the local official will request assistance from the San Benito County Mutual Aid Coordinator.
- **San Benito Operational Area Requests:** The OA is a composite of its political subdivisions, (i.e. municipalities, contract cities, special districts, and county agencies). The OA Mutual Aid Coordinator assesses the availability of resources within the OA and fulfills the resource request based upon that assessment. In the event resources are unavailable within San Benito OA, the request is forwarded to the responsible Region Mutual Aid Coordinator to be filled.
- **Region Level Requests:** The state is geographically divided into six Mutual Aid Regions. For Law Enforcement Mutual Aid, Region I is divided into two sub-regions. Each Mutual Aid Region is comprised of multiple Operational Areas and has a Regional Mutual Aid Coordinator. The Region Mutual Aid Coordinator is granted the authority to coordinate

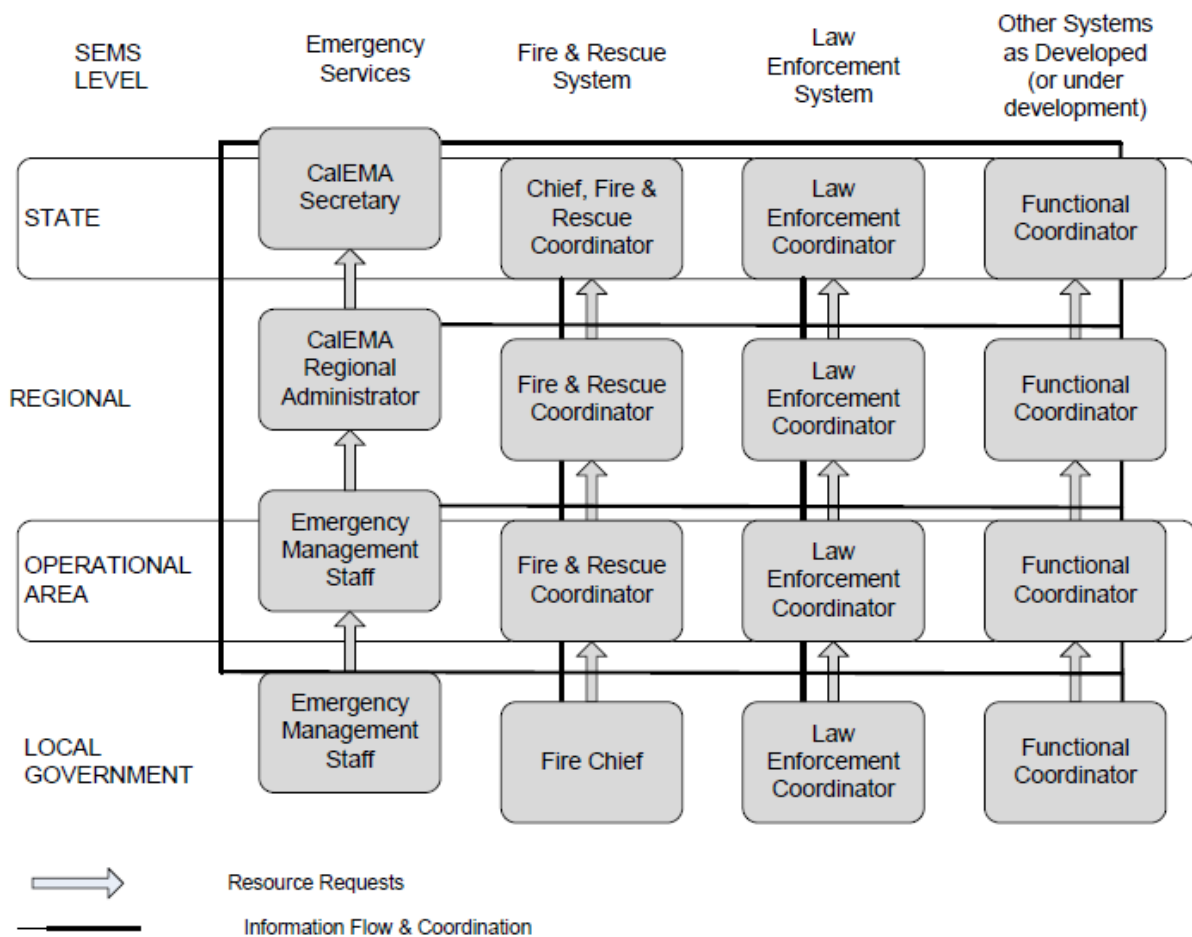


the mutual aid response of discipline-specific resources within the Region to support a mutual aid request by a jurisdiction also within the Region. In the event resources are unavailable at the Region level, the request is forwarded to the State Mutual Aid Coordinator to be filled.

- **State Level Requests:** On behalf of the Governor, the Secretary of Cal OES has the responsibility for coordination of state mutual aid resources in support of local jurisdictions during times of emergency. The Secretary will analyze and coordinate the request by forwarding the request to an unaffected REOC or tasking an appropriate state agency to fill the need.

**Exhibit 10-2 – Discipline-Specific Mutual Aid Systems** documents the flow of information, resources requests, and resources within specific mutual aid agreement relative to the SEMS organization levels.

**Exhibit 10-2 – Discipline-Specific Mutual Aid System**

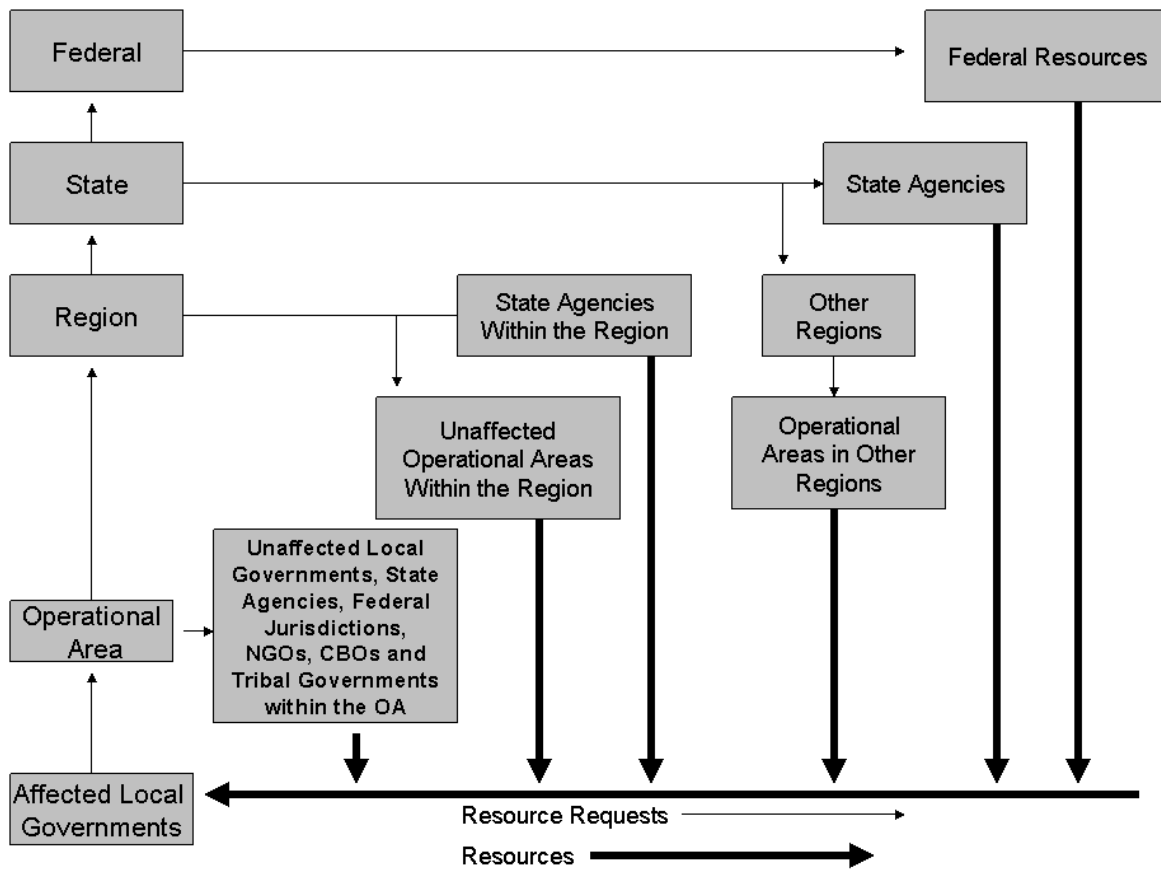




**10.6.6. Flow Mutual Aid and Other Resource Request**

*Exhibit 10-3 – Flow of Requests and Resources* depicts the resource management process for the state under SEMS. In this model, the affected local government has the ability to access all stakeholders at all levels of the system.

**Exhibit 10-3 – Flow of Requests and Resources**



**10.6.7. Resource Management**

**Resource Management**

When local resources are exhausted and additional resources are required, resource requests will follow an established process for ordering, tracking, mobilizing, and demobilizing. Depending on the scale of the emergency, limited resources may need to be rationed or controlled.

- **Resource Ordering:** All resource requests, must include the following:



- Clearly describe the current situation.
  - Describe the requested resources.
  - Specify the type or nature of the service the resource(s) will provide.
  - Provide delivery location with a common map reference.
  - Provide local contact at delivery location with primary and secondary means of contact.
  - Provide the name of the requesting agency and/or OA Coordinator contact person.
  - Indicate time frame needed and an estimate of duration.
  - Resource requests involving personnel and/or equipment with operators will need to indicate if logistical support is required, (i.e. food, shelter, fuel, and reasonable maintenance).
- **Resource Directories:** Each county department/agency shall identify sources for materials and supplies internally and externally. The SBC EOC should maintain a list of county departments, their roles and responsibilities as outlined in this plan, and the common resources available from each.
  - **Daily Updates:** When requesting resources, the SBC EOC is responsible for reporting to Cal OES the number and status of resources deployed on a mission on a daily basis.

## 10.7. Sequence of Events During Disasters

Two sequences of events are typically associated with disasters: One involves the response and the other involves emergency proclamations. The response sequence generally describes the emergency response activities to save lives, protect property, and preserve the environment. This sequence describes deployment of response teams, activation of emergency management organizations, and coordination among the various levels of government. The emergency proclamation sequence outlines the steps to gain expanded emergency authorities needed to mitigate the problem. It also summarizes the steps for requesting state and federal disaster assistance.

### 10.7.1. Before Impact

- **Routine Monitoring for Alerts, Watches, and Warnings:** San Benito County OES constantly monitors events and the environment to identify specific threats that may affect San Benito County and increase the awareness level of emergency personnel and the community when a threat is approaching or imminent.
- **Increased Readiness:** Sufficient warning provides the opportunity for response agencies to increase readiness, which are actions designed to increase an agency's ability to effectively respond once the emergency occurs. This includes, but is not limited to:



- Briefing government officials.
  - Reviewing plans and procedures.
  - Preparing and disseminating information to the community.
  - Updating resource lists.
  - Testing systems such as warning and communications systems.
  - Precautionary activation Emergency Operations Centers.
- **Pre-Impact:** When a disaster is foreseen as highly likely, action is taken to save lives and protect property. During this phase, warning systems are activated, evacuation begins, and resources are mobilized.

### 10.7.2. Immediate Impact

During this phase, emphasis is placed on control of the situation, saving lives, and minimizing the effects of the disaster.

- **Alert and Notification:** SBC response agencies are alerted about an incident by the public through 9-1-1, SBC OES, the California State Warning Center, another response agency, or other method.
- **Resource Mobilization:** SBC response agencies activate personnel and mobilize to support the incident response. As the event escalates and expands, additional resources are activated and mobilized to support the response. Activation and mobilization continue for the duration of the emergency as additional resources are needed to support the response.
- **Incident Response:** Immediate response is accomplished within the affected area by San Benito County first responders and segments of the private sector. First responders arrive at the incident and function within their established field level plans and procedures. The responding agencies will manage all incidents in accordance with ICS organizational structures, doctrine, and procedures.
- **Establishing Incident Command:** Incident Command is established to direct, order, or control resources by virtue of some explicit legal, agency, or delegated authority. Initial actions are coordinated through the on-scene Incident Commander (IC). The Incident Commander develops an initial Incident Action Plan (IAP), which sets priorities for the incidents, assigns resources, and includes a common communications plan. If multiple jurisdictions or agencies are involved, the first responders will establish a Unified Incident Command Post (ICP) to facilitate multijurisdictional and multiagency policy decisions.



- **Activation of the Multiagency Coordination System (MACS):** Responding agencies will coordinate and support emergency management and incident response objectives through the development and use of integrated Multiagency Coordination Systems (MACS) and MAC Groups. This includes developing and maintaining connectivity capability between ICP, Santa Cruz Region 911 (SCR911), SBC EOC, Coastal REOC, the SOC, and federal EOC and NRF organizational elements.
- **Communications between Field and the EOC:** When the EOC is activated, communications and coordination are established between the IC and the EOC, and if applicable, between an activated DOC and the EOC.
- **San Benito County OA EOC Activation:** Should a local jurisdiction within SBC require county involvement and/or if the event requires resources outside the affected jurisdiction, the SBC EOC will be activated. The OA EOC then coordinates resource requests from the affected jurisdictions to an unaffected jurisdiction, or if resources are not available within the Operational Area, forwards the resource request to the REOC and mutual aid coordinators.
- **Regional Emergency Operations Center (REOC) Activation:** Whenever an Operational Area EOC is activated the Cal OES Regional Administrator will activate the REOC within the affected region and notifies Cal OES Headquarters. The REOC will then coordinate resource requests from the SBC OA to unaffected Operational Areas within the affected region, or, if resources are not available within the affected region, resource requests are forwarded to the SOC for coordination.
- **State Level Field Teams:** The state may deploy Field On-Site Observation Teams (FOOT) to provide situation reports on the disaster to the REOC in coordination with the responsible Unified Command.
- **State Operations Center (SOC) Activation:** The SOC is activated when the REOC activates in order to:
  - Continuously monitor the situation and provide situation reports to brief state officials as appropriate.
  - Process resource requests between the affected regions, unaffected regions, and state agency Department Operation Centers.
  - Process requests for federal assistance and coordinate with Federal Incident Management Assistance Teams (IMATs) when established.
  - Coordinate interstate resource requests as part of the Emergency Management Assistance Compact (EMAC) or Interstate Disaster and Civil Defense Compact.
  - The SOC may also be activated independently of a REOC to continuously monitor emergency conditions.





- **Joint Information Center (JIC) Activation:** Where multiple agencies are providing public information, the lead agencies will work together to analyze the information available and provide a consistent message to the public and the media. When practical, a joint information center will be activated with the EOC to facilitate the dissemination of consistent information.
- **Department Operations Center (DOC) Activation:** County departments may activate a DOC to manage information and resources assigned to the incident. If a DOC is activated, an agency representative or liaison may be deployed to facilitate information flow between the two facilities. Should a DOC be activated without an EOC activation, OES shall be notified as soon possible.

### 10.7.3. Sustained Operations

As the emergency situation continues, further emergency assistance is provided to victims of the disaster and efforts are made to reduce the likelihood of secondary damage. If the situation demands, mutual aid is requested, as well as search and rescue of, shelter and care for, and identification of victims.

### 10.7.4. Transition to Recovery

As the initial and sustained operational priorities are met, the SBC EOC and county officials will begin to consider the recovery phase needs. Short-term recovery activities include returning vital life support systems to minimum operating standards. Long-term activity is designed to return to normal activities. Recovery planning will include reviews of ways to avert or mitigate future emergencies. During the recovery phase, damage is assessed, local assistance centers and disaster recovery centers are opened, and hazard mitigation surveys are performed.

- **Local Assistance Centers:** A Local Assistance Center (LAC) will be opened by San Benito County to assist residents by providing a centralized location for services and resource referrals for unmet needs following a disaster or significant emergency. The LAC is normally staffed and supported by local, state, and federal agencies, as well as non-profit and voluntary organizations. The LAC provides a single facility at which individuals, families, and businesses can access available disaster assistance programs and services. As more federal resources arrive, a state-federal Disaster Recovery Center (DRC) may be collocated with the LACs.
- **Demobilization:** As resources are no longer needed to support the response or the response activities cease, resources are demobilized. Demobilization includes provisions to address and validate the safe return of resources to their original location and include processes for resource tracking and ensuring applicable reimbursement. Where applicable, the demobilization should include compliance with mutual aid and assistance provisions.



### 10.7.5. Emergency Proclamations

The California Emergency Services Act provides for three types of emergency proclamations in California: (1) Local Emergency, (2) State of Emergency, and (3) State of War Emergency. Emergency proclamations expand the emergency powers and authorities of San Benito County and its political subdivisions. They also provide a mechanism for unaffected jurisdictions to provide resources and assistance to the affected jurisdictions. Although emergency proclamations facilitate the flow of resources and support to San Benito County, they are not a prerequisite for rendering mutual aid and assistance under existing agreements or requesting assistance from the American Red Cross (ARC).

- **Local Emergency Proclamation:** The San Benito County Board of Supervisors or the Director of Emergency Services may proclaim a Local Emergency if there is extreme peril to the safety of persons and property within the territorial limits of San Benito County when the county is overwhelmed and unable to abate an existing or potential emergency and requires resources from other unaffected political subdivisions and jurisdictions.

A Local Emergency Proclamation provides San Benito County with expanded emergency police powers and authorities, which include:

- Authorization to promulgate and suspend local orders and regulations necessary to provide for the protection of life and property.
  - Authority to acquire or commandeer supplies and equipment for public use.
  - Power to conduct and perform emergency response activities under emergency conditions with broadened immunities from legal liability for performance or failure of performance.
- **Cal OES Notification:** When conditions and time allow, the San Benito County Board of Supervisors, or designee, drafts and signs a Local Emergency Proclamation. Should a city within SBC declare a local emergency, they shall advise SBC OES of the proclamation and, in turn, OES will advise the Cal OES Coastal Region Administrator.
  - **Request for Cal OES Director's Concurrence:** Local governments can request cost reimbursement from the state for certain disaster-related costs under the California Disaster Assistance Act (CDAA) following the proclamation of a Local Emergency.
  - **Request for the Governor to Proclaim a State of Emergency:** When emergency conditions exceed, or have the potential to exceed, local resources and capabilities, San Benito County may request state assistance under the California Emergency Services Act (ESA). The formal request may be included in the original emergency proclamation or as a separate document. The request must be received within ten days of the event.

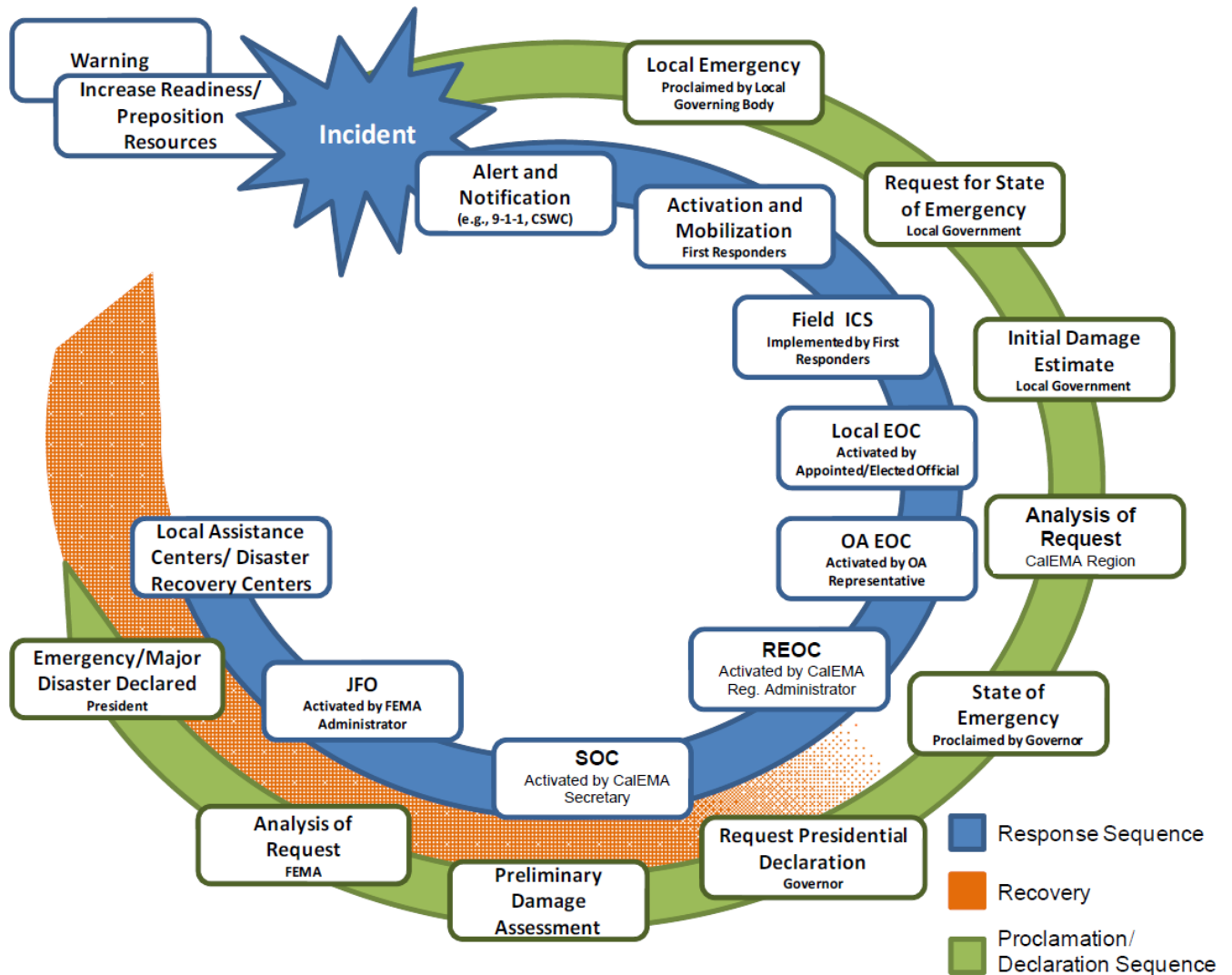


- **Initial Damage Estimate:** The request should include a copy of the proclamation document and an Initial Damage Estimate (IDE) that estimates the severity and extent of the damage caused by the emergency. An IDE may not be required for sudden emergencies with widespread impacts, emergencies of significant magnitude, or during fast moving emergencies where immediate response assistance is necessary.
- **Analysis of Request:** The request and the IDE are reviewed by the Cal OES Region and a recommendation is made to the Governor through the Secretary of Cal OES.
- **Proclamation of a State of Emergency:** The Governor proclaims a State of Emergency based on the formal request from the local governing body and the recommendation of Cal OES. If conditions and time warrant, the Governor drafts and signs a formal State of Emergency Proclamation. The Governor has expanded emergency powers during a proclaimed State of Emergency. The Governor:
  - Has the right to exercise police power, as deemed necessary, vested in the State Constitution and the laws of California within the designated area.
  - Is vested with the power to use and commandeer public and private property and personnel, to ensure all resources within California are available and dedicated to the emergency when requested.
  - Can direct all state agencies to utilize and employ personnel, equipment, and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency and can direct them to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the residents of the affected area.
  - May make, amend, or rescind orders and regulations during an emergency and temporarily suspend any non-safety-related statutes, ordinances, regulations, or rules that impose restrictions on the emergency response activities.
- **Governor's Proclamation without a Local Request:** A request from San Benito County is not always necessary for the Governor to proclaim a State of Emergency. The Governor can proclaim a State of Emergency if the safety of persons and property in California are threatened by conditions of extreme peril or if the emergency conditions are beyond the emergency response capacity and capabilities of San Benito County.
- **Proclamation of a State of War Emergency:** In addition to a State of Emergency, the Governor can proclaim a State of War Emergency whenever California or the nation is attacked by an enemy of the United States, or upon receipt by California of a warning from the federal government indicating that such an enemy attack is probable or imminent. The powers of the Governor granted under a State of War Emergency are commensurate with those granted under a State of Emergency.



- **State Request for a Presidential Declaration:** When it is clear that State capabilities will be exceeded, the Governor can request Federal assistance, including assistance under the *Robert T. Stafford Disaster Relief and Emergency Assistance Act* (Stafford Act).
- **Declaration of Emergency or Major Disaster:** The President of the United States can declare an Emergency or Major Disaster under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 USC §5121 et seq.), thereby providing federal government resources to support the states' response and recovery activities. While Presidential Declarations under the Stafford Act release federal resources and funding to support response and recovery, federal agencies may also provide assistance under other authorities or agreements that do not require a Presidential Declaration. The sequence of activities occurring for the emergency response and the proclamation process is illustrated in *Exhibit 10-4 – Response Phase Sequence of Events*.

Exhibit 10-4 – Response Phase Sequence of Events





## 11. Recovery Concept of Operations

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The recovery phase of an emergency or disaster is often defined as restoring a community to its pre-disaster condition. More realistically, recovery is the process of re-establishing a state of normalcy in the affected communities. The specific approach to recovery operations following a disaster will be determined by the location, type, magnitude, and effects of the incident.

- **Transition to Recovery:** While the immediate lifesaving activities are occurring, the EOC will be simultaneously assessing how soon the response phase can transition to recovery. Critical response phase operations will gradually shift to assisting individuals, households, businesses, and governments in meeting basic needs and returning to self-sufficiency.
- **Short Term Recovery:** Short-term recovery operations begin concurrently with or shortly after the commencement of response operations. Although referred to as “short-term” recovery, these activities may last for weeks. Short-term recovery includes actions required to:
  - Stabilize the situation.
  - Restore services.
  - Implement critical infrastructure recovery plans to maintain operations during emergencies and the recovery phase.
  - Commence the planning for the restoration of the community, including economic functions.
- **Long Term Recovery:** Long-term recovery continues the short term recovery actions but focuses on community restoration. Long term recovery may continue for a number of months or years depending on the severity and extent of the damage sustained. These activities include those necessary to restore a community to a state of normalcy, given the inevitable changes that result from a major disaster. Long-term recovery activities require significant planning to maximize opportunities and mitigate risks after a major incident and may include the following:
  - Reconstruction of facilities and infrastructure including the technology systems and services necessary for restoration of all operations functions.
  - Community planning including the development of long-term housing plans.
  - Implementation of waivers, zoning changes, and other land use legislation to promote recovery.
  - Assistance to displaced families, which may include financial support as well as social and health services.
  - Restoration of the local economic system.
  - Integration of mitigation strategies into recovery efforts.



- Documentation of eligible disaster-related costs for reimbursement through federal grant programs.
- **Individuals and Households:** Individuals and households will try to stabilize their circumstances by seeking adequate shelter, assessing damage to their property, resuming work and other regular activities, applying for federal assistance, and obtaining insurance proceeds.
- **The Private Sector:** The private sector engages in activities necessary to resume business operations, including: assessing damage, implementing continuity of business plans, caring for employees, shifting operations to temporary facilities or other locations, applying for federal assistance, and obtaining insurance proceeds. In coordination with San Benito County OES, businesses also may play a key role in donating goods and services for community recovery.
- **Non-Government Organizations (NGO):** NGO and community-based organizations, such as the American Red Cross and the Salvation Army, will provide support to individuals and households who are displaced by a disaster and work with governmental organizations to support the transition from care and shelter operations to interim housing arrangements. Community organizations active before a disaster may expand their services to meet increased needs. Such groups include churches, neighborhood health clinics, and food distribution agencies. NGO and community based organizations may provide a range of services such as donations management, emergency food, clothing and shelter, as well as support of housing reconstruction. They provide these services independently or in coordination with federal, state and local efforts.
- **Local Governments Actions:** San Benito County will organize recovery operations according to priorities and mechanisms for conducting business. The county may work with neighboring jurisdictions to share resources or address common problems. The county may undertake the following actions to stimulate recovery within the affected communities:
  - Conduct damage and safety assessment.
  - Assess the housing situation, identify potential solutions and request support.
  - Assess damage to public facilities and initiate temporary repairs.
  - Assess damage to private property and issue permits for repairs and demolition.
  - Remove debris.
  - Open transportation routes.
  - Restore services such as power, water, sewer and transportation.
  - Activate Local Assistance Centers to assist individuals and households.
  - Coordinate program assistance to individuals, businesses, farmers, and ranchers.
  - Document disaster-related costs for reimbursement through federal grant programs.



- Work with states and federal officials to assess damage, identify needs and secure financial assistance.
  - Resume governmental functions.
  - Begin planning for long-term community recovery.
  - Enact appropriate zoning variances to accommodate business and commercial repairs.
  - Assist with the identification of temporary housing and business space.
- **State Government Actions:** When a State of Emergency is proclaimed in San Benito County, Cal OES will lead California’s recovery operations and coordinate assistance provided by other state agencies and the federal government. When federal assistance is required, Cal OES will work together with the FEMA and other federal agencies to ensure effective delivery of services.
- **Local Assistance Centers:** San Benito County will establish Local Assistance Centers (LACs) in which services for disaster survivors can be centralized. LACs are staffed with representatives of local and state agencies, and NGOs and provide a convenient “one-stop shop” for disaster survivors who can access recovery assistance and referrals to other programs and assistance that may not be represented. LACs may also host representatives of organizations that provide other services such as the U.S. Postal Service, utilities, and property tax officials who can help survivors begin the process of recovery. Federal agencies may also provide representatives who can provide information regarding federal disaster assistance programs.
- **FEMA Disaster Recovery Centers:** FEMA may establish Disaster Recovery Centers (DRCs) to centralize public outreach operations for federal agencies and their respective assistance programs and to supplement LAC operations. Cal OES, FEMA, and San Benito County OES will coordinate on the locations of LAC and DRC to best meet the needs of the communities affected by the disaster.
- **State Agency Assistance:** Other state agencies may provide support to San Benito County under their respective authorities, or under other federal programs. These state agencies coordinate their activities with Cal OES but may direct operations from their respective Department Operations Centers.
- **Long-Term Recovery Efforts:** San Benito OES will coordinate long-term recovery efforts within the county. Long-term recovery may include the implementation of Emergency Support Function (ESF) #14, Long-Term Community Recovery whereby federal agencies help affected communities identify recovery needs and potential sources of recovery funding and provide long-term community recovery planning support, as appropriate.



## 11.1. Individual Assistance (IA) Programs

- **Non-Governmental Organizations Assistance:** Many NGOs, such as the American Red Cross, the Mennonite Disaster Services, and the Salvation Army, provide recovery assistance to individuals, families, and community organizations. This may include assistance for shelter, food, clothing, and housing reconstruction.
- **State Assistance:** The state does not have authority to offer financial assistance to private sector disaster victims under the California Disaster Assistance Act (CDAA). However, Cal OES actively coordinates partners to provide other types of recovery assistance to individuals, households, businesses, and the agricultural community.
- **FEMA Assistance:** Under the Stafford Act, FEMA provides a wide range of programs for individuals and households including housing assistance, financial assistance for the uninsured, crisis counseling, 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 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. Following Presidential disaster declarations, SBA implements its program in conjunction with FEMA's IA Stafford Act programs.
- **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.

## 11.2. Public Assistance (PA) Programs

- **State Assistance:** The California Disaster Assistance Act (CDAA) authorizes the state to provide financial assistance for costs incurred by local governments as a result of a disaster. CDAA assistance may be implemented in circumstances when local resources are exceeded but the President does not declare an emergency or major disaster under the Stafford Act. In general, the state's share of work that is eligible under CDAA is no more than 75 percent of total state eligible costs. However, funding may vary with the type of disaster at the discretion of the Legislature. There are two levels of CDAA assistance:
  - **Secretary's Concurrence:** Under CDAA, Cal OES may concur with a local government request for state assistance independently of a Governor's Proclamation of a State of Emergency. A Secretary's Concurrence is limited to eligible permanent repair work. There is generally a 75%-25% cost share between state and local governments.





- **During a State of Emergency:** When the Governor proclaims a State of Emergency, both emergency and permanent work are eligible for assistance. Again there is generally a 75%-25% cost share between state and local governments.
- **Federal Assistance:** Under a declaration of emergency or major disaster, the President may designate certain counties in the affected areas as eligible for the Public Assistance (PA). Major assistance programs available under the Stafford Act are managed by FEMA.
  - **FEMA Public Assistance Grant Program:** FEMA provides state agencies, local governments, and certain private non-profit entities with federal grants to cover eligible disaster recovery work on a cost-share basis. In accordance with the Stafford Act, the federal cost share is a minimum of 75 percent. The State of California shares the remaining cost with the county. Eligible costs must be associated with:
    - Debris removal.
    - Emergency work necessary to save lives, protect public health and safety and protect property.
    - Restoration of damaged facilities, including buildings, equipment and infrastructure and also to pre-disaster design and function.
    - Implementation of cost-effective hazard mitigation measures during repairs to damaged facilities to reduce the risk of future damage to those facilities.
- **Non-Stafford Act Programs:** The federal government provides recovery assistance through authorities and programs outside of the Stafford Act. These programs may be implemented in conjunction with Stafford Act programs under a disaster declaration or separately. Examples include:
  - **Federal Highway Administration:** Under the Emergency Relief Program, the Federal Highway Administration (FHWA) can provide assistance to the Department of Transportation (Caltrans) and San Benito County for damage to roads, bridges, and other facilities on the federal-aid system. Caltrans implements this program on behalf of FHWA.
  - **Natural Resources Conservation Service:** Under the Emergency Watershed Protection Program, the Natural Resources Conservation Service (NRCS) provides assistance for emergency work necessary to protect life, property, and public health and safety in watersheds that have been damaged by a disaster, such as a wildfire or flood.



- **U.S. Army Corps of Engineers:** Under the Rehabilitation and Inspection Program, the United State Army Corps of Engineers (USACE) provides assistance for flood fighting, emergency repair and repairs to damaged facilities. The USACE provides this assistance for levees and other flood control works that meet pre-disaster criteria for participation in the program.
- **U.S. Department of Housing and Urban Development:** The United States Department of Housing and Urban Development's (HUD) Community Development Block Grants may be requested by San Benito County for a wide range of recovery purposes.
- **Congressional Appropriations:** The U.S. Congress may make disaster-specific appropriations that allow federal agencies to provide assistance beyond existing authorities and programs. State coordination of this assistance depends on the nature of the appropriation and the federal agency that is charged with its implementation.

### 11.3. Debris Management Programs

Disasters may create significant quantities of debris in San Benito County that must be removed and disposed of to reduce threats to public health and safety and allow for the recovery of the community. Debris management poses challenges to San Benito County in terms of available resources for: debris management operations, appropriate procurement and management of contractors, reduction of debris volume, disposal and segregation, handling and disposal of household hazardous waste, and other hazardous materials. There are also legal requirements to recycle applicable waste streams and specific environmental issues that need to be evaluated for compliance issues.

- **San Benito County's Responsibility:** Debris management operations are the responsibility of the affected jurisdiction; however, at the request of the state, the federal government may provide assistance for debris management following a Presidential declaration of emergency or major disaster.
- **State Assistance:** Cal OES coordinates requests for federal assistance with debris removal and provides guidance regarding requirements that must be met to ensure eligibility of debris management activities for funding.
  - **Recycling of Debris:** To conserve landfill capacity and, in keeping with state policy to maximize all diversion options in order to reduce the amount of solid waste that must be disposed, it is the county's intent that disaster-related debris be recycled or centrally held until it can be processed for maximum recycling.



- **Federal Assistance:** The following federal debris management assistance programs are coordinated by FEMA:
  - **Technical Assistance:** All levels of government including San Benito County coordinate as a team to identify, evaluate, and provide the most appropriate technical assistance available. FEMA may be requested to task another federal agency to provide specific technical expertise to accomplish debris management tasks.
  - **Direct Federal Assistance:** FEMA, coordinating directly with the FCO, SCO and the Public Assistance Officer (PAO), may task another federal agency, such as the U.S. Army Corps of Engineers (USACE) to perform debris management activities directly on behalf of San Benito County when that entity does not have the resources for the work.
  - **Financial Assistance:** Under the Public Assistance Program (PA), FEMA may provide financial assistance to San Benito County for eligible debris management activities completed by those entities.
  - **Federal Environmental Requirements:** FEMA and other federal agencies that provide assistance must ensure that all actions comply with applicable federal environmental laws, regulations and Executive Orders (EO). For Stafford Act assistance programs, FEMA ensures compliance with the following, depending on the type and scope of the project:
    - National Environmental Policy Act (NEPA)
    - National Historic Preservation Act
    - Endangered Species Act
    - Clean Water Act
    - Executive Order 11988, Floodplain Management and Executive Order 11990, Protection of Wetlands
    - Executive Order 12898, Environmental Justice
  - **Exemptions:** The Stafford Act and its implementing regulations in 44 Code of Federal Regulations (CFR) Part 9 provide FEMA with exclusions that exempt certain actions from the NEPA review process, including debris removal, emergency protective measures, repairs of damaged facilities to pre-disaster condition and minor mitigation measures. Although a project may be excluded from NEPA review, compliance with other laws, such as the Endangered Species Act and the National Historic Preservation Act, is still required. Additionally, the project must comply with all applicable state environmental laws and regulations.



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## 12. Continuity Planning

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Some emergencies may create extraordinary demands on San Benito County departments and its emergency response agencies, which in extreme circumstances, may stress them to the point that they can no longer operate and provide emergency and essential services. A major emergency could include death or injury of key government officials, partial or complete destruction of established seats of government, and the destruction of public and private records essential to continued operations of government and industry. The inability of government to provide emergency and essential services can cause direct damage to government infrastructures, life safety, and basic human needs may be compromised leading to increased morbidity, mortality and civil unrest.

- **Planning Authority:** The Constitution of the State of California and the Government Code provide authority for the continuity and preservation of county government. The ESA specifically provides for the preservation of government and its services. This is accomplished by planning for succession of officers, designation of standby officers, administration of oaths of office, and continuation of duties of the governing body.
- **Continuity Plans:** Specific plans are created to ensure the continuation of county business. This is completed by created two types of plans; 1) Continuity of Government (COG) plan and 2) Continuity of Operations Plan (COOP). San Benito County must plan for the preservation, maintenance, or reconstitution of government. When an emergency occurs, continuity planning will support the government's ability to:
  - Carry out constitutional responsibilities.
  - Restore and maintain emergency operations.
  - Restore and maintain public health and safety.
  - Restore and maintain government operations.
  - Protect San Benito's economy.
  - Conserve the environment.
- **Planning Elements:** To ensure continuity, the following elements must be addressed by government at all levels:
  - Identification and prioritization of essential functions.
  - Establishment, promulgation, and maintenance of orders of succession.
  - Pre-identification and updates, as necessary, of delegations of authority.
  - Identification, establishment, and maintenance of continuity facilities.
  - Identification, establishment, and maintenance of continuity communications.
  - Establishment and maintenance of a system of vital records management.
  - Establishment of a program that identifies and supports human capital, including continuity personnel and other staff.
  - Establishment of a process for devolution of control and direction.



- Establishment of a process for reconstitution.
- Development of an effective test, training, and exercise program to support continuity efforts.
  
- **County Authority:** Under a declared local emergency, San Benito County has the authority to suspend local orders and regulations, acquire or commandeer supplies and equipment for public use, and conduct and perform emergency response activities with broadened immunities from legal liability.
  
- **State Authority:** The Governor has the legal authority under a State of Emergency to commandeer resources required to address the situation at-hand. As such, significant state government intervention and control of an emergency exists by its legal authority.
  
- **State Assistance:** If San Benito County becomes partially or entirely disabled in an emergency, significant state government intervention may be required to assist the count in the restoration of emergency operation and essential services. At times when significant state government intervention is warranted, the state will proactively deploy resources and coordinate with other local jurisdictions and the federal government. State government intervention may be justified for a variety of reasons, including:
  - San Benito County elected officials are not able to operate and provide direction to their local government agencies.
  - San Benito County OES and the San Benito County EOC are damaged or impaired and are not sufficiently functioning.
  - The local government's Continuity of Government (COG) plan is substantially disrupted or halted due to the overwhelming consequences of a catastrophic emergency.

At the time of that this plan is being completed, no COG or COOP plans exist for San Benito County. These plans are in process, and will be added to this EOP as an annex at a future date.



## 13. San Benito County Emergency Functions

This plan establishes the SBC Emergency Functions (SBC-EF), which consist of eighteen (18) primary activities deemed essential to addressing the emergency management needs of communities in all phases of emergency management. The SBC Emergency Functions are modeled after the SEMS California Emergency Functions (CA-EF) and are designed to bring together discipline-specific stakeholders to collaborate and function within the four phases of emergency management.

### 13.1. San Benito County Emergency Function Integration

SBC has chosen to create Emergency Functions that will integrate both CA-EFs and NIMS ESFs to be used in all phases of the disaster life cycle. The CA-EF planning process will be used as a guidance to assist San Benito County with the planning and organization process. This will create a better aligned system for state/local coordination. SBC-EF will be used to provide an all-hazards approach to disaster management.

The SBC-EFs that have been created combine those CA-EFs that share the same agency participations into one group.

**Exhibit 13-1 – San Benito County Functions**, lists and defines each SBC-EF, identifies the lead county agency and the corresponding federal Emergency Support Functions (ESFs) with the closest similarities.

### 13.2. Emergency Function Lead Agency and Descriptions

Each SBC-EF represents an alliance of stakeholders who possess common interests and share a level of responsibility for emergency management. A single county agency is assigned to lead each SBC-EF based on its authorities, resources, and capabilities. Each SBC-EF member agency is responsible to assist in coordinating the county's response to emergencies, the allocation of essential supplies and resources.



**Exhibit 13-1 – San Benito County Emergency Functions**

EF Title	Definition	Lead Agency	Federal ESF
Transportation (EF-1)	Assists in the management of transportation systems and infrastructure during domestic threats or in response to incidents.	Council of Governments	ESF #1 – Transportation
Communications (EF-2)	Provides resources, support, and restoration of government emergency telecommunications, including voice and data.	Sheriff’s Office	ESF #2 – Communications
Construction and Engineering (EF-3)	Organizes the capabilities and resources of the county government to facilitate the delivery of services, technical assistance, engineering expertise, construction management, and other support within the county.	Public Works	ESF #3 – Public works and Engineering
Fire and Rescue (EF-4)	Monitors the status of fire activities. Coordinates support activities related to the detection and suppression of urban, rural, and wildland fires and emergency incident scene rescue activities.	Fire Department	ESF #4 – Firefighting
Management (EF-5)	Coordinates and resolves issues among the CA-EFs in the four phases of emergency management to ensure consistency in the development and maintenance of the EOP annexes. During emergencies, serves in an advisory capacity to the EOC Director.	OES	ESF# 5 – Emergency Management
Care and Shelter (EF-6)	Coordinates actions to assist responsible jurisdictions to meet the needs of victims and animals displaced during an incident including food assistance, clothing, non-medical care and sheltering, family reunification and victim recovery.	Health and Human Services	ESF# 6 – Mass Care, Emergency Assistance, Housing and Human Services
Resources (EF-7)	Coordinates plans and activities to locate, procure, and pre-position resources to support emergency operations.	Resource Management Agency	ESF# 7 – Logistics Management and Resource Support
Public Health and Medical (EF-8)	Coordinates Public Health and Medical activities and services countywide in support of local healthcare facilities and medical and health related emergencies.	Public Health Department	ESF# 8 – Public Health and Medical Services
Search and Rescue (EF-9)	Supports and coordinates response of personnel and equipment to search for and rescue missing or trapped persons. The Sheriff’s Office supports and coordinates responses to search for, locate, and rescue missing or lost persons, missing and downed aircraft, high angle rock rope rescue and investigations of missing person incidents that may involve criminal acts and water rescues. County Fire and Rescue supports and coordinates responses to search for, locate and rescue victims of structure collapse, construction cave-ins, trench, confined space, high angle structure rope rescue and similar emergencies and disasters and water rescues.	Sheriff’s Office	ESF #9 – Search and Rescue
Hazardous Materials (EF-10)	Coordinates county resources and supports the responsible jurisdictions to prepare for, prevent, minimize, assess, mitigate, respond to, and recover from a threat to the public or environment by actual or potential hazardous materials releases.	Environmental Health	ESF #10 – Oil and Hazardous Materials Response





Food and Agriculture (EF-11)	Supports and coordinates activities during emergencies impacting the agriculture and food industry and supports the recovery of impacted industries and resources after incidents.	Agriculture Commission	ESF #11 – Agriculture and Natural Resources
Utilities (EF-12)	Provides resources and support to responsible jurisdictions and in partnership with private sector to restore gas, electric, water, wastewater, and telecommunications.	Public Works	ESF #12 – Energy
Law Enforcement (EF-13)	Coordinates county law enforcement personnel and equipment to support field response agencies, coroner activities, and public safety.	Sheriff’s Office	ESF #13 – Public Safety and Security
Long-Term Recovery (EF-14)	Supports and enables economic recovery of communities and California from the long-term consequences of extraordinary emergencies and disasters.	Administration	ESF #14 – Long-Term Community Recovery
Public Information (EF-15)	Supports the accurate, coordinated, timely, and accessible information to affected audiences, including governments, media, the private sector, and the local populace, including the special needs population.	OES	ESF #15 – External Affairs
Evacuation (EF-16)	Supports the safe evacuation of persons, domestic animals, and livestock from hazardous areas.	Sheriff’s Office	N/A
Volunteer and Donations Management (EF-17)	Ensures the most efficient and effective use of affiliated and unaffiliated volunteers and organizations and monetary and in-kind donated resources to support incidents requiring a state response.	Human Resources	N/A
Cyber Security (EF-18)	Coordinates efforts to protect the security of the information technology system.	Information Technology	N/A

Similarities between the SBC-EF and the federal Emergency Support Functions (ESFs) exist. ESFs have been developed and organized for the purpose of providing federally-controlled resources to state and federal agencies during the response and recovery phases of a disaster. While similar to the federal ESFs, the San Benito County Emergency Functions are established to augment operations during all four phases of emergency management.



### 13.3. Emergency Function Development

Development of the SBC-EF requires a coordinated approach between all members. With support from OES, all supporting county agencies, departments, and stakeholders from the public and private sector meet to develop and maintain a functional annex to the EOP. The functional annex contains the concept of operations with policies, protocols, and procedures for each SBC-EF.

To develop the Functional Annex each SBC-EF will develop a working group with five primary objectives:

1. Identify and engage stakeholders in the SBC-EF.
2. Identify capabilities and resources of each member to create and maintain resource directories.
3. Develop and maintain a functional annex to the EOP.
4. Respond with, train, and exercise the plans and procedures described in the functional annex.
5. Develop after action reports and implement the appropriate corrective actions.

**Exhibit 13-2 – SBC-EF Working Groups**, lists each working group and the SBC-EFs that are represented.

Working Group	SBC-EF
Transportation	SBC-EF #1 – Transportation
Law Enforcement	SBC -EF #2 – Communications SBC -EF #9 – Search and Rescue SBC -EF #13 – Law Enforcement (EF-13) SBC -EF #16 – Evacuation
Public Works	SBC -EF #3 – Construction & Engineering SBC -EF #12 – Utilities
Fire Service	SBC -EF #4 – Fire and Rescue SBC -EF #10 – Hazardous Materials
Emergency Management	SBC -EF #5 – Management SBC -EF #15 – Public Information SBC -EF #7 – Resources
Health Services	SBC -EF #6 – Care and Shelter SBC -EF #8 – Public Health and Medical
Food and Agriculture	SBC -EF #11 – Food and Agriculture
Administration	SBC -EF #14 – Long-Term Recovery SBC -EF #17 – Volunteer and Donations Management SBC -EF #18 – Cyber Security



### 13.4. Mitigation

- Identify stakeholders and engage them in the development and maintenance of the group.
- Complete a vulnerability assessment and prioritize actions to reduce vulnerabilities within the scope of the Emergency Group.
- Collaborate to pool resources to prevent hazards and reduce vulnerability (leveraging funding, resources, and people).
- Develop strategies and processes to prevent or reduce the impact of events and reduce the need for response activities.
- Support the County Multijurisdictional Hazard Mitigation Plan.

### 13.5. Preparedness

- Utilizing the Cal OES designed template, develop an SBC-EF Functional Annex to the EOP containing a charter, concept of operations, plans, supporting agreements.
- Establish decision-making and communication processes.
- Identify stakeholder roles, responsibilities, and statutory authorities.
- Initiate and oversee pre-emergency planning and coordination activities.
- Conduct resource inventories, categorize resources, establish agreements for acquiring needed resources, manage information systems, and develop processes for mobilizing and demobilizing resources with the SBC-EF stakeholders.
- Plan for short-term and long-term emergency management and recovery operations.
- Integrate After Action Reports (AAR) and Corrective Action Planning (CAP) into the San Benito Emergency Function Annex and Emergency Function exercise process.
- Conduct regular SBC-EF meetings and training events.
- Support coordination for incident prioritization, critical resource allocation, integrates communications systems, and information coordination.

### 13.6. Response

- Coordinate SBC-EF support when activated during a response.
- Provide subject matter experts to support emergency response activities as provided by statutory authority at the Field, Local, and Operational Area EOC levels, as requested by the San Benito County OES and as outlined in the EF Annex.
- Request participation from support agencies.
- Coordinate contracts and procure goods and services as needed.
- Develop AAR and take corrective action.

### 13.7. Recovery

- Support recovery activities with roles and responsibilities of SBC-EF members.



- Work with other SBC-EF to organize rapid needs assessment teams to prevent duplication of efforts.
- Support efficient activation and sufficient staffing of Local Assistance Centers.

### 13.8. Emergency Functions During EOC Activation

The SBC-EFs are a source for discipline-specific and subject matter expertise that can be utilized during an emergency response at any level of SEMS. When an SBC-EF is employed during EOC activation, it provides the greatest possible access to stakeholder resources and capabilities regardless of which organization has those resources.

- **Designated Representative:** Prior to an emergency the SBC-EF should designate a representative, and alternates, that can be called upon to support the EOC when activated. Representatives are identified on the basis of subject matter expertise regarding specific disciplines, authorities and resources, and will have access to the resources and capabilities.
- **Expertise, Resources, and Capabilities:** The representatives can be tapped to provide discipline-specific subject matter expertise as necessary for all activities within the EOC organization. Some of the typical activities of a representative would provide among many:
  - Recommendations on the appropriate use of resources
  - Expertise regarding the procedures, processes, and methods for obtaining resources
  - Agency-specific aspects relating to resource acquisition
  - Representation to established MAC Groups
  - Acquire, maintain, and process discipline-specific intelligence and information
  - Guidance on processing of resources to EOC management functions
  - Coordination with EFs within other EOC levels
- **Notification and Mobilization:** Upon activation of the EOC, the EOC Director assesses the need for one or more Emergency Groups to support the emergency response and recovery activities. The needed groups will activate at the discretion of the EOC Director and follow the procedures identified in the Support Annex by either reporting to the EOC or activating a DOC.
- **Initial Response Actions:** The items listed below constitute the initial response actions to be taken by each group activated:
  - Activate communications plans and establish and maintain communications between DOCs, and the EOC.



- Notify and activate support county departments as required for the threat or emergency.
- Begin to immediately acquire intelligence concerning the group's relationship with the emergency.
- Deploy staff to appropriate levels of the San Benito emergency management organization and provide technical assistance as needed.
- **Coordination with Federal Emergency Support Functions:** The federal government organizes much of its resources and capabilities under 15 Emergency Support Functions (ESFs) as described in the National Response Framework (NRF). When the federal government deploys its ESF to assist in an emergency, it provides the greatest possible access to federal department and agency resources regardless of which organization has those resources. ESF coordinators and primary agencies are identified on the basis of authorities and resources. Support agencies are assigned based on the availability of resources in a given functional area. Each ESF aligns categories of resources and provides strategic objectives for their use. The ESF will utilize standardized resource management concepts such as typing, inventorying and tracking to facilitate the dispatch, deployment and recovery of resources before, during and after an incident.

The county department roles and responsibilities are organized according the Emergency Groups and displayed on ***Exhibit 13-3 –Agency Responsibilities Matrix.***



### Exhibit 13-3 – County Department Responsibilities Matrix

This matrix below summarizes state agency and department roles as either Primary or Support in relation to each of the SBC-EFs. ‘L’ represents the lead department/agency and ‘S’ designates a department/agency to support the function.

Agencies and Departments	SBC Emergency Functions																
	Transportation	Communications	Const. & Engineering	Fire & Rescue	Management	Care and Shelter	Resources	Pub Health & Medical	Search & Rescue	Hazardous Materials	Food & Agriculture	Utilities	Law Enforcement	Long-Term Recovery	Public Information	Evacuation	Vol. & Donations MGT.
<b>Administration Office</b>					S		S							L	S		S
GIS					S		S										
Human Resources							S							S	S		L
Information Technology		S					S					S		S			
Office of Emergency Services	S	S	S	S	L	S	S	S	S	S	S	S	S	S	L	S	S
<b>AG. Commissioner</b>			S				S			S	L	S					
<b>Assessor</b>							S							S			
<b>County Auditor/Clerk/ Elections/Reg of Voters/ Recorder</b>							S							S			S
<b>Behavioral Health</b>	S					S	S	S									
<b>Board of Supervisors</b>							S								S		
<b>Child Support Services</b>						S	S	S									
<b>Council of Government</b>	L						S							S			
<b>County Fire Service/ HFD</b>				L			S	S	S	S						S	S
<b>County Counsel</b>							S							S			
<b>District Attorney</b>							S						S	S			
Victim Witness Program							S						S				
<b>Health and Human Services</b>						L	S	S						S		S	
Emergency Med Services						S	S	L*									
Environmental Health						S	S	S		L							
Public Health						S	S	L*		S	S			S	S	S	S
<b>Library</b>							S								S		
<b>Office of Education</b>	S					S	S									S	

\* denotes that two departments share the lead role of the corresponding EF.



Agencies and Departments	SBC Emergency Functions																
	Transportation	Communications	Const. & Engineering	Fire & Rescue	Management	Care and Shelter	Resources	Pub Health & Medical	Search & Rescue	Hazardous Materials	Food & Agriculture	Utilities	Law Enforcement	Long-Term Recovery	Public Information	Evacuation	Vol. & Donations MGT.
<b>Probation</b>							S		S				S			S	
Juvenile Hall							S						S				
<b>Resource Management Agency</b>			S				L					S		S			
Integrated Waste							S			S		S					
Planning and Building			S	S		S	S					S		S			
Public Works			L				S					L		S			
<b>Sheriff's Office</b>	S	L			S		S		L				L		S	L	S
Coroner							S	S					S				
Jail							S						S				
Search and Rescue							S		S				S				S
RACES		S		S		S	S		S	S			S		S	S	S
<b>Tax Collector</b>							S							S			
<b>UC Cooperative Extension</b>							S				S						
<b>Veterans Services Office</b>						S	S										S

\* denotes that two departments share the lead role of the corresponding EF.



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## 14. County Roles and Responsibilities

During time of emergency the County Administrative Officer (CAO) may call upon the services, resources, and capabilities of the county agencies, departments, offices, boards, commissions, councils, and authorities.

Below are the key agencies and departments that have primary or support roles in an emergency. County agencies not specifically listed in the plan may be called upon to carry out assigned activities necessary to mitigate the effects of an emergency in accordance with the California Emergency Services Act (ESA).

### 14.1. Administration Office

The Administration Office includes five divisions. Each division has its own unique resources, personnel, and capabilities.

#### 14.1.1. Administration

The Administration is the lead agency for EF-14 (Long-Term Recovery) and works closely with the Planning department to set a long term strategy to set budgets, plans, and objectives to return the county to a state of pre-disaster normalcy.

- **Management:** As the Director of Emergency Services, the CAO supports OES and the EOC by providing leadership and direction when necessary. The CAO does not staff the EOC but will remain available should he/she be requested.
- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Long Term Recover (Lead):** Offers services and support to county employees and their families. Provides information to county departments and employees regarding workplace safety, alternate work sites, disaster service worker reporting locations, and give a timeline for the county to return to 'business as usual.'
- **Public Information:** Provides public information to staff. CAO serves as a potential spokesperson to the EOC Director and Public Information Officer (PIO).
- **Volunteer and Donations Management:** Provides staff to assist with staffing donations centers and to track donations that are received and distributed.

#### 14.1.2. Geographic Information Systems

- **Management:** Provides advice and support through GIS mapping to assist the management with decision making.

#### 14.1.3. Human Resources

- **Long Term Recovery:** Offers services and support to county employees and their families. Provides information to county departments and employees regarding workplace safety,



alternate work sites, disaster service worker reporting locations, and give a timeline for the county to return to 'business as usual.

- **Public Information and Warning:** Assist with dissemination of information to county staff.
- **Volunteer Management:** Lead agency to managing volunteers and donations management activities. Coordinates with other departments and may delegate EOC position to a volunteer program manager from various volunteer entities. Shall follow the San Benito County Volunteer Management Plan.

#### 14.1.4. Information Technology

The County Information Technology Department is the lead agency for EF-18; Cyber Security, however normal activities include restoring IT services to the EOC and the County, and assisting with the set-up of the EOC.

- **Communications:** Assist with the set-up and ongoing maintenance of the communications infrastructure.
- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Utilities:** Responsible for ensuring the safety and availability of county information technology equipment including inspection of potentially damaged equipment, resuming services, and providing technical assistance to county departments and agencies as prioritized by the Op Area EOC. Assist with the set up and continued operational support of the EOC, and other public safety facilities.
- **Long Term Recovery:** Offers services and support to assist with restoring information technology capabilities and providing assistance to county employees.

#### 14.1.5. Office of Emergency Services

OES is the lead agency for EF-5 (Management) and EF-15 (Public Information). OES is responsible for the day to day emergency management duties, as well as manages the EOC by filling the EOC Coordinator (OES Manager) and Liaison positions (OES Specialist).

- **Communications:** Maintain communications and coordination with the California Warning Center, the National Weather Service, and the California Warning System. Coordinates the use of county systems such as CalEOC, WebEOC, GIS, OASIS satellite phone, landlines, and radio service. Assist with communication needs for field level resources, and management of the RACES group.
- **Management (Lead):** Coordinates the county emergency management organization through the Op Area EOC in compliance with SEMS, the ESA, relevant regulations, and ordinances. Leads planning and intelligence gathering, plans the mobilization and demobilization of personnel, equipment, facilities, and compiles records and data specific to an event from all portions of the Op Area EOC.
- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Long-Term Recovery:** Manages county disaster recovery operations, and coordinate with Cal OES to provide public and individual assistance to county residents and employees.



- **Public Information and Warning (Lead):** Lead county office in support of public information prior to, during, and following a disaster. Provides information to the public during emergencies through the media at its Joint Information Center and through public information officer at the Op Area EOC.

## 14.2. Agriculture Commissioner

The San Benito County Office of the Agriculture Commissioner (AG Commissioner) serves as the lead department for EF-11 (Food and Agriculture). The Ag Commissioner coordinates emergency activities related to food and agriculture. The department may assign primary and support roles to those units within the department that have the authorities, capabilities, and resources necessary to meet emergency needs. The AG Commissioner supports the following emergency functions:

- **Care and Shelter:** Coordinates with private sector organizations dedicated to providing food, water, shelter, and care to animals/livestock. Provides information for human mass care shelters that are currently fairgrounds. Provides food supply lists, emergency food assistance programs, and provides food, water, shelter, and care to animals/livestock. Coordinates food resupply during an emergency.
- **Resources:** Provides information on appropriate, available fairgrounds that may be activated as human and/or animal mass care shelters, mobilization centers, storage sites and/or staging areas for emergency response supplies, equipment, and personnel.
- **Hazardous Materials:** Conducts pesticide residue testing and monitoring on food sources and quarantines where illegal residue of pesticides exist (with law enforcement consent). Provides pesticide toxicological data for support and background information, toxicologists and medical personnel to perform risk and health assessments, pesticide specific information.
- **Food and Agriculture (Lead):** Leads efforts to support the continuance, safety, and security of production agriculture. Coordinate the response to, recovery from, and mitigation of animal and plant diseases and pests, overseeing the control and eradication of outbreaks of highly contagious or economically devastating livestock diseases or outbreaks of harmful or economically significant plant pests and diseases. Support the continued movement of production agriculture commodities, when private businesses resources are exhausted, by coordinating with the Transportation Emergency Function to facilitate critical movement. Executes routine dairy food safety inspections and other services to ensure the safety of dairy food products that enter commerce. Provides for recovery of impacted food and agriculture industries and resources after disaster by evaluating and reporting agricultural sector damage and resultant economic losses to Cal OES. Coordinates resources requests with Cal OES and the California Department of Food and Agriculture (CDFA)
- **Public Health and Medical:** Provides information relative to outbreaks of livestock diseases that may have an impact on human health and coordinates with the San Benito County Integrated Waste Department and rendering companies to support disposal of animal carcasses. Provides information on the available storage sites and staging areas for animal food and medical supplies and animal care personnel. Leads the administration of programs to detect, control, and eradicate diseases, insects, and vertebrate pests affecting plants and animals, protect human and animal food from contamination, and assists private agricultural businesses and animal shelters with efforts to provide food, water, shelter, and veterinary care to affected animals.
- **Public Health and Medical:** Analyzes impacted areas for safe return of displaced populations.



- **Long-Term Recovery:** Evaluates and reports agricultural sector damage and resultant economic losses to the EOC and OES.
- **Evacuation:** Coordinates with organizations that provide transportation resources and animal care personnel for affected animals/livestock.
- **Public Information:** Supports public information and outreach concerning pesticide issues.

### 14.3. Assessor

- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Long Term Recovery:** Assist with tracking and accounting of spending and damage estimates.

### 14.4. Auditor/County Clerk/Elections/Registrar of Voters/Recorder

- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Long Term Recovery:** Allocates funds to county departments and agencies to repair, restore, or replace public real property damaged or destroyed. Develops criteria for the county to recover non-federally reimbursed costs of emergency activities and develop streamlined approval processes. Ensures non-federal reimbursement process is expedited during an emergency. Has oversight for county financial transactions. Allocated resources, assigns funds for emergency-related activities and evaluates and approves, if appropriate, agency emergency expenditures. Coordinates with the California Department of Finance.

### 14.5. Behavioral Health

- **Transportation:** Assist with coordinating transportation services for special needs populations related to behavioral/mental health needs. Acquire specialized transportation apparatus to safely and efficiently transport special needs populations.
- **Management:** Provides health information on disaster mental health status and operations.
- **Care and Shelter:** Coordinates with providers of care and shelter to address mental health issues and the provision of crisis counseling services for disaster victims and shelter workers. May contribute members to shelter evaluation team to determine adequacy of services.
- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Public Health and Medical:** Administers emergency mental health services, identifies and mobilizes available departmental resources to support response activities and supports county mental health needs in assessing mental health risks to victims and emergency personnel.

### 14.6. Board of Supervisors

- **Public Information:** At the discretion of the PIO and EOC Director, one or more Supervisor may act as a spokesperson for the county.



## 14.7. Child Support Services

- **Mass Care and Shelter:** Will insure that the children residing in shelters are safe and receiving the care and supplies they need.
- **Public Health and Medical:** Supports Public Health and EMS to insure children are receiving the appropriate medical attention.

## 14.8. Council of Governments

Council of Governments (COG) is the lead agency for EF-1 (Transportation). COG will assist with all activities requiring mass transportation including bus procurement, and coordination of resources. COG will work with the Medical and Health Unit to secure transportation for special needs populations.

- **Transportation (LEAD):** Provides assessments of transportation infrastructure and traffic conditions. Assesses damage to highway system and establishes route priorities during recovery efforts. Operates as the OA transportation authority and coordinates with the California Department of Transportation (CALTRANS) and the Federal Highway Administration regarding the status of county road and highway systems. Provides transportation policies and guidance as needed. Coordinates county agency plans, procedures and preparations for route recovery, traffic regulation, and air transportation. Develops routing and directions for the movement of incident victims out of an impacted area and the delivery of necessary personnel and medical supplies to local medical facilities and shelters. Prepares road information and displays. Helps the San Benito County Sheriff's Office, the California Highway Patrol (CHP), and other local traffic agencies regulate and provide signage and staff for roadblocks.
- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Long Term Recovery:** Assist with the planning effort to rebuild the road and transportation system of the county after a disaster.

## 14.9. County Fire Service/Hollister Fire Department

Currently, the City of Hollister Fire Department holds the San Benito County Fire Department contract and provides Fire Services to the entire county including the City of San Juan Bautista. With this contract, Hollister Fire Department is lead agency for EF-4 (Fire & Rescue). EF-4 coordinates all fire related activities including resources and equipment.

- **Fire and Rescue:** Lead agency tasked with managing the entire OA fire and rescue operations. Response activities are to be prioritized, and response personnel are to be directed as such. Coordinates with Law Enforcement and other EFs to receive and provide assistance as needed
- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Public Health and Medical Services:** Provides emergency medical assistance and assist the public health department during pandemic events by providing trained emergency medical technicians to assist with assessment and treatment of victims.



- **Search and Rescue:** Provides search and rescue assistance to the San Benito County Sheriff's Office in the way of training, personnel, and equipment when appropriate.
- **Hazardous Materials:** Assist San Benito County EH with hazardous material incidents, including requesting mutual aid, performing decontamination for HAZMAT teams, and performing simple initial assessments.
- **Evacuation:** Assist law enforcement entities with the safe and orderly evacuation of the public when able to do so.
- **Volunteer Management:** May be tasked with coordinating volunteer teams to provide the greatest use of the volunteers including: CERT, RACES, ARES, Explorer Programs, Animal Evacuation, and Search and Rescue.

### 14.10. County Counsel

- **Management:** Provides legal assistance to the EOC and OES to reduce risk of legal conflicts.
- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.

### 14.11. District Attorney

- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Law Enforcement:** Coordinates with Law Enforcement entities to insure the prosecution of suspected criminals during times of disaster. Coordinates with the Sheriff, county jail, and juvenile hall to consider freeing prisoners.

#### 14.11.1. Victim Witness Program

- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Law Enforcement:** Provides support to law enforcement during investigations to support victims of criminal acts.

### 14.12. Health and Human Services Agency (HHSA)

San Benito County Health and Human Services Agency (HHSA) serves as the lead agency for coordinating emergency activities related to care and shelter and public health and medical services. The agency may assign primary and support roles to those departments within the agency that have the authorities, capabilities and resources necessary to meet emergency needs.

- **Care and Shelter (LEAD):** Provides facilities for shelter, food preparation and medical equipment/supplies for individuals residing in emergency shelter facilities. Provides consultation and assistance in accessing shelter space for individuals with access and functional needs and developmental disabilities. Additionally, care and shelter for animals shall be coordinated through this function.



- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Public Health and Medical Services:** HHSA is the agency that oversees the Public Health department and county Emergency Medical Services. As such, HHSA is responsible to equip Public Health and EMS with the tools, supplies, support, and personnel to accomplish their missions. Additionally, Public Health is a key partner to provide better care and sheltering, and the two organizations must coordinate with each other to provide the highest level of care for the displaced populations.
- **Long Term Recovery:** Assist with providing Public Assistance (PA) and Individual Assistance (IA) to the residents of San Benito County, which includes participation in Local Assistance Centers to insure the public receives the benefits of various health and human services programs.
- **Evacuation:** Coordinates with evacuation procedures to insure displaced individuals are directed to the appropriate emergency shelters.

### 14.12.2. Emergency Medical Services (EMS)

The County Emergency Medical Services Agency (EMS) is the Co-Lead agency responsible for EF-8 (Public Health and Medical). The EMS Manager is identified as the Medical and Health Operational Area Coordinator (MHOAC) who is the Coordinator for the state EMS mutual aid system.

- **Transportation:** Through mutual aid channels, EMS will secure specialized transportation for special needs populations. When emergency ambulance transportations have stabilized post disaster, EMS will coordinate using 911 services to transport special needs populations to safe and secure evacuation points.
- **Mass Care and Shelter:** Coordinates with HHSA and Public Health to provide medical services to residents of emergency shelters.
- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Public Health and Medical (CO-LEAD):** Co-lead of the Public Health and Medical EF only tasked with managing the Medical and Health Operational Area Coordinator duties of the EF. Acts as the lead for requesting and providing mutual aid for medical and health equipment, supplies, and personnel.
- **Evacuation:** Coordinates the administration of emergency medical care and treatment during evacuations. Organizes transportation for non-ambulatory special needs populations and for evacuation of hospital and skilled nursing facility patients who required medical supervision during transport.

### 14.12.3. Environmental Health (EH)

The San Benito County Environmental Health (EH) agency serves as the lead agency for coordinating emergency activities related to hazardous materials. The agency may assign primary and support roles to those departments within the county that have the authorities, capabilities, and resources necessary to meet emergency needs.

- **Care and Shelter:** Insures the shelters are free from any harmful substances.



- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Public Health and Medical:** Ensures that consistent, effective and coordinated compliance and enforcement actions to protect public health and the environment are taken. Assesses the effectiveness of statutes, regulations and programs, including emergency response programs, designed to protect children from environmental hazards through the work of Children's Environmental Health Center. Provide fact sheets, notices and other materials as necessary to advise and support members of the public returning to impacted areas.
- **Hazardous Materials (LEAD):** Lead agency for Hazardous Material (Haz-Mat) related emergencies. Maintains contact lists of known Haz-Mat storage and usage locations. Performs initial Haz-Mat response and substance identification procedures. In partnership with the local Fire Service, request technician level Haz-Mat response from Salinas Fire Department or other Haz-Mat unit as provided through mutual aid channels.
- **Hazardous Materials:** Assists in determining public health risk and provides health effects information following hazardous materials incident. Provides chemical lists known to cause specific health problems and personnel, such as toxicologists and epidemiologists and health effects information to incident command, local health agencies and health professionals following hazardous material releases. Develops and maintains library and other technical and reference resources of chemical, health, toxicology and other scientific information. Provides technical resources, such as toxicologists and epidemiologists and assists in determining environmental risk/threats following hazardous materials incident. Provides health effects information to incident command, following hazardous material releases. Coordinates the provision of timely and accurate health effects information.

#### 14.12.4. Public Health

San Benito County Public Health Department (PH) is the Co-lead agency responsible for EF-8 (medical and Health). Working with County EMS, the Public Health Officer is tasked with leading the medical and health efforts countywide.

- **Care and Shelter:** Ensures the safety of food, drugs, medical devices, and other consumer products in the disaster area. Performs infectious disease surveillance and outbreak response and food safety and sanitation standards in shelters. Analyzes impacted areas for safe return of displaced populations.
- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Public Health and Medical (CO-LEAD):** Administers and coordinates disaster-related public health programs and assesses hazards to the public's health. Conducts surveillance of infectious diseases in a disaster area and determines appropriate actions to be taken to prevent and control disease outbreaks. Implements local pandemic influenza response plans in coordination with state agencies. Provides epidemiological and laboratory support through coordination with state and neighboring Op Area public health and clinical laboratories. Collects and analyzes data and reports information for public health emergency planning and response. Assesses health, safety, emergency preparedness, and response plans for healthcare facilities. Ensures the safety of drinking water supplies. Assesses potential health effects, recommends protective measures, and drafts measures to protect public from chemical, biological, radiological, and nuclear





incidents. Obtains and provides medical supplies and pharmaceuticals following a disaster. Assesses health, safety, emergency preparedness and response plans for facilities that the department regulates.

- **Food and Agriculture:** Acts as technical resource on disease-carrying insects and animals and food safety in a disaster area. Provides coordination with laboratory and assessment services related to chemical, microbial, and radiological contaminants. Identifies and assesses hazards to human health posed by pesticides used to combat agricultural pests.
- **Law Enforcement:** Provides guidance to law enforcement organizations on medical and health safety. Works with fire and law to determine patient safety within licensed healthcare facilities.
- **Long Term Recovery:** Supports the restoration of healthcare facilities, drinking water systems, and safe food supplies.
- **Evacuation:** Supports local jurisdictions in safe evacuation of patients from healthcare facilities due to disaster. Provides assistance/coordination in identifying facilities needing evacuation, setting evacuation prioritizations, and in facility re-population.
- **Public Information:** Public Health Officer serves as a potential spokesperson to the EOC Director and Public Information Officer (PIO). Supplies staff to the JIC if activated and requested to by the EOC Director.
- **Volunteer and Donations Management:** Provides technical advice and assists with coordinating donated pharmaceuticals, vaccines, and medical supplies.

### 14.13. Library

- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.

### 14.14. Office of Education

- **Care and Shelter:** Promotes the use of school property for public agencies during disasters. Coordinates the opening of shelters at school through the schools administrative staff.
- **Long Term Recovery:** Supports retraining programs to resume essential enterprises.
- **Public Information:** Distribute educational materials on natural and technological hazards and emergency preparedness. Incorporate information into statewide curriculum that will help students understand and cope with emergencies. Help the OES Public Information Officer prepare and disseminate public information, instructions, and advice to schools, students and parents. Provide public information support as required to assist in recovery operations.

### 14.15. Probation

- **Resources:** Supplies peace officers, interpreters, crisis counselors, equipment, tools, generators, portable power units, radios, procurement personnel, instructors (academic, educational, vocational), administrative personnel, computers, facilitates, and other business machines and office supplies.
- **Search and Rescue:** Provides personnel to assist with search and rescue operations.
- **Care and Shelter:** Provides supplies, equipment, pharmaceuticals and facilities (where appropriate) for care. Provides water, food products, and food service equipment.



- **Law Enforcement:** As available, provides food services, supplies, clothing, juvenile hall facilities, and housing (subject to facility). Provides various types of firearms, gear, and authorized peace officers for crowd and riot control, and criminal investigations.

### 14.15.1. Juvenile Hall

- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Law Enforcement:** Provides peace officers and personnel, tracks individuals on probation, assists traffic control and provides facilities, communication systems, fuel, equipment, firearms and munitions.

## 14.16. Resource Management Agency

The San Benito County Resource Management Agency (RMA) includes the Public Works Division, Planning Division, and Integrated Waste Division. The Public Works Division is the Lead Agency for two Emergency Functions; Construction and Engineering, and Utilities. For planning and EOC purposes, these functions are to be combined to facilitate easier management of responsibilities.

- **Construction and Engineering:** Coordinates the divisions of RMA to support construction and engineering projects.
- **Resources (LEAD):** Lead agency tasked with acquiring and commandeering equipment and resources from private and public partners. All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Utilities:** Assist Public Works to coordinate with utility providers to gather information regarding outages, prioritizing locations that require service, and insuring that work done on buildings is in compliance with county building codes.
- **Long Term Recovery:** Assist with the overall recovery effort/

### 14.16.1. Integrated Waste

- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Hazardous Materials:** Provides technical assistance for the collection and proper handling of household hazardous wastes or in the event of a biological disaster. Provides information and communicates with the EOC regarding any solid and household hazardous waste issues that may arise.

### 14.16.2. Planning and Building

- **Construction and Engineering:** Provides building inspectors during damage assessment period. Assist with planning activities for operational periods. Issues permits as needed.



- **Fire and Rescue:** Inspects and placards buildings that have been damaged as a result of a disaster. Gathers information from the Fire Department, to determine the best strategy to begin building inspection duties.
- **Care and Shelter:** Coordinates building inspectors to survey potential emergency shelters to determine if the shelters are safe to use.
- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Utilities:** Works with utility providers to coordinate information regarding outages, prioritizing locations that require service, and insuring that work done on buildings is in compliance with county building codes.
- **Long Term Recovery:** Coordinates with other departments and agencies to identify the best allocation of resources towards the recovery of damaged and destroyed buildings. Assist with the overall recovery effort including coordination with LAFCO.

### 14.16.3. Public Works

- **Construction and Engineering (Lead):** Facilitates and coordinates efforts to provide the tools and man power to clear roads, inspect county buildings, and provide general public works assistance as needed.
- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Utilities (LEAD):** Coordinates with private and public utility companies to prioritize areas that require services. Gathers information on utilities that are down, and coordinates response activities.
- **Long-Term Recovery:** Public Works will document all work that has been completed to assist with the reimbursement process if eligible. Additionally, resources will be utilized to assist with rebuilding.

### 14.17. Sheriff's Office

The Sheriff's Office is tasked leading several EFs, including EF-2 (Communications), EF-9 (Search & Rescue), EF-13 (Law Enforcement), and EF16 (Evacuation). The Sheriff's Office does this through its paid staff and volunteer groups including RACES, SAR, and Large Animal Evacuation.

- **Transportation:** Coordinate resources to assist with transportation needs in relation to evacuation/transporting jail populations. Leads evacuation effort, and assist transportation unit by providing information and prioritization of transportation needs.
- **Communications (LEAD):** Lead agency tasked with managing the entire 911 emergency communications network for the entire county including all of the incorporated cities. Supports field level responding by providing radio communications through the contracted 911 provider: Santa Cruz Regional 911. Manages and coordinate the RACES volunteer group, including emergency planning and deployment policies and procedures.
- **Construction and Engineering:** Makes jail crews available to assist with community clean up and reconstruction activities.
- **Management:** May provide back up to the OES, should OES be unavailable.



## Emergency Operations Plan

## County Roles and Responsibilities

- **Resources:** Supplies peace officers, interpreters, crisis counselors, equipment, tools, generators, portable power units, radios, computers, facilities, and other business machines and office supplies.
- **Search and Rescue (LEAD):** Lead agency tasked with coordinating search and rescue operations and direction and control of search and rescue personnel, including the San Benito County Search and Rescue (SAR) volunteer group.
- **Law Enforcement (LEAD):** Lead agency tasked with guiding and supporting the entire law enforcement response. Facilitates coordination among all Law Enforcement agencies by prioritizing objectives, and allocating resources. Receives, analyzes, and disseminates information to the law enforcement communication and the public related to law and criminal activities.
- **Public Information:** The Sheriff and select staff may serve as a spokesperson in a Law Enforcement focused events. Lead information gather effort in a Law Enforcement focused incidents.
- **Evacuation (LEAD):** The Sheriff's Office is tasked with leading evacuation efforts within the county. The Sheriff's Office will provide evacuations routes, determine areas to be evacuated, and perform field based notifications.
- **Volunteer and Donations Management:** Supports the volunteer management function through management of Sheriff Office volunteer groups, including Search and Rescue (SAR), Radio Amateurs Civil Emergency Services (RACES), and Large Animal Evacuation.

### 14.17.1. Coroner

- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Public Health and Medical:** Coordinates with Public Health to insure safe storage of cadavers. Refrigerator space at the Coroner's Office is limited, and coordination with Public Health will be necessary for determining and securing alternate storage sites or to use the Public Health supply of body bags. Private refrigeration trucks may be utilized, and Disaster Mortuary Operational Response Teams (DMORT) may be requested through mutual aid channels.

### 14.17.2. County Jail

- **Construction and Engineering:** Provides inmate crews to assist with reconstruction, seismic retrofit activities, vegetation abatement, debris clearing, historical site preservation, and structural reconstruction.
- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Law Enforcement:** As available, provides food services, supplies, clothing, juvenile hall facilities, and housing (subject to facility). Provides various types of firearms, gear, and authorized peace officers for crowd and riot control, and criminal investigations.



### 14.18. Treasurer-Tax Collector-Public Administrator

- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Long Term Recovery:** Coordinates with Administration Department to development a Long Term Recovery plan and provides information on potential loss in tax revenue.

### 14.19. UC Cooperative Extension

- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Food and Agriculture:** Provide willing students to volunteer their time to assist with food and/or agricultural crisis.

### 14.20. Veterans Services Office

- **Care and Shelter:** Should veterans be willing to donate their time to assist care and shelter operations, the Veteran's Services Office will coordinate with HHS to find the most appropriate fit for those volunteers. Or, should veterans need use of the shelters; the Veterans Services Office will continue any assistance they currently offer to those individuals while at the emergency shelter.
- **Resources:** All county departments and agencies support the resources emergency function and will provide, where appropriate, facilities, services, personnel, equipment, and materials for all phases of emergency management.
- **Volunteer and Donations Management:** Will assist with managing any veterans who decide to volunteer their time towards disaster relief.



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## 15. Plan Administration

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### 15.1. Plan Development and Maintenance

The EOP is developed under the authority conveyed to the county in accordance with the California Emergency Services Act (ESA) and San Benito County Ordinance. OES will review and develop revised drafts of the plan in coordination with county agencies, county departments, the City of Hollister, the City of San Juan Bautista, and other relevant stakeholders. The plan is reviewed by the San Benito County Disaster Council, which recommends approval of the plan to the San Benito County Board of Supervisors.

### 15.2. Administrative Practices

Adherence to standard administrative and financial procedures is critical to ensure resources and funding to support response and recovery activities are accurately tracked and accounted for. Standard administrative and financial practices also support proper cost accounting in order to obtain any reimbursement provided through disaster assistance programs. Emergency response agencies must develop and integrate administrative and financial procedures into their Standard Operating Procedures (SOP). It is essential that all financial management officials follow the administrative practices required by state law and the SEMS Guidelines.

### 15.3. Standard Operation Procedures

The EOP is intended to be used in conjunction with city, and state plans and associated standard operating procedures (SOP). Where supporting plans are inconsistent with the general principles described in the EOP, the county plan will supersede supporting plans. SOPs provide the purpose, authorities, duration, and details for the preferred method or performing a single function or a number of interrelated functions in a uniform manner.

SOPs must also facilitate the need to carry out actions under conditions that may not have been anticipated when the SOP was drafted. For example, it may be necessary to consider alternative procedures that solve a problem in order to perform in a more time-efficient or cost-efficient way. It is clear, therefore, that some procedures may need to be suspended, relaxed or made operational under threat of disaster. However such action should be carefully considered and the consequences should be projected realistically.

### 15.4. Vital Records Retention

Maintenance of administrative records continues through all phases of an emergency. In preparation for an emergency, training and appropriate forms are provided, including procedures for all units of potential response organization. During a response, entities ensure



that adequate documentation is collected through the Documentation Unit at the Incident and EOC, for activities of personnel, use of equipment and expenditures for the emergency. Finally, after the response has been terminated, records should be protected and maintained for audit purposes. The Cost Unit is responsible for cost recovery records and assisting in collecting any missing information. Problem areas are identified, corrective measures taken and employees retrained in the proper, updated procedures.

### 15.5. After Action Reports (AAR) and Corrective Actions

SEMS regulations require that San Benito County OES, in cooperation with involved county and city government agencies, complete an After Action Report (AAR) within 120 days after each emergency proclamation. Furthermore, the SEMS regulations under Title IX, Division 2, Chapter 1, Section 2450(a) requires 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. Upon completion of the AAR, corrective actions are 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 action may encompass anything from detailed recommendations for improving individual agency plans and procedures to broader system-wide improvements. Priority corrective actions are assigned to relevant stakeholders and tracked to ensure the identified problem has been addressed.





## 16. Attachments

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Below is a list of attachments referenced in the plan:

- Attachment A – Authorities and References
- Attachment B – Acronyms and Abbreviations
- Attachment C – Glossary
- Attachment D – California Warning System
- Attachment E – Distribution List
- Attachment F – EOC Activation Guide
- Attachment F – EOC Staffing
- Attachment G – EOC Activation Levels



## 16.1. Attachment A – Authorities and References

California Emergency Services Act (ESA)

California Disaster Assistance Act (CDAA)

California Code of Regulations, Title 19

California Disaster and Civil Defense Master Mutual Aid Agreement

Standardized Emergency Management System Guidelines

Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended

National Incident Management System (NIMS)

National Response Framework (NRF)

Title 44 Code of Federal Regulations

California Catastrophic Incident Base Plan: Concept of Operations

Comprehensive Preparedness Guide 101

San Benito County Code of Ordinances Chapter 11.01: Emergency Services

**16.2. Attachment B – Acronyms and Abbreviations**

<b>Acronyms and Abbreviations</b>	
AAR	After-Action Review/Report
CA-EF	California Emergency Functions
Cal OES	California Office of Emergency Services
CBRNE	Chemical, Biological, Radiological, Nuclear, and High Yield Explosives
CERT	Community Emergency Response Team
CIKR	Critical Infrastructure and Key Resources
COG	Continuity of Government & Council of Governments
COOP	Continuity of Operations
CPG	Comprehensive Preparedness Guide
COSB	County of San Benito
DAP	Disaster Assistance Policy
DHS	U.S. Department of Homeland Security
DMORT	Disaster Mortuary Operations Response Team
EAS	Early Alert System
EH	Environmental Health
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EF	Emergency Functions (SEMS)
ESF	Emergency Support Functions (NIMS)
FEMA	Federal Emergency Management Agency
FOG	Field Operations Guide
HAZMAT	Hazardous Material (s)
HAZUS-MH	Hazards U.S. Multi-Hazards
ICS	Incident Command System
JFO	Joint Field Office
LEPC	Local Emergency Planning Committee
MAA	Mutual Aid Agreement
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NIMS	National Incident Management System
NRF	National Response Framework
OES	Office of Emergency Services
POC	Point of Contact
SBC	San Benito County
SEMS	Standardized Emergency Management System
SO	Sheriff's Office
SOG	Standard Operating Guideline
SOP	Standard Operating Procedure
U.S.C.	United States Code



### 16.3. Attachment C – Glossary

**Action Plan:** The plan prepared in the EOC containing the emergency response objectives of that SEMS level reflecting overall priorities and supporting activities for a designated period of time. The plan is shared with supporting agencies. See also Incident Action Plan.

**Activation:** 1) Initial activation of an EOC may be accomplished by a designated official of the emergency response agency that implements SEMS as appropriate to accomplish the agency's role in response to the emergency. 2) An event in the sequence of events normally experienced during most emergencies.

**After Action Report (AAR):** A report covering response actions, application of SEMS modifications to plans, procedures, training needs, and recovery activities.

**All-Hazards:** Any incident, natural or manmade, that warrants action to protect life, property, environment, public health or safety and minimize disruptions of government, social, or economic activities.

**Branch:** The organizational level at the SEMS Field Level having functional or geographic responsibility for major part of incident operations. The branch level is organizationally between section and division/group in SEMS and is headed by a Branch Director.

**California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA):** An agreement entered into by and between the State of California, its various departments and agencies and the various political subdivisions, municipal corporations and public agencies of the State of California to assist each other by providing resources during an emergency. Mutual Aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other in response to any type of disaster or emergency.

**California Emergency Services Act (ESA):** An Act within the California Government Code to insure that preparations within the state will be adequate to deal with natural, manmade, or war caused emergencies which result in conditions of disaster or in extreme peril to life, property, and the natural resources of the state and generally to protect the health and safety and preserve the lives and property of the people of the state.

**Catastrophe:** Any natural or manmade incident, including terrorism that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions.

**Command/Management:** Command is responsible for the directing, ordering, and/or controlling of resources at the field response level. Management is responsible for overall emergency policy and coordination at the SEMS EOC levels.



**Command Post:** See **Incident Command Post**.

**Command Staff:** The Command Staff at the EOC level consists of the EOC Director, Information Officer, Safety Officer and Liaison Officer.

**Common Terminology:** Normally used words and phrases-avoids the use of different words/phrases for same concepts, consistency, to allow diverse incident management and support organizations to work together across a wide variety of incident management functions and hazard scenarios.

**Communications:** Process of transmission of information through verbal, written, or symbolic means.

**Continuity of Government (COG):** Activities that address the continuance of constitutional governance. COG planning aims to preserve and/or reconstitute the institution of government and ensure that a department or agency's constitutional, legislative, and/or administrative responsibilities are maintained. This is accomplished through succession of leadership, the pre-delegation of emergency authority and active command and control during response and recovery operations.

**Continuity of Operations (COOP):** Planning should be instituted (including all levels of government) across the private sector and non-governmental organizations as appropriate, to ensure the continued performance of core capabilities and/or critical government operations during any potential incident.

**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. Multiagency or Interagency coordination is found at all SEMS levels.

**Corrective Actions:** Implementing procedures that are based on lessons learned from actual incidents or from training and exercises.

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

**Critical Infrastructure:** Systems and assets, whether physical or virtual, so vital to the United States that the incapacity or destruction of such systems and assets would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters.



**Cyber Threat:** An act or threat that poses potentially devastating disruptions to critical infrastructure, including essential communications such as voice, email and Internet connectivity

**Cyber Security:** The protection of data and systems in networks that are connected to the internet, including measures to protect critical infrastructure services. These services may include essential communications such as voice, email and internet connectivity.

**Demobilization:** The orderly, safe and efficient return of an incident resource to its original location and status.

**Department Operations Center (DOC):** An Emergency Operations Center (EOC), specific to a single department or agency. Their focus is on internal agency incident management and response. They are often linked to and, in most cases, are physically represented in a combined agency EOC by authorized agent(s) for the department or agency.

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

**Division:** The partition of an incident into geographical areas of operation. Divisions are established when the number of resources exceeds the manageable span of control of the Operations Section Chief. A Division is located within the ICS organization between the Branch and resources in the Operations Section.

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

**Emergency:** Any incident(s), whether natural or manmade, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, federal assistance is needed to supplement state and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

**Emergency Operations Center (EOC):** The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOC may be organized by major functional disciplines (e.g., fire, law enforcement and medical services), by jurisdiction (e.g., federal, state, regional, tribal, city, county), or some combination thereof.

**Emergency Operations Plan:** The ongoing plan maintained by various jurisdictional levels for responding to a wide variety of potential hazards.



**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 affiliated with or sponsored by emergency response agencies.

**Emergency Services Coordinator:** The individual within the jurisdiction that is delegated the day-to-day responsibility for the development and maintenance of all emergency management coordination efforts. In San Benito County, this is the Emergency Services Coordinator.

**Emergency Services Director:** The individual within each political subdivision that has overall responsibility for jurisdiction emergency management. In San Benito County, this is the County Administrative Officer.

**EOC Action Plan:** The plan developed at SEMS EOC levels, which contains objectives, actions to be taken, assignments, and supporting information for the next operational period.

**Essential Facilities:** Police, fire, emergency operations centers, schools, medical facilities, and other resources that have a role in an effective and coordinated emergency response.

**Evacuation:** Organized, phased and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas and their reception and care in safe areas.

**Finance/Administration Section:** The section responsible for all administrative and financial considerations surrounding an incident or EOC activation.

**Function:** Function refers to the five major activities in ICS: Command, Operations, Planning, Logistics and Finance/Administration. The same five functions are also 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). A sixth function, Intelligence/Investigations, may be established, if required, to meet emergency management needs.

**General Staff:** The group of management personnel reporting to the Incident Commander or EOC Director. They may each have a deputy, as needed. The General Staff consists of the chiefs of each of the four SEMS Sections: Operations, Planning, Logistics and Finance/Administration.

**Group:** Established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. Groups, when activated, are located between branches and resources in the Operations Section. See **Division**.



**Hazard:** Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

**Incident:** An occurrence or event, natural or man-made that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wild-land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war related disasters, public health and medical emergencies and other occurrences requiring an emergency response.

**Incident Action Plan (IAP):** An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods. At the SEMS EOC level it is called the EOC Action Plan.

**Incident Base:** The location 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 co-located with the Base.

**Incident Commander (IC):** The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

**Incident Command Post (ICP):** The field location where the primary functions are performed. The ICP may be co-located with the incident base or other incident facilities.

**Incident Command System (ICS):** A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects 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, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

**Incident Objectives:** Statement of guidance and direction necessary for the selection of appropriate strategy and the tactical direction 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 while remaining flexible enough to allow for unforeseeable changes in events and to allow for alternative strategies and tactics.





**Information:** Pieces of raw, unanalyzed data that identifies persons, evidence, events; or illustrates processes that specify the occurrence of an event. May be objective or subjective and is intended for both internal analysis and external (news media) application. Information is the “currency” that produces intelligence.

**Intelligence:** Product of an analytical process that evaluates information collected from diverse sources integrates the relevant information into a cohesive package and produces a conclusion or estimate. Information must be real, accurate and verified before it becomes intelligence for planning purposes. Intelligence relates to the specific details involving the activities of an incident or EOC and current and expected conditions and how they affect the actions taken to achieve operational period objectives. Intelligence is an aspect of information. Intelligence is primarily intended for internal use and not for public dissemination.

**Intelligence/Investigations:** Intelligence gathered within the Intelligence/Investigations function is information that either leads to the detection, prevention, apprehension and prosecution of criminal activities (or the individual(s) involved) including terrorist incidents or information that leads to determination of the cause of a given incident (regardless of the source) such as public health events or fires with unknown origins. This is different from the normal operational and situational intelligence gathered and reported by the Planning Section.

**Interoperability:** Allows emergency management/response personnel and their affiliated organizations to communicate within and across agencies and jurisdictions via voice, data, or video-on-demand, in real-time, when needed and when authorized.

**Initial Response:** Resources initially committed to an incident.

**Joint Information Center (JIC):** A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media. Public information officials from all participating agencies should co-locate at the JIC.

**Joint Information System (JIS):** Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, accurate, accessible, timely and complete information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending and executing public information plans and strategies on behalf of the IC; advising the IC concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

**Jurisdiction:** A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., federal, state, tribal and local boundary lines) or functional (e.g., law enforcement, public health).



**Key Resources:** Any publicly or privately controlled resources essential to the minimal operations of the economy and government.

**Liaison:** A form of communication for establishing and maintaining mutual understanding and cooperation.

**Liaison Officer:** A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for coordinating with representatives from cooperating and assisting agencies or organizations. At SEMS EOC Levels, reports directly to the EOC Director and coordinates the initial entry of Agency Representatives into the Operations Center and also provides guidance and support for them as required.

**Life-Safety:** Refers to the joint consideration of both the life and physical safety of individuals. Local Government: Local agencies per Article 3 of the SEMS regulations. Government Code section 8680.2 defines local agencies as any city, city and county, county, school district or special district.

**Local Government:** According to federal code 30; a county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under state law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal entity, or in Alaska a Native village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity.

**Logistics:** Providing resources and other services to support incident management.

**Logistics Section:** The section responsible for providing facilities, services and material support for an incident or EOC activation.

**Management Staff:** See **Command Staff**.

**Mitigation:** Provides a critical foundation in the effort to reduce the loss of life and property from natural and/or manmade disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Mitigation seeks to fix the cycle of disaster damage, reconstruction and repeated damage. These activities or actions, in most cases, will have a long-term sustained effect.

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



**Mobilization Center:** An off-emergency location where emergency services personnel and equipment may be temporarily located, pending assignment to emergencies, release, or reassignment.

**Multiagency 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.

**Multiagency Coordination Group (MAC Group):** Typically, administrators/executives, or their appointed representatives, who are authorized to commit agency resources and funds, are brought together and form MAC Groups. MAC Groups may also be known as multiagency committees, emergency management committees, or as otherwise defined by the System. It can provide coordinated decision making and resource allocation among cooperating agencies and may establish the priorities among incidents harmonize agency policies and provide strategic guidance and direction to support incident management activities.

**Multiagency Coordination System(s) (MACS):** Multiagency coordination systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration and information coordination. The elements of multiagency coordination systems include facilities, equipment, personnel, procedures and communications. Two of the most commonly used elements are EOC and MAC Groups. These systems assist agencies and organizations responding to an incident.

**Mutual Aid Agreements and/or Assistance Agreements:** Written or oral agreements between and among agencies/organizations and/or jurisdictions that provide a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.

**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 Cal 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 Operational Areas.

**National Incident Management System (NIMS):** Provides a systematic, proactive approach guiding government agencies at all levels, the private sector and non-governmental organizations to work seamlessly to prevent, protect against, respond to, recover from and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.



**National Response Framework (NRF):** A guide to how the nation conducts all-hazards incident management.

**Non-governmental Organization (NGO):** An entity with an association that is based on the interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with the government. Such organizations serve a public purpose, not a private benefit. Examples of NGO include faith-based charity organizations and the American Red Cross.

**Officer:** 1) The ICS title for the personnel responsible for the Command Staff (Management Staff at EOC) positions of Safety, Liaison and Public Information. 2) One who holds an office or post; especially one elected or appointed to a position of authority or trust in a corporation, government, institution, etc.

**Operational Area (OA):** An intermediate level of the state emergency organization, consisting of a county and all other political subdivisions within the geographical boundaries of the county.

**Operational Period:** The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually they last 12-24 hours.

**Operations Section:** The section responsible for all tactical incident operations and implementation of the Incident Action Plan. In ICS, it normally includes subordinate branches, divisions, and/or groups. At the SEMS EOC levels the section is responsible for the coordination of operational activities. The Operations Section at an EOC contains branches, groups or units necessary to maintain appropriate span of control.

**Organization:** Any association or group of persons with like objectives. Examples include, but are not limited to, governmental departments and agencies, private sector, and/or nongovernmental organizations.

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

**Planning Section:** The section responsible for the collection, evaluation and dissemination of operational information related to the incident or EOC activities and for the preparation and documentation of the IAP or EOC action plan respectively. This section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident or EOC activation.



**Political Subdivisions:** Includes any city, city and county, county, tax or assessment district, or other legally authorized local governmental entity with jurisdictional boundaries.

**Preparedness:** A continuous cycle of planning, organizing, training, equipping, exercising, evaluating and taking corrective action in an effort to ensure effective coordination during incident response. Within NIMS, preparedness focuses on the following elements: planning, procedures and protocols, training and exercises, personnel qualification and certification and equipment certification.

**Prevention:** Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

**Private Sector:** Organizations and entities that are not part of any governmental structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce and industry.

**Protocols:** Sets of established guidelines for actions (which may be designated by individuals, teams, functions, or capabilities) under various specified conditions.

**Public Information:** Processes, procedures and systems for communicating timely, accurate and accessible information on the incident's cause, size and current situation; resources committed; and other matters of general interest to the public, responders and additional stakeholders (both directly affected and indirectly affected).

**Public Information Officer (PIO):** A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.

**Recovery:** The development, coordination and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, nongovernmental and public assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental and economic restoration; evaluation of the incident to identify lessons learned; post incident reporting; and development of initiatives to mitigate the effects of future incidents.



**Recovery Plan:** A plan developed to restore the affected area or community.

**Region Emergency Operations Center (REOC):** Facilities found at Cal OES Administrative Regions. REOC provide centralized coordination of resources among Operational Areas within their respective regions and between the Operational Areas and the State Level.

**Reimbursement:** Provides a mechanism to recoup funds expended for incident-specific activities.

**Resource Management:** Efficient emergency management and incident response requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under NIMS includes mutual aid agreements and assistance agreements; the use of special federal, state, tribal and local teams; and resource mobilization protocols.

**Resources:** Personnel and major items of equipment, supplies and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

**Response:** Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property and meet basic human needs. Response also includes the execution of EOP and of mitigation activities designed to limit the loss of life, personal injury, property damage and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity and apprehending actual perpetrators and bringing them to justice.

**Response Personnel:** Includes federal, state, territorial, tribal, sub-state regional and local governments, private sector organizations, critical infrastructure owners and operators, NGO and all other organizations and individuals who assume an emergency management role. Also known as an Emergency Responder.

**Safety Officer:** A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for monitoring incident operations and advising the IC on all matters relating to operational safety, including the health and safety of emergency responder personnel. The Safety Officer may have assistants.

**Section:** 1) The organizational level having responsibility for a major functional area of incident or EOC Management, (e.g. Operations, Planning, Logistics, Finance/Administration) and



Intelligence/ Investigations (if established). The section is organizationally situated between the branch and the Incident Command. 2) A separate part or division as: **a.** A portion of a book, treatise, or writing. **b.** A subdivision of a chapter. **c.** A division of law.

**Situation Report:** Often contain confirmed or verified information regarding the specific details relating to the incident.

**Span of Control:** The number of resources for which a supervisor is responsible, usually expressed as the ratio of supervisors to individuals. (Under NIMS, an appropriate span of control is between 1:3 and 1:7, with optimal being 1:5.)

**Stafford Act:** The Robert T. Stafford Disaster Relief and Emergency Assistance Act establishes the programs and processes for the federal government to provide disaster and emergency assistance to states, local governments, tribal nations, individuals and qualified private nonprofit organizations. The provisions of the Stafford Act cover all-hazards including natural disasters and terrorist events. Relevant provisions of the Stafford Act include a process for Governors to request federal disaster and emergency assistance from the President. The President may declare a major disaster or emergency.

**Staging Area:** Established on an incident for the temporary location of available resources. A Staging Area can be any location on an incident in which personnel, supplies and equipment can be temporarily housed or parked while awaiting operational assignment.

**Standard Operating Procedure (SOP):** Complete reference document or an operations manual that provides the purpose, authorities, duration and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner.

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

**Standardized Emergency Management System (SEMS) Guidelines:** The SEMS guidelines are intended to assist those responsible for planning, implementing and participating in SEMS.

**Standardized Emergency Management System (SEMS) Regulations:** Regulations establishing the Standardized Emergency Management System (SEMS) based upon the Incident Command System (ICS) adapted from the system originally developed by the Firefighting Resources of California Organized for Potential Emergencies (FIRESCOPE) program including those currently in use by state agencies, the Multiagency Coordination System (MACS) as developed by FIRESCOPE program, the Operational Area concept and the Master Mutual Aid Agreement and related mutual aid systems. Regulations are found at TITLE 19. DIVISION 2. Chapter 1,  $\infty$  2400 et. Seq.



**State:** When capitalized, refers to any State of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, and any possession of the United States. See Section 2 (14), Homeland Security Act of 2002, Public Law 107–296, 116 Stat. 2135 (2002).

**State Operations Center (SOC):** The SOC is operated by the California Emergency Management Agency at the State Level in SEMS. It is responsible for centralized coordination of state resources in support of the three Cal OES Administrative Regional Emergency Operations Centers (REOCs). It is also responsible for providing updated situation reports to the Governor and legislature.

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

**System:** An integrated combination of people, equipment and processes that work in a coordinated manner to achieve a specific desired output under specific conditions.

**Technical Assistance:** Support provided to state, tribal and local jurisdictions when they have the resources but lack the complete knowledge and skills needed to perform a required activity (such as mobile-home park design or hazardous material assessments).

**Technical Specialists:** Personnel with special skills that can be used anywhere within the SEMS organization. No minimum qualifications are prescribed, as technical specialists normally perform the same duties during an incident that they perform in their everyday jobs and they are typically certified in their fields or professions.

**Terrorism:** Under the Homeland Security Act of 2002, terrorism is defined as activity that involves an act dangerous to human life or potentially destructive of critical infrastructure or key resources; is a violation of the criminal laws of the United States or of any state or other subdivision of the United States in which it occurs; and is intended to intimidate or coerce the civilian population, or influence or affect the conduct of a government by mass destruction, assassination, or kidnapping. See Section 2 (15), Homeland Security Act of 2002, Public Law 107–296, 116 Stat. 2135 (2002).

**Threat:** An indication of possible violence, harm, or danger.

**Type:** 1) An ICS resource classification that refers to capability. Type 1 is generally considered to be more capable than Types 2, 3, or 4, respectively, because of size, power, capacity, or (in the case of incident management teams) experience and qualifications. 2) A class, kind, or group sharing one or more characteristics; category. 3) A variety or style of a particular class or kind of things.

**Unified Command:** An ICS application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the





designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP.

**Unit:** The organizational element with functional responsibility for a specific incident planning, logistics, or finance/administration activity.

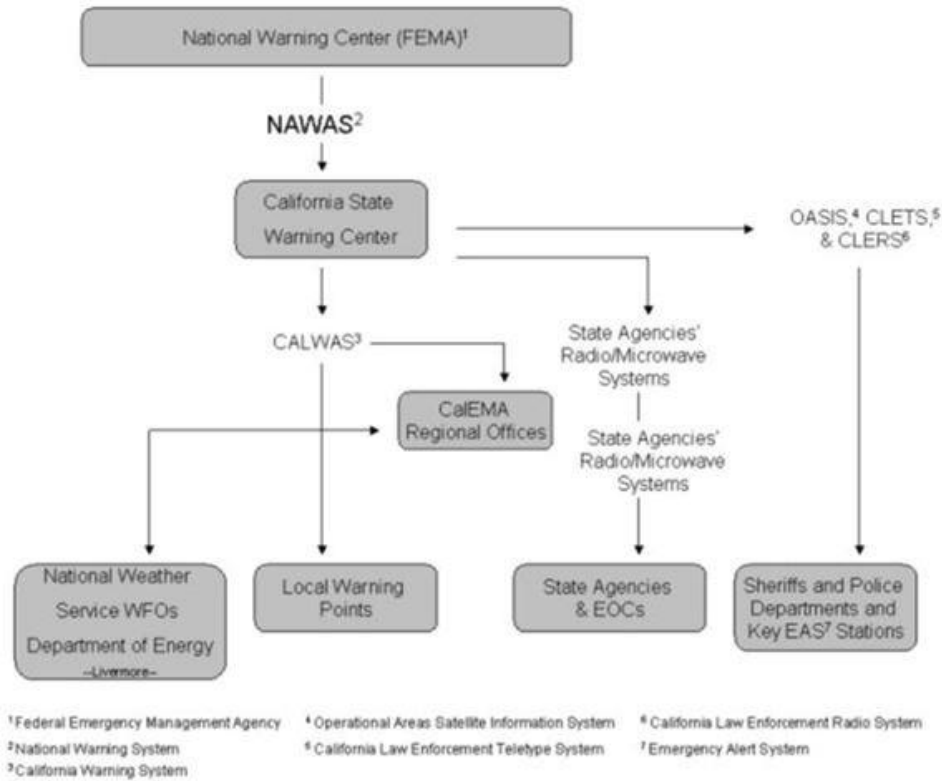
**Vital Records:** The essential agency records that are needed to meet operational responsibilities under national security emergencies or other emergency or disaster conditions (emergency operating records), or to protect the legal and financial rights of the Government and those affected by Government activities (legal and financial rights records).

**Volunteer:** For purposes of NIMS, a volunteer is any individual accepted to perform services by the lead agency (which has authority to accept volunteer services) when the individual performs services without promise, expectation, or receipt of compensation for services performed. See 16 U.S.C. 742f(c) and 29 CFR 553.101.

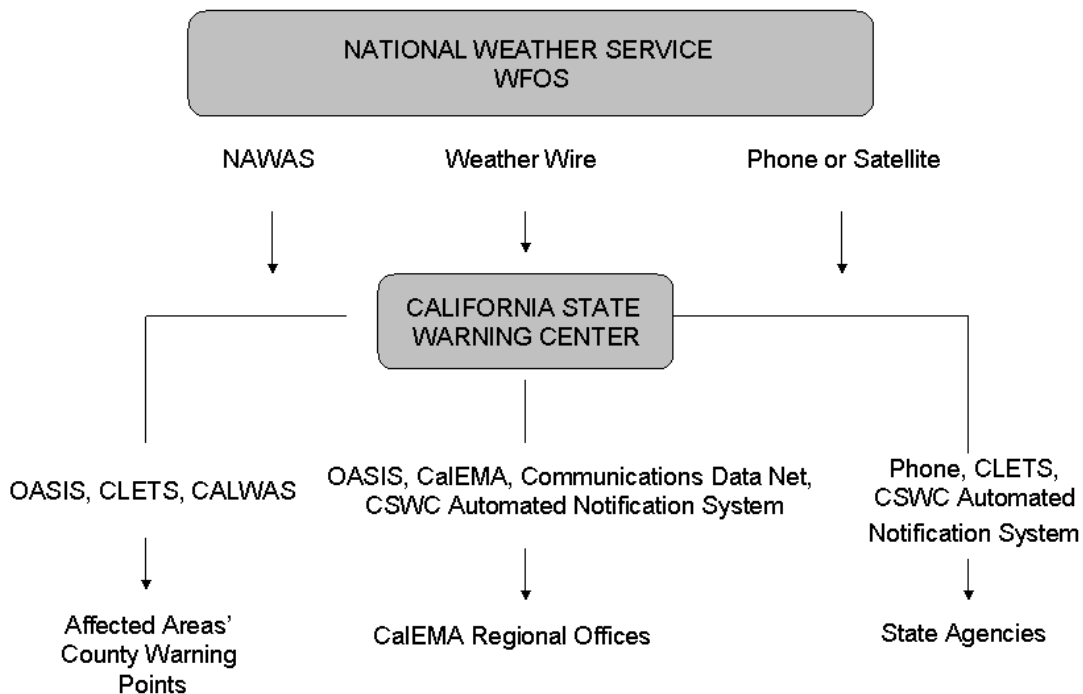


**16.4. Attachment D – California Warning System**

**D.1 - California Warning System**

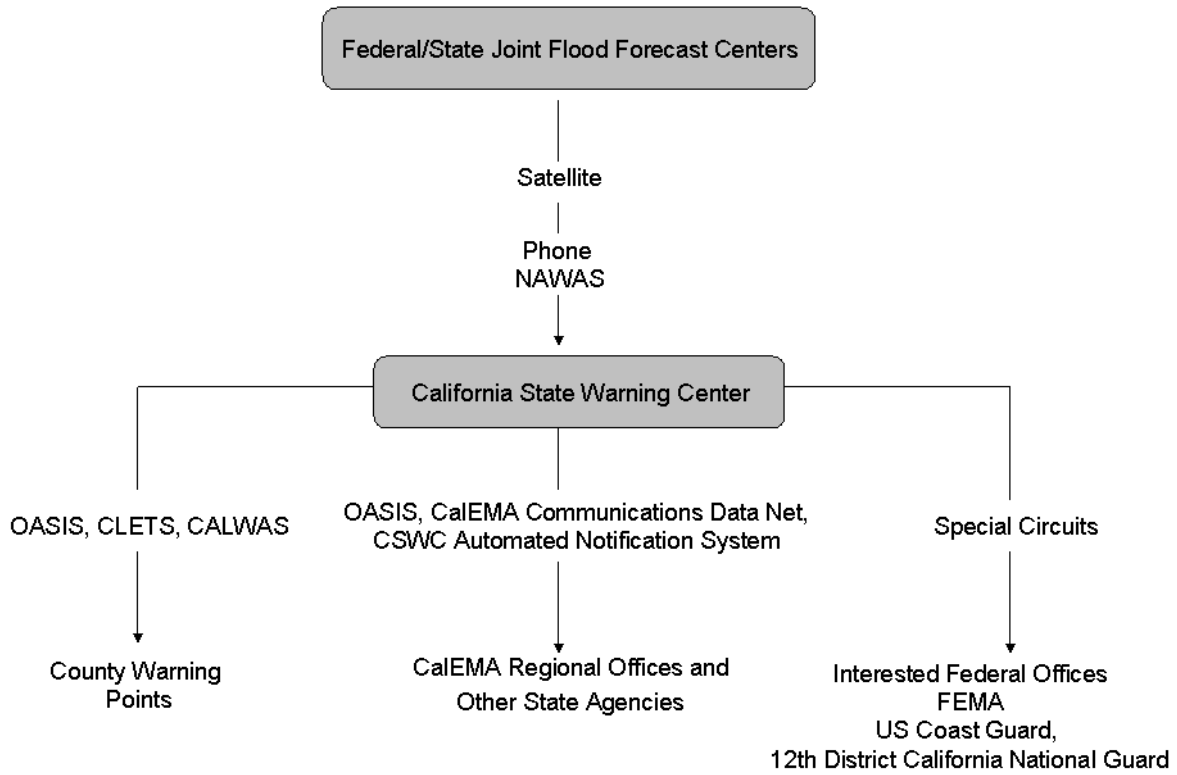


**D.2 – Severe Weather Warning**

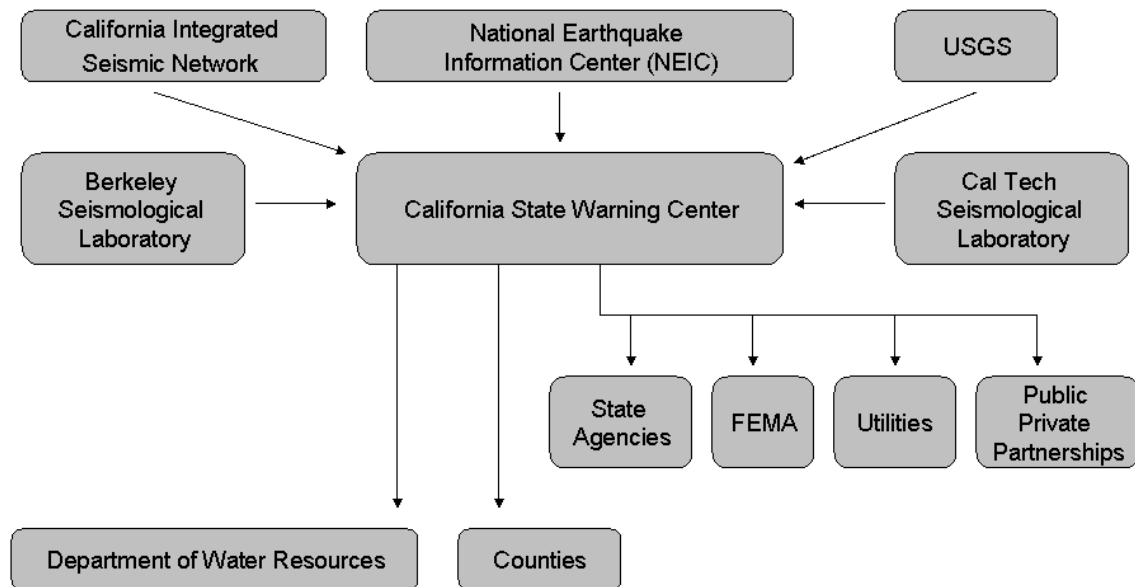




### D.3 – Flood Forecast Warning



### D.4 – Earthquake Warning System





**16.5. Attachment E – Distribution List**

<b>San Benito County Departments and Agencies</b>		
<b><u>Department/Agency</u></b>	<b><u>Number of Copies</u></b>	<b><u>Contact Info</u></b>
<b>Emergency Operations Center</b>	<b>30</b>	471 4 <sup>th</sup> St, Hollister CA 831-636-4168
<b>Administration Office</b>		481 4 <sup>th</sup> St. Hollister CA 831-636-4000
Geographical Information Systems		481 4 <sup>th</sup> St, 1 <sup>st</sup> Floor, Hollister CA 831-636-4402
Human Resources		481 4 <sup>th</sup> St, Hollister, CA 831-636-4000
Information Technology		481 4 <sup>th</sup> St, 1 <sup>st</sup> Floor, Hollister CA 831-636-4402
Office of Emergency Services		471 4 <sup>th</sup> Street, California 831-636-4168
<b>Agricultural Commissioner</b>		3224 Southside Rd, Hollister 831-637-5344
<b>Assessor</b>		440 5 <sup>th</sup> St, Hollister 831-636-4030
<b>Auditor/County Clerk/Elections/ Registrar of Voters/ Recorder</b>		481 4 <sup>th</sup> St. 2 <sup>nd</sup> Floor, Hollister 831-636-4090
<b>Behavioral Health</b>		1131 San Felipe Rd. Hollister 831-636-4020
<b>Board of Supervisors</b>		481 4 <sup>th</sup> St 1 <sup>st</sup> floor, Hollister 831-636-4000
<b>Child Support Services</b>		2320 Technology Pkwy, Hollister 866-901-3212
<b>Community Workforce Development</b>		1111 San Felipe Rd, Hollister 831-637-9293
<b>Council of Government</b>		330 Tres Pinos Rd #C7, Hollister 831-637-7665
<b>County Fire Service/ HFD</b>		110 5 <sup>th</sup> St, Hollister 831-636-4325
<b>County Counsel</b>		481 4 <sup>th</sup> St, Hollister 831-636-4040
<b>District Attorney</b>		419 4 <sup>th</sup> St, Hollister 831-636-4120
Victim Witness Program		419 4 <sup>th</sup> St. Hollister 831-634-1397
<b>Health and Human Services Agency</b>		1111 San Felipe Rd, #206, Hollister 831-636-4180
Emergency Medical Services (EMS)		1111 San Felipe Rd, #102, Hollister 831-636-4066
Environmental Health (EH)		1111 San Felipe Rd, #102, Hollister 831-636-4035
Public Health		439 4 <sup>th</sup> St, Hollister 831-637-5367
<b>Library</b>		470 5 <sup>th</sup> St, Hollister 831-636-4107



<b>Office of Education</b>		460 5 <sup>th</sup> St. Hollister 831-637-5393
<b>Probation</b>		400 Monterey St. Hollister 831-636-4070
Juvenile Hall		708 Flynn Rd. Hollister 831-636-4050
<b>Resource Management Agency</b>		2301 Technology Pkwy. Hollister 831-636-4170 x266
Integrated Waste		3220 Southside Rd, Hollister 831-636-4110
Planning and Building		2301 Technology Pkwy. Hollister 831-637-5313
Public Works		2301 Technology Pkwy. Hollister 831-636-4170 x266
Maintenance		2301 Technology Pkwy. Hollister 831-636-4170 x266
<b>Sheriff's Office</b>		2301 Technology Pkwy. Hollister 831-636-4080
Coroner		2301 Technology Pkwy. Hollister 831-636-4080
Search and Rescue		2301 Technology Pkwy. Hollister 831-636-4080
RACES		2301 Technology Pkwy. Hollister 831-636-4080
Jail		710 Flynn Rd. Hollister 831-636-4060
County Communications		2301 Technology Pkwy. Hollister 831-636-4080
<b>Tax Collector</b>		440 5 <sup>th</sup> St. #107, Hollister 831-636-4034
<b>UC Cooperative Extension</b>		649 San Benito St. #115, Hollister 831-637-5346
<b>Veterans Services Office</b>		649 San Benito St. #115, Hollister 831-637-4846

**Cities and Special Districts of San Benito County**

<u>City/Jurisdiction</u>	<u>No. of Copies</u>	<u>Contact Information</u>
<b>City of Hollister</b>		375 5 <sup>th</sup> St. Hollister 831-636-4300 x15
<b>City of San Juan Bautista</b>		311 2 <sup>nd</sup> St. San Juan Bautista 831-623-4093
<b>San Benito County Water District</b>		30 Mansfield Rd. Hollister 831-637-8218
<b>Sunnyslope Water District</b>		3570 Airline Hwy, Hollister 831-637-4670
<b>Hollister Police Department</b>		395 Apollo Way, Hollister 831-636-4330
<b>Hollister Fire Department</b>		110 5 <sup>th</sup> St, Hollister 831-636-4325
<b>San Juan Bautista Fire Department</b>		24 Polk St. San Juan Bautista 831-623-4513



<b>State Emergency Services Partners</b>		
<b><u>State Department/Agency</u></b>	<b><u>No. of Copies</u></b>	<b><u>Contact Information</u></b>
Cal OES Coastal Region		1340 Treat Boulevard #270 Walnut Creek 510-207-8832 (Cell)
CalFire Battalion #4615		492 Carpenteria Rd. Aromas 831-726-3130
CalFire Battalion #4616		2221 Garden Road, Monterey 831-389-4591 (Office)
CalFire Battalion #4608		2300 San Felipe Rd. Hollister 831-637-5456
CalFire Battalion #4619		1979 Fairview Rd. Hollister 831-637-4475
CalFire Division #4604		1979 Fairview Rd. Hollister 831-637-4475
<b>Other Emergency Services Partners</b>		
<b><u>Other Agencies</u></b>	<b><u>No. of Copies</u></b>	<b><u>Contact Information</u></b>
PG&E Gas		615 7 <sup>th</sup> Avenue Santa Cruz 925-786-4643
PG&E Electric		850 Stillwater Rd. West Sacramento 916-760-9805 or 916-764-7546 (Cell)
American Red Cross		2960 Soquel Ave Santa Cruz 831-600-4902 or 831-419-3872 (Cell)
American Medical Response		116 Hubbard St. Santa Cruz 831-423-7030
Santa Cruz Regional 911		495 Upper Park Rd. Santa Cruz 831-471-1033
Hollister School District		2690 Cienega Road, Hollister 831-630-6300 x306
San Benito High School		1220 Monterey St. Hollister 831-637-5831
Monterey County OES		1322 Natividad Rd. Salinas 831-769-8897
Santa Cruz County OES		495 Upper Park Rd. Santa Cruz 831-458-7150
Santa Clara County OES		55 West Younger Ave, Santa Clara 408-808-7801
Bureau of Land Management Hollister Field Office		20 Hamilton Court Hollister, CA 95023



**16.6. Attachment F – Emergency Operations Center Staffing**

<i>Section/Group</i>	<i>Lead Department</i>	<i>Primary Responsible Position</i>
<b>Management</b>		
EOC Director (EF-5)	OES	OES Manager
Public Information Officer (EF-15)	Admin	Clerk of the Board/Management Analyst
Legal	County Counsel	County Counsel
Safety Officer	Admin	
Liaison Officer	OES	OES Specialist
<b>Operations</b>		
Operations Section Chief	As Needed, Incident Dependent	
Law Enforcement (EF-13) Branch	Sheriff's Office	Sheriff
Communications (EF-2) Unit		Staff as Assigned by Sheriff
Evacuation (EF-16) Unit		
Search & Rescue (EF-9) Unit		
Coroner Unit		
Construction and Engineering (EF-3) & Utilities (EF-12) Branch	Public Works	Public Works Director
Damage Assessment Unit		Staff as Assigned by RMA Director
Debris Management Unit		
Fire and Rescue (EF-4) Branch	Hollister Fire Dept.	Chief
Hazardous Materials (EF-10) Branch	Environmental Health	EH Director
Care and Shelter (EF-6) Branch	HHSA	Director
Public Health and Medical (EF-8) Branch	Public Health	Health Officer
Emergency Medical Unit	EMS	EMS Manager
Food and Agriculture Branch	Agriculture Commission	Ag. Commissioner
Schools Branch	Office of Education	County Superintendent
<b>Planning/Intelligence</b>		
Planning Section Chief	As Needed, Primary Filled by EOC Director	
Situation Status	Planning & Building Dept.	Planning & Building Dept. Staff
Resource Tracking		
Documentation		
<b>Logistics</b>		
Logistics Chief	As Needed	
Personnel (EF-7)	Human Resources	Director of HR
Information Technology (IT)	County IT	IT Supervisor
Geographic Information Systems (GIS)	County GIS	GIS Analyst
Transportation (EF-1)	COG	COG Director
Donation/Volunteer Management (EF-17)	Human Resources	Director of HR
Resources (EF-7)	Public Works	Public Works Admin.
<b>Finance</b>		
Finance Chief	Auditors Office	Auditor
Cost/Time/Claims	Auditors Office	Auditor
Long Term Recovery (EF-14)	Administration	Management Analyst



**16.7. Attachment G – EC Organizational Chart**

San Benito County  
Operational Area Emergency Management  
Organizational Chart

**Management**

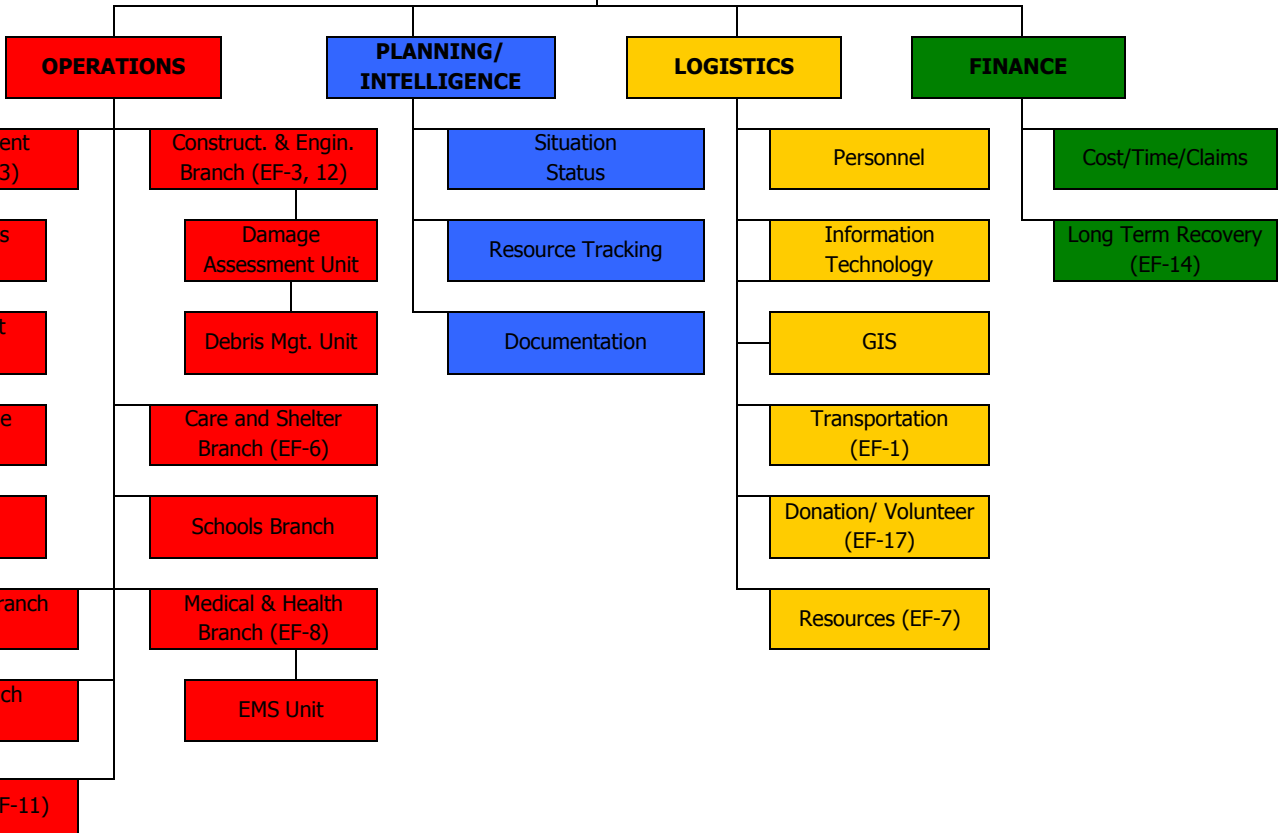
EOC Director  
(EF-5)

Public Information  
Officer (EF-15)

Liaison Officer

Legal Advisor

Safety Officer







**16.8. Attachment H – Emergency Operations Center Activation Levels**

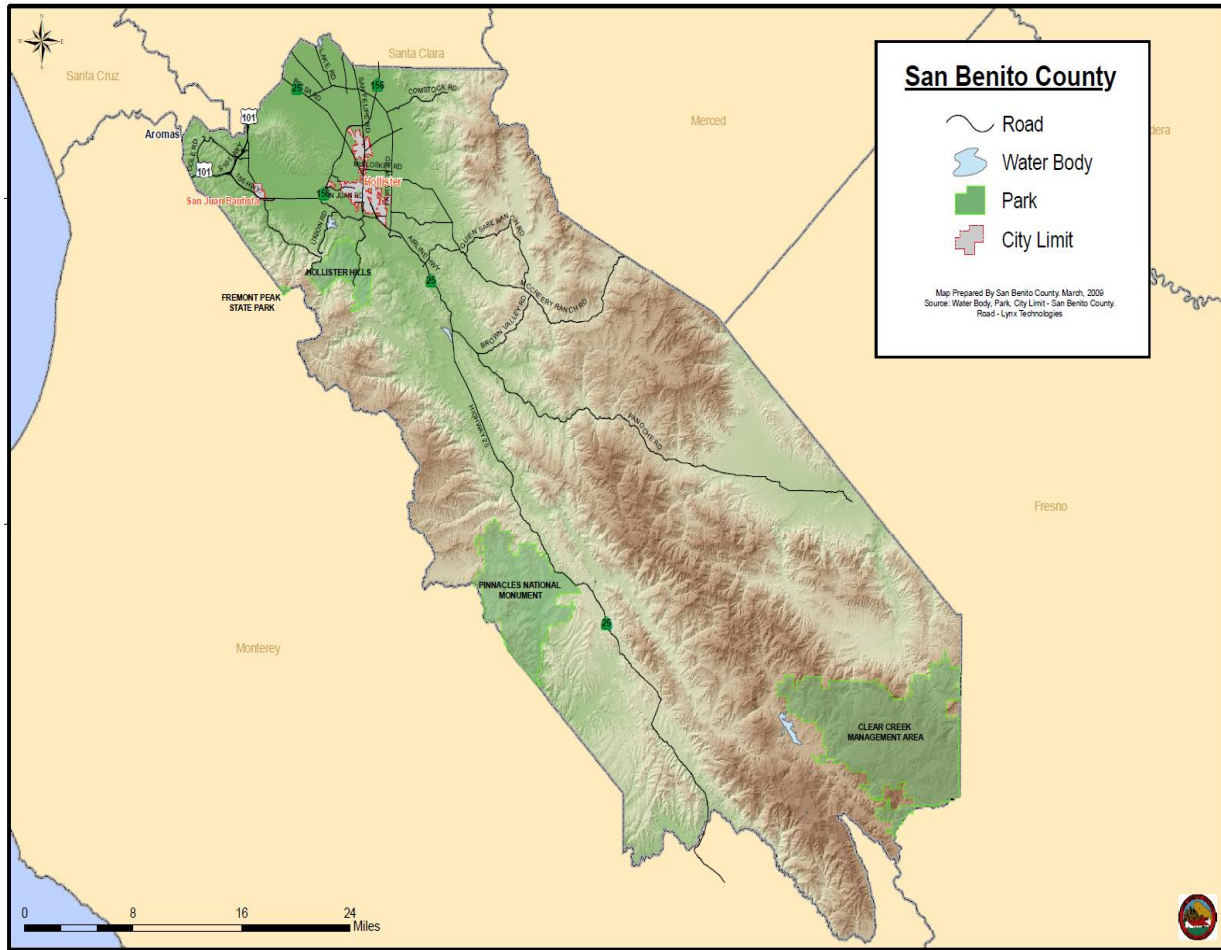
Event/Situation	Activation Level	Minimum Staffing
<ul style="list-style-type: none"> <li>The constant state of the EOC when no threat is present.</li> <li>Potential for disaster that only requires minimal monitoring and one point of contact for outside agencies</li> <li>EOC operations have stopped but may resume, generally overnight or when an event is ending but may require re-activation</li> </ul>	Duty Officer	Duty Officer
<ul style="list-style-type: none"> <li>Severe Weather Advisory</li> <li>Small incidents involving 2 or more county departments</li> <li>Earthquake Advisory</li> <li>Flood Watch</li> <li>Activation requested by a local government with activated EOC.</li> <li>Resource request received from outside the operational area</li> </ul>	Monitoring	EOC Director  Planning Section Coordinator  Logistics Coordinator  Representatives of responding departments
<ul style="list-style-type: none"> <li>Moderate Earthquake</li> <li>Major wildfire affecting developed area</li> <li>Major wind or rain storm</li> <li>Two or more large incidents involving 2 or more departments</li> <li>Imminent Earthquake Alert</li> <li>Local emergency declared or proclaimed by:               <ul style="list-style-type: none"> <li>Two or more cities</li> <li>The county and one or more cities</li> </ul> </li> <li>A city or the county requests a governor's proclamation of a state of emergency</li> <li>A state of emergency is proclaimed by the governor for the county or two or more cities</li> <li>Resources are requested from outside the operational area</li> </ul>	Partial	EOC Director  All Section Coordinators  Branches and Units as appropriate to situation  Agency Representatives as appropriate
<ul style="list-style-type: none"> <li>Major county wide or regional emergency</li> <li>Multiple departments with heavy resource involvement</li> <li>Major earthquake</li> </ul>	Full	All EOC Positions



## 16.9. Attachment I – Operational Area Maps

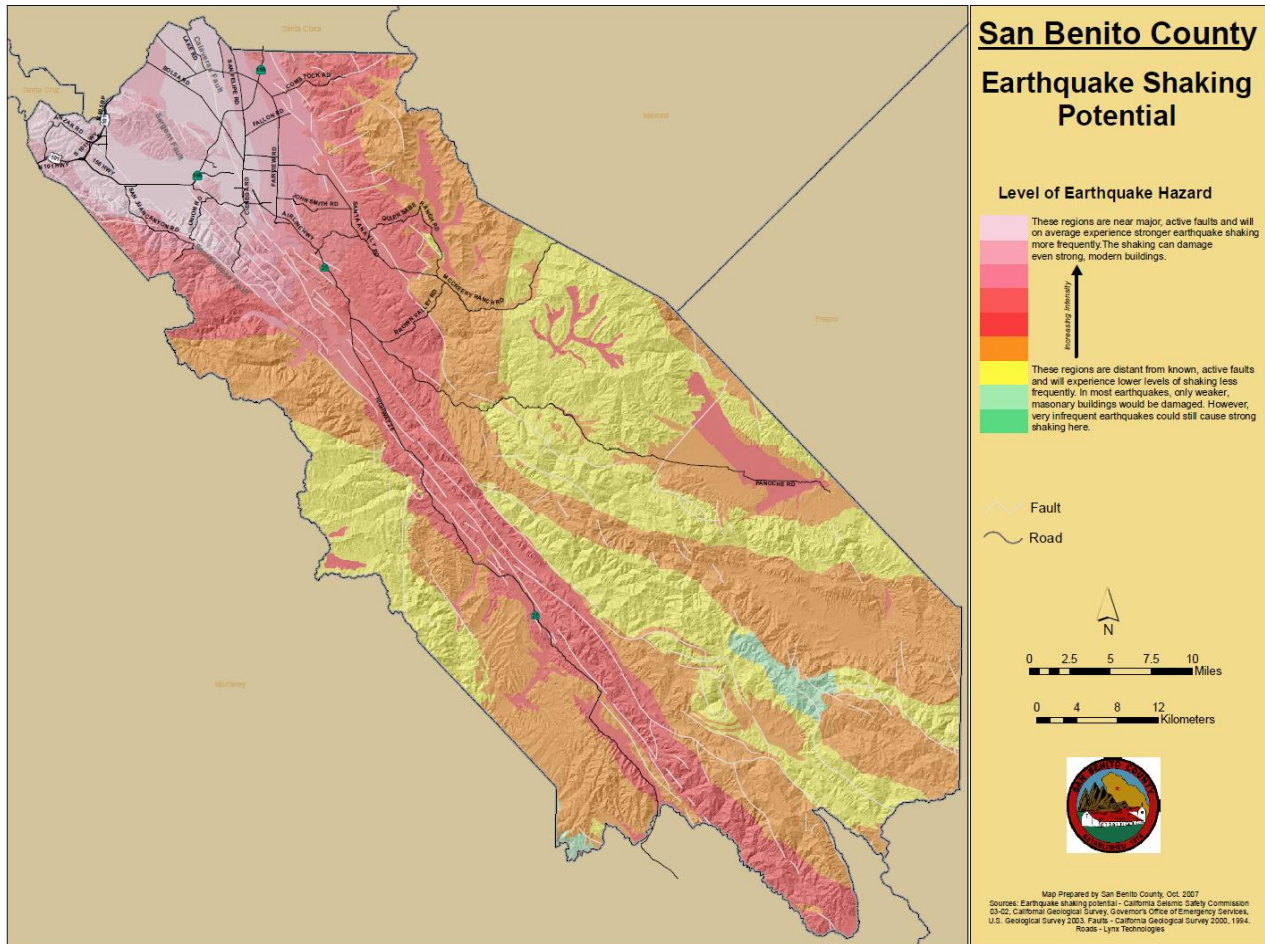
The maps below are to serve as references and include fault lines, fire hazard severity zones, and flood plains.

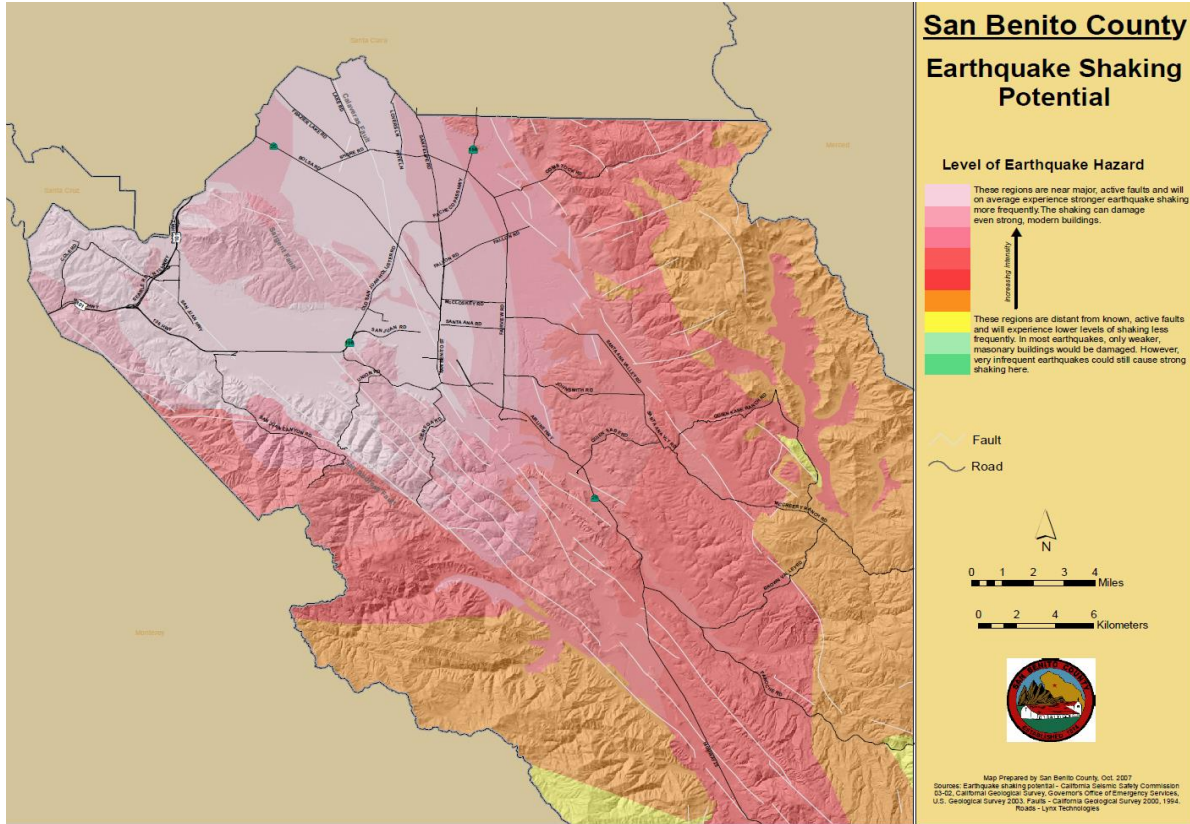
### San Benito County



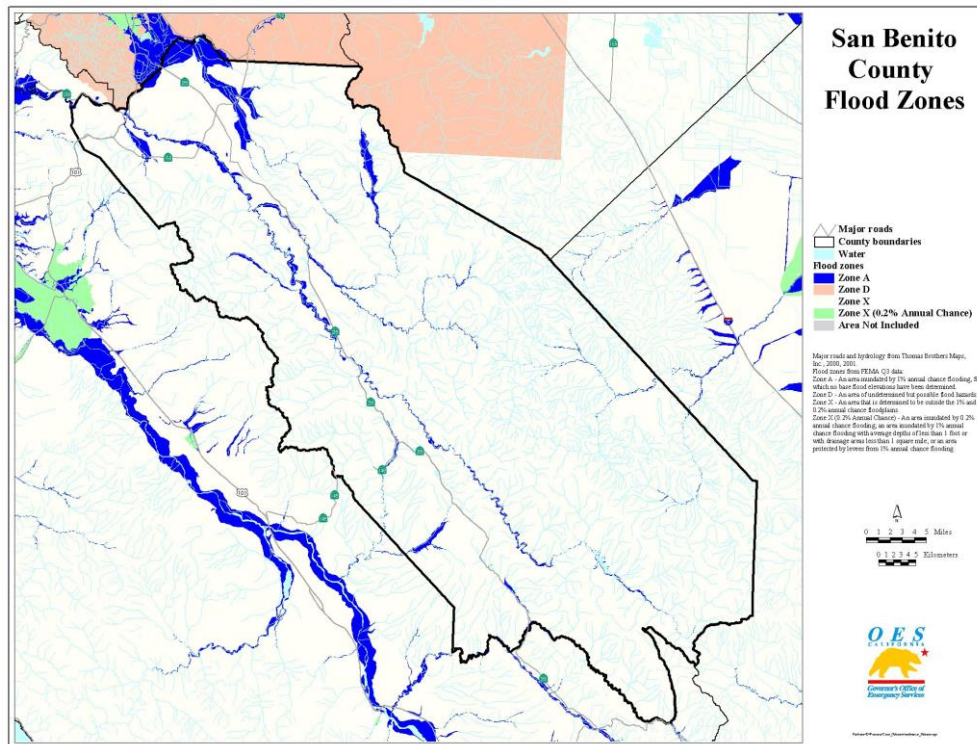


Seismic Hazards Map



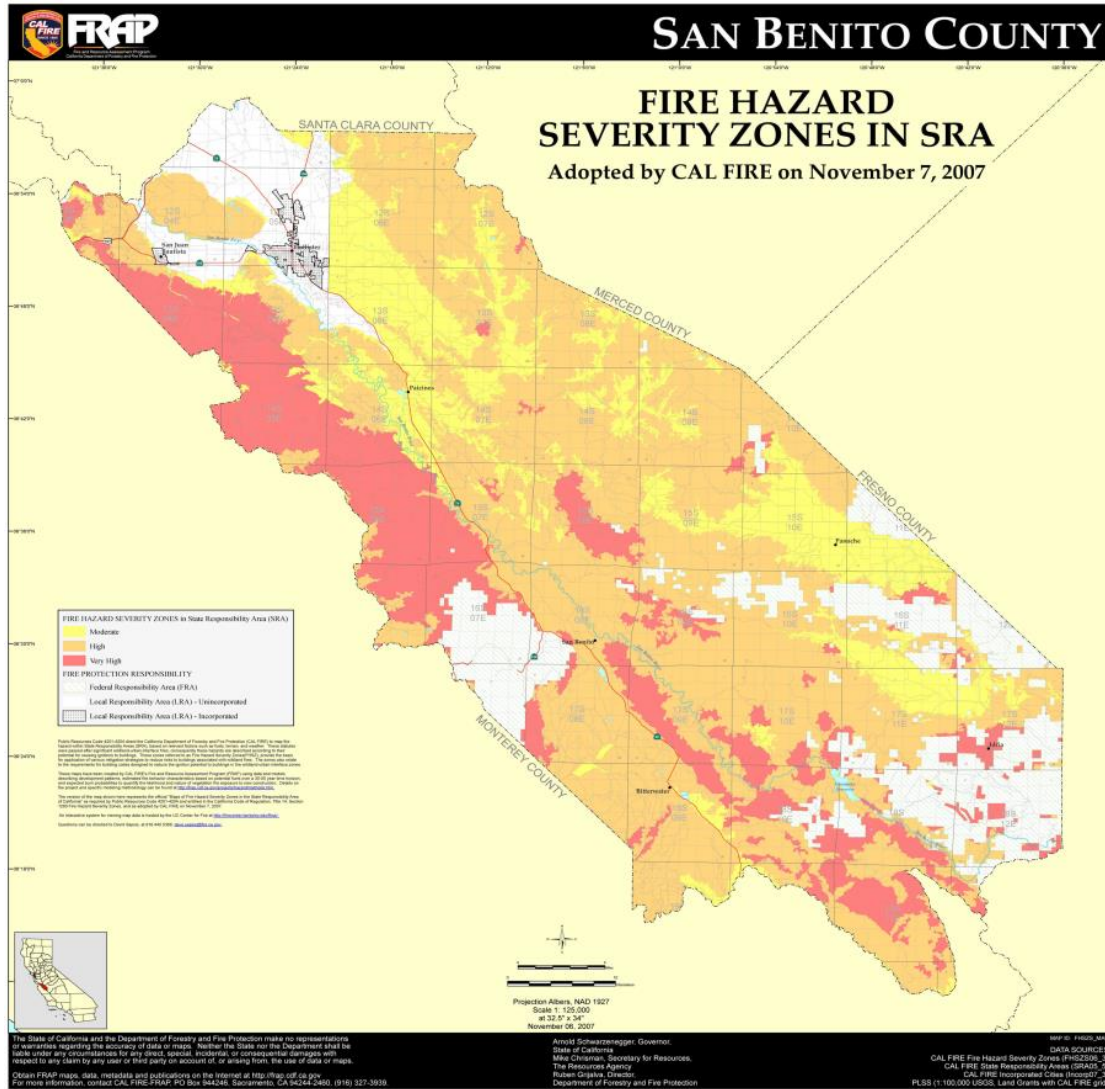


Flood Plan Map





Fire Hazard Severity Zones





## 16.10. Attachment J – Emergency Proclamations

### Proclamation of Existence of a Local Emergency (by Director of Emergency Services)

**WHEREAS**, Ordinance No. 833 of the County of San Benito empowers the Director of Emergency Services (County Administrative Officer) of the County of San Benito to proclaim the existence or threatened existence of a local emergency when said County is affected or likely to be affected by a public calamity and when the Board of Supervisors is not in session; and

**WHEREAS**, the County Administrative Officer of the County of San Benito does hereby find:

- ❖ That conditions of extreme peril to the safety of persons and property have arisen within said County in that commencing on or about \_\_\_\_\_ a.m./p.m.; on \_\_\_\_\_ the following conditions exist:  
Month, Day, Year

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- ❖ That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency; and
- ❖ That the Board of Supervisors is not in session (and cannot immediately be called into session),

**NOW, THEREFORE, IT IS HEREBY PROCLAIMED** that a local emergency now exists throughout said County; and

**IT IS FURTHER PROCLAIMED AND ORDERED** that during the existence of said local emergency the powers, functions, and duties of the County Administrative Officer and the emergency organization of this County shall be those prescribed by state law, the charter, ordinances, resolutions, and approved plans of the County of San Benito.

By County Administrative Officer:

\_\_\_\_\_ Date: \_\_\_\_\_

Approved as to form:

\_\_\_\_\_ Date: \_\_\_\_\_

County Counsel



### Proclamation Confirming the Director of Emergency Services' Proclamation of the Existence of a Local Emergency

**WHEREAS**, Ordinance No. 833 of the County of San Benito empowers the Director of Emergency Services (County Administrative Officer) of the County of San Benito to proclaim the existence or threatened existence of a local emergency when said County is affected or likely to be affected by a public calamity and when the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven (7) days; and

**WHEREAS**, conditions of extreme peril to the safety of persons and property have arisen within said County in that commencing on or about \_\_\_ a.m./p.m.; on \_\_\_\_\_ the following conditions exist:  
Month, Day, Year

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**WHEREAS**, said Board of Supervisors does hereby find that the aforesaid conditions of extreme peril did warrant and necessitate the proclamation of the existence of a local emergency;

**WHEREAS**, the County Administrative Office of the County of San Benito did proclaim the existence of a local emergency within said county on the \_\_\_\_\_ day of \_20\_\_\_\_.

**NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED** that the Proclamation of Existence of a Local Emergency, as issued by the County Administrative Officer, is hereby ratified and confirmed by the Board of Supervisors of the County of San Benito; and

**IT IS FURTHER PROCLAIMED AND ORDERED** that said emergency shall be deemed to continue to exist until its termination is proclaimed by the Board of Supervisors of the County of San Benito, State of California.

Dated: \_\_\_\_\_

Board of Supervisors:

- District 1 \_\_\_\_\_
- District 2 \_\_\_\_\_
- District 3 \_\_\_\_\_
- District 4 \_\_\_\_\_
- District 5 \_\_\_\_\_

Approved as to form:

\_\_\_\_\_  
County Counsel



**Proclamation of Termination of Local Emergency**

**WHEREAS**, a local emergency existed in the County of San Benito in accordance with the proclamation thereof by the Board of Supervisors or the County Administrative Officer on the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

As a result of conditions of extreme peril to the safety of persons and property caused by:  
\_\_\_\_\_(fire, flood, storm, epidemic, riot, earthquake, or other cause);  
and

**WHEREAS**, the situation resulting from said conditions of extreme peril is now deemed to be within the control of the normal protective services, personnel, equipment, and facilities of and within said County of San Benito.

**NOW, THEREFORE**, the Board of Supervisors of the County of San Benito, State of California,  
**DOES HEREBY PROCLAIM** the termination of said local emergency.

Dated: \_\_\_\_\_

Board of Supervisors:

District 1 \_\_\_\_\_

District 2 \_\_\_\_\_

District 3 \_\_\_\_\_

District 4 \_\_\_\_\_

District 5 \_\_\_\_\_

Approved as to form:

\_\_\_\_\_

County Counsel





**Resolution Requesting the Governor to Proclaim a State of Emergency**

**WHEREAS**, on \_\_\_\_\_, 20\_\_\_\_, the County Administrative Officer of the County of San Benito found that due to:

\_\_\_\_\_ (fire, flood, storm, epidemic, riot, earthquake or other causes) a condition of extreme peril life and property did exist in the County of San Benito; and

**WHEREAS**, in accordance with state law, the Board of Supervisors or the County Administrative Officer declared that an emergency did exist throughout said County; and

**WHEREAS**, it has now been found that local resources are unable to cope with the effects of emergency; and

**WHEREAS**, the approximate amount of damages is equal to \$\_\_\_\_\_.

**IT IS HEREBY DECLARED AND ORDERED** that a copy of this declaration be forwarded to the Governor of California with the request that he proclaim the County of San Benito to be in a state of emergency; and

**IT IS FURTHER ORDERED** that a copy of this declaration be forwarded to the Director of Emergency Services, Governor’s Office of Emergency Services (Cal OES); and

**IT IS FURTHER RESOLVED** that \_\_\_\_\_ is hereby designated as the authorized representative for public assistance and \_\_\_\_\_ is hereby designated as the authorized representative for Individual assistance of the County of San Benito for the purpose of receipt, processing and coordination of all inquiries and requirements necessary to obtain available state and federal assistance.

Date \_\_\_\_\_

\_\_\_\_\_  
County Administrative Officer, County of San Benito

Approved as to form:

\_\_\_\_\_  
County Counsel