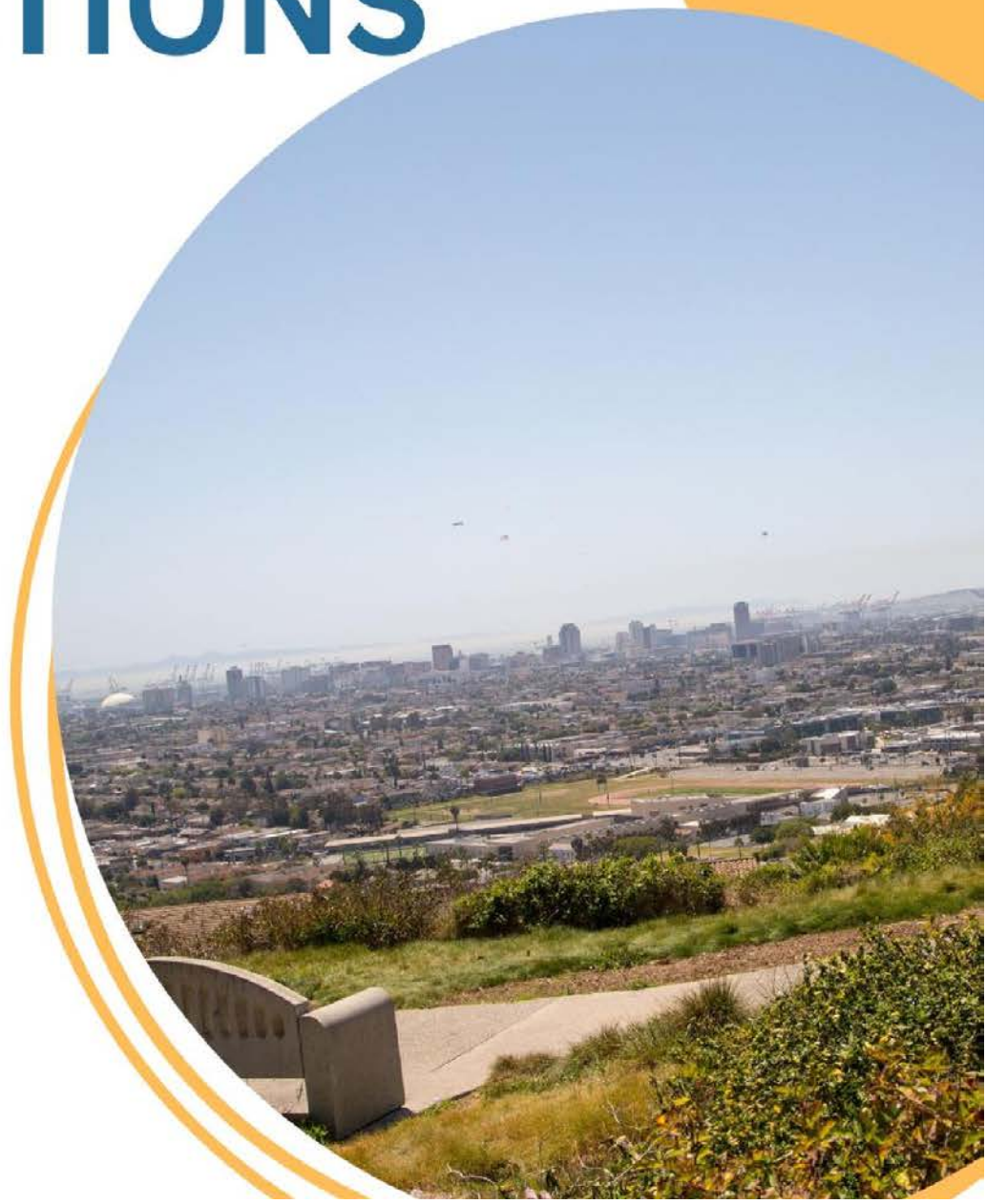




CITY OF SIGNAL HILL

EMERGENCY OPERATIONS PLAN

2025



CITY OF SIGNAL HILL
Emergency Operations Plan

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Foreword

To: Officials, Employees, and Contract Staff of the City of Signal Hill

The preservation of life, property, and the environment is an inherent responsibility of local, state, and Federal governments. The City of Signal Hill (City) has prepared this Emergency Operations Plan (EOP) to ensure the most effective and economical allocation of resources for protection of people and property in time of an emergency or disaster. The objective of this Plan is to incorporate and coordinate all the facilities and personnel of the City into an efficient organization capable of responding effectively to any emergency.

Enclosed is the EOP. This Plan is designed as a reference and guidance document and is the foundation for disaster response and recovery operations for the city. It establishes the emergency organization, concept of operations, as well as specifies policies, general procedures and processes for coordination of the City's responsibilities as a member of the Los Angeles Operational Area with other Operational Area organizations. This plan builds upon previous efforts to enhance the City's emergency and disaster preparedness, response, and recovery capabilities and includes the critical elements of the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the National Response Framework and the Incident Command System (ICS).

The City Police Department will annually coordinate review of this Plan and collaborate with other staff to ensure that emergency processes are responsive to all needs. All City staff will become familiar with this plan and their role in the event of an activation where they will be called upon to assist and support the emergency operations.

The City Council gives its full support to this plan and urges all officials, employees, and residents, individually and collectively, to do their share in the total emergency preparedness, response, and recovery efforts of the City of Signal Hill.

This EOP becomes effective upon approval and resolution of the City Council. This letter promulgates the City's EOP and constitutes the City's adoption of the EOP and the SEMS.

Sincerely,

Carlo Tomaino, City Manager

Plan Concurrence

As a designated official or principal in the City's emergency management effort, and having reviewed the EOP, I hereby sign this concurrence page to show my approval of the plan and its contents.

Position	Signature	Date
City Manager		
Police Chief		
Los Angeles County Fire Captain		
Public Works Director		
Administrative Services Officer/Finance Director		
Parks, Recreation, and Library Services Director		
Community Development Director		

Distribution List

The distribution list designates the departments and agencies that received copies of the City of Signal Hill Emergency Operations Plan (EOP). All EOC staff shall have access to the EOP. Sufficient copies of the EOP will be maintained in the EOC for each position listed in **Appendix C**. The plan was distributed in an electronic form or printed version to:

City Departments and Partner Agencies
Signal Hill City Manager
Signal Hill Public Works (City Yard)
LA County Fire (Station 60)
Signal Hill Police Department
Administrative Services Officer/Finance Director
Parks, Recreation, and Library Services Director
Community Development Director
Long Beach Disaster Preparedness
LA County OEM

Portions of this document may contain sensitive information pertaining to the deployment, mobilization, and tactical operations of the City government in response to emergencies. Refer any request to view the plan or for a copy of this document to the City's Emergency Management Coordinator.

Plan Maintenance and Record of Revisions

Per Section 2.76.080 of the City Municipal Code, the Signal Hill Disaster Council shall be responsible for the development of the City EOP. The EOP shall provide for the effective mobilization of all the resources of the City, both public and private, to meet any condition constituting a local emergency, state of emergency or state of war emergency, and shall provide for the organization, powers and duties, services and staff of the emergency organization. The EOP will take effect upon adoption by resolution of the City Council.

The City EOP was written with input from City departments having an official emergency responsibility in the City. The EOP was submitted to the California Governor's Office of Emergency Services (Cal OES) for review and then presented to the City Council for analysis. Upon concurrence by the City Council, the EOP was officially adopted through resolution.

Maintenance of the EOP is coordinated by the City Emergency Management Coordinator with support from the police department. Individual City Departments are responsible for updating and revising their departmental procedures regularly and submit those updates to the Emergency Management Coordinator who will incorporate the updates into the EOP. These updates should include new information (e.g., update of phone numbers and revisions of relevant standard operational procedures or positions). All changes to the EOP will be documented in the record of revisions table below. Changes to the EOP will be distributed to the City departments and agencies shown on the Plan Distribution list. Major revisions to the EOP will be submitted to the City Manager for approval or for recommendation for review by the City Council.

Change No.	Description	Change Date	Approved By

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1. Emergency Operations Plan Overview and Administration

The EOP is designed to assist City and other staff members who have key roles and responsibilities for responding during disasters, emergency incidents and pre-planned events. Emergency management organization staff that support emergency response, report to the EOC, Department Operations Centers (DOC) or are assigned to field response duties should use the EOP to guide their actions in completing assigned tasks.

1.1 Purpose and Scope

The EOP provides guidance to City staff to promote effective response and recovery operations when any emergency affects City operations or citizens. The scope of the EOP includes the City's population, personnel, property, and facilities, and it is applicable to any incident resulting from any hazard or threat.

The EOP:

- Describes the City's organizational structure and management system for emergency response
- Sets forth lines of authority and organizational relationships and shows how emergency response activity will be coordinated
- Identifies the actions taken to activate and operate the City EOC
- Identifies personnel, equipment, facilities, supplies, and other resources available to support EOC operations
- Provides detailed guidance for EOC staff to carry out their responsibilities
- Describes EOC processes and products such as the EOC Action Plan and Situation Status Report

The objectives of the EOP are to:

- Describe the internal processes that address emergency response and coordination including identifying the roles and responsibilities of EOC positions that may be staffed at the City EOC upon activation
- Describe the Incident Command System (ICS) which will be used in the preparation for, response to, and recovery from emergencies, and may be used to aid in the mitigation of potential threats

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- Provide tools and templates such as emergency procedures and communications methods for EOC and other staff to use in supporting response to emergencies.

1.2 Plan Format

Basic Plan – The EOP provides an overview of the City’s organization, policies, and approach to all phases of emergency preparedness. It is the foundation document for the City’s emergency management program. The EOP identifies the functions and responsibilities for the emergency response organization and EOC staff and provides guidance for plan maintenance. It describes internal processes that address emergency response and coordination. The intent of the EOP is to provide supporting documentation to emergency response staff that is detailed enough for effective response yet is flexible enough to be used in any emergency response including one that requires emergency water transportation operations to support movement of first responders or evacuation of affected populations.

Appendices – The EOP appendices include forms, checklists, and other supplemental information to be used in preparation for, and during, an emergency. Appendices also include supporting information that may frequently change, such as personnel rosters and contact lists.

Functional Annexes – Annexes are the parts of the EOP that provide specific information and direction on key components, such as Public Information, Resources, and Communications.

1.3 Planning Assumptions

The EOP is based upon several planning assumptions:

- City staff will take immediate actions to address threats to life-safety or property damage within the constraints of their abilities and resources
- The EOC Director will mobilize required resources and task City staff to fulfill the response/recovery objectives
- More than one EOC position may be filled by the same person. Some or all of the EOC team may perform their duties remotely
- City owned and contracted resources will act as one entity to conduct emergency response and recovery operations
- The EOC will work with private industry and government agencies in the incident impact area to provide essential services during the response and recovery periods of an emergency

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1.4 Signal Hill EOP Activation

Activation of the EOP occurs because of any of the following conditions:

- By order of the City Manager as Director of Emergency Services as specified in Signal Hill Municipal Code Chapter 2.76.050, provided that the existence or threatened existence of a Local Emergency has been proclaimed in accordance with the Signal Hill Municipal Code
- When it is determined by the EOC Director that the available resources are inadequate to cope with the incident
- When required to support pre-planned events
- When the Governor proclaims a State of Emergency for an area that includes the City

1.5 Standard Operating Procedures/Guides (SOPs/SOGs)

Additional organizational and/or functional Standard Operating Procedures (SOPs) or Standard Operating Guides (SOGs) are used by City Departments and other agencies and organizations that have responsibilities in this plan. City emergency operations staff should be acquainted with this and other relevant SOPs/SOGs and receive periodic training on the policies and procedures contained within them.

2. City Description

2.1 City Description

Signal Hill is a small city located in the Los Angeles County region of Southern California. Covering just 2.2 square miles, it stands out for its rich history and unique geographic features, including its namesake hill, which rises prominently above the surrounding area. The city boasts a diverse community and a vibrant economy supported by retail businesses, professional services, and a robust oil industry, which has been a cornerstone of local development since the early 20th century. Signal Hill's strategic location offers panoramic views of the Pacific Ocean and the Greater Los Angeles area, making it not only a vital economic hub but also a desirable place to live and visit.

2.2 Hazard Analysis

The City is subject to a number of potential hazards. The 2025 Local Hazard Mitigation Plan (LHMP) contains a list of 6 hazards and details descriptions of the nature, past occurrences, location, extent and probability of future events for hazards. It also addresses the potential impacts resulting from climate change on the hazards. Hazards identified in the 2025 LHMP are contained in **Table 2-1**.

Table 2-1: 2025 LHMP Hazards

1. Earthquake
2. Flooding
3. Landslide
4. Drought
5. Climate Change
6. Windstorm

3. Concept of Operations

This section identifies how the City organizes to manage, coordinate, and respond to emergencies within the context of existing emergency management and response doctrine, as well as current City legal authority, organization, and operations.

3.1 Phases of Emergency Management

In California, emergency management activities are associated with the five (5) phases (**Figure 3-1**) indicated below. Not every disaster will necessarily include all the phases. All City Departments have responsibilities in one or more of the emergency management phases:

- Mitigation Phase - Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters and emergencies. It refers to measures or actions that can prevent an emergency, reduce the chance of an emergency or reduce the damaging effects of unavoidable emergencies.
- Preparedness Phase - Preparedness is a continuous cycle of planning, organizing, training, equipping, exercising, evaluating and taking corrective action. Training and exercising plans are the cornerstone of preparedness, which focuses on readiness to respond to all hazards, incidents and emergencies.
- Response Phase - The response phase is a reaction to the occurrence of a catastrophic disaster or emergency. It consists of actions which are aimed at saving lives, reducing economic losses and alleviating suffering.
- Recovery Phase - Recovery consists of those activities that continue beyond the emergency period to restore critical community functions and begin to manage stabilization efforts. The recovery phase begins immediately after the threat to human life has subsided.
- Prevention Phase - Prevention focuses on preventing hazards from occurring, whether they are natural, technological or caused by humans. Not all hazards are preventable, but the risk of loss of life and injury can be limited with good evacuation plans, environmental planning and design standards.



Figure 3-1: Five Phases of Emergency Management

3.2 National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS)

The City conforms to the requirements of SEMS and NIMS and uses the concepts of incident command, common terminology, span of control, and resource management common to both systems. In managing small incidents, the City applies standard operating processes and procedures and may not activate an incident command structure for every incident.

NIMS incorporates the Incident Command Structure (ICS), a standardized on-scene emergency management concept designed to provide an integrated organizational structure for single or multiple emergencies and to facilitate emergency response across jurisdictional boundaries.

SEMS is required by the California Office of Emergency Services (CalOES) for managing multi-agency and multi-jurisdictional responses to emergencies in

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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 ICS, California Disaster and Civil Defense Master Mutual Aid Agreement, the Operational Area concept, and multiagency or inter-agency coordination. State agencies are required to use SEMS, and local government entities must use SEMS to be eligible for any reimbursement of response-related costs under the state's disaster assistance programs.

Under SEMS, response activities are managed at the lowest possible organizational level. SEMS consists of five (5) levels: Field, Local, Operational Area, Region, and State as illustrated below **Figure 3-2**. The City of Signal Hill utilizes SEMS during incidents that require a multi-agency response or when the incident involves multiple jurisdictions.

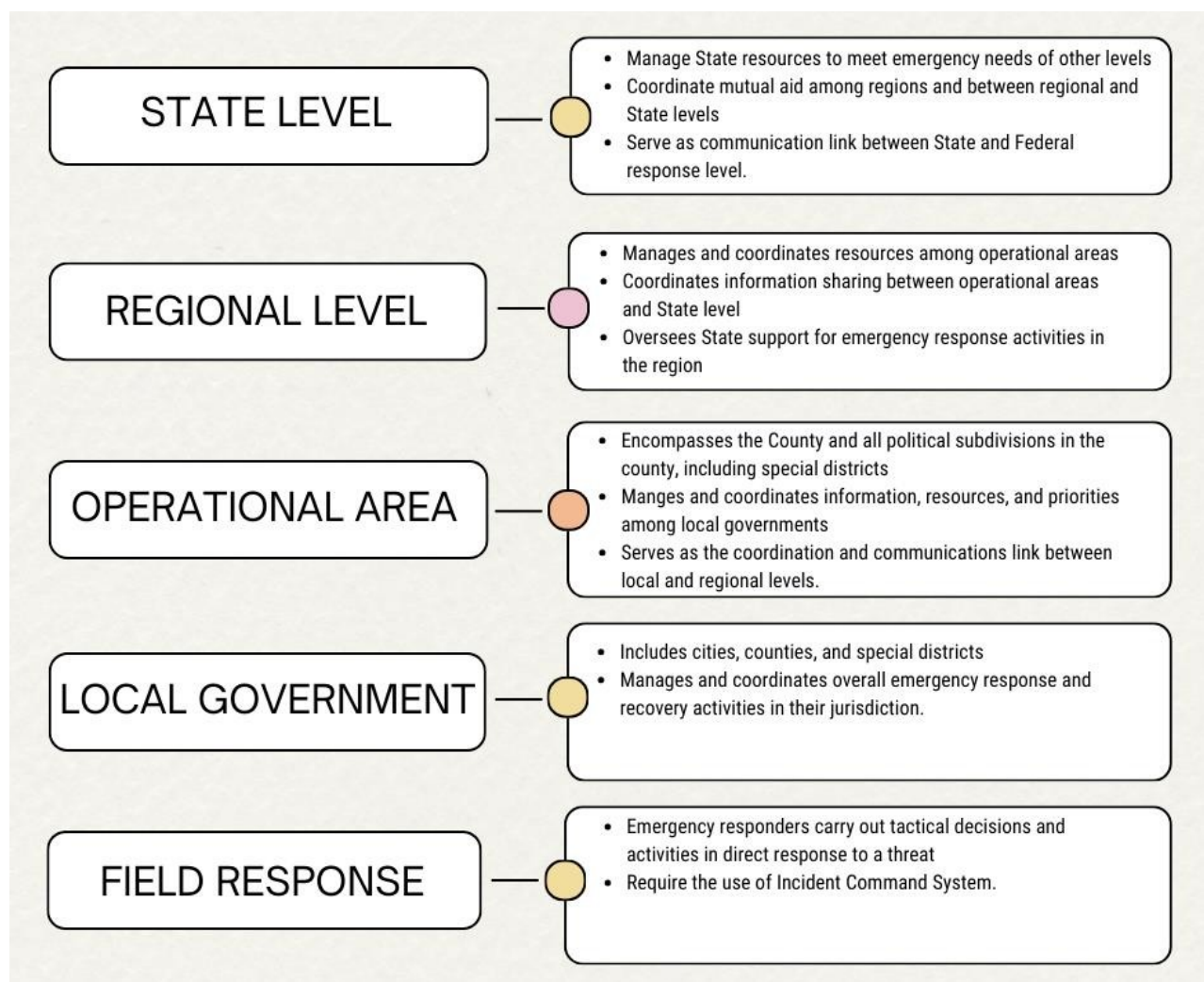


Figure 3-2: SEMS Levels

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Field Response – The Field Response level is where emergency response personnel and resources, under the command and control of responsible officials, carry out tactical decisions and activities in direct response to an incident or threat (emergency operations that take place in the field such as evacuations, fire suppression, damage assessments or temporary construction are considered to occur at the Field level). The Signal Hill Police Department conducts law enforcement within the City. The City contracts with the Los Angeles County Fire Department for fire, rescue and emergency medical services. These two agencies are the primary emergency service responders.

The Signal Hill Police Department is located at: [2745 Walnut Ave Signal Hill, CA 90755](#)

The Los Angeles County Fire Department has the following station located in the City:

Station 60

2300 E. 27th St.

Signal Hill, CA 90755

Additional departments that respond to and assist the police and fire in emergency response include the Signal Hill Public Works Department, Community Development, and numerous utility companies, special districts and non-governmental organizations. SEMS regulations require the use of ICS at the field level of a multi-agency or multi-jurisdictional incident. Requests for any resources or support that cannot be filled at the field level will be requested through a Department Operations Center (DOC) or the City EOC.

Unified Command – Allows agencies with responsibility for an incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, autonomy, responsibility, or accountability. The Signal Hill Police Department and/or Los Angeles County Fire Department will implement or represent City field operations in a Unified Command when the situation requires a Unified Command.

Local Government – The Local Government level includes cities, counties, and special districts, and the administrative and coordinative operations of agencies thereof. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. As a condition of state reimbursement of response-related costs, local governments are required to use SEMS when the local EOC is activated or a Local Emergency is proclaimed.

Implementation of SEMS by the City is a cooperative effort of all departments with an emergency response role. The Signal Hill Police Department Emergency Management

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Coordinator and Police Chief lead the city to comply with SEMS requirements. They conduct the following activities:

- Communicates information within the City on SEMS requirements and guidelines
- Coordinates SEMS development among departments and agencies
- Identifies departments and agencies involved in field level response
- Identifies departments and agencies with DOCs
- Coordinates with other local governments, the Operational Area, and volunteer and private agencies on application of SEMS principles
- Ensures SEMS is incorporated into the City's EOP and procedures
- Ensures SEMS is incorporated into the City's emergency ordinances, agreements, memoranda of understanding, etc.
- Identifies local volunteer and private agencies that have an emergency response role. Contacts should be made to develop arrangements for coordination in emergencies.

Operational Area – An Operational Area is the intermediate level of the State's emergency management organization. The Operational Area level encompasses a county and is responsible for coordination among all political subdivisions located therein to include incorporated cities and special districts. The Operational Area facilitates and/or coordinates information, resources, and decisions regarding priorities among Local governments within the Operational Area. The Operational Area operates an EOC and serves as the coordination and communication link between local governments and regional levels.

In Los Angeles County, the Administrator of Emergency Services is the County Office of Emergency Management (COEM). The Administrator of Emergency Services is responsible for implementing the Los Angeles Operational Area Emergency Operations Plan. The Administrator of Emergency Services is supported by the Los Angeles County Sheriff's Office of Emergency Services and has overall responsibility for the following:

- Developing response and recovery plans for the Operational Area and the unincorporated areas of the county
- Organizing and staffing the County EOC and operating as the County EOC Director
- Operating communications and warning systems
- Providing information and guidance to the public and elected officials
- Maintaining information on the status of resources, services, and operations

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- Directing overall operations
- Obtaining support for the Los Angeles Operational Area and providing support to other jurisdictions as needed
- Identifying and analyzing potential hazards and recommending appropriate countermeasures
- Collecting, evaluating and disseminating damage assessment and other essential information

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

- A local government within the Operational Area has activated its EOC and requested activation of the Operational Area EOC to support their emergency operations
- Two (2) or more cities within the Operational Area have proclaimed a local emergency
- A city, city and county, or county has requested a Governor's proclamation of a State of Emergency, as defined in the Government Code Section 8558(b)
- A State of Emergency has been proclaimed by the Governor for the county or two (2) or more cities within the operational area
- The Operational Area has requested resources from outside its boundaries. This does not include resources used in normal day-to-day operations that are obtained through existing mutual aid agreements.

Regional Level and Regional Emergency Operations Center (REOC) – The Regional level is administered by the State and manages and coordinates information and resources among Operational Areas and within or between one or more mutual aid regions established by Cal OES. The Regional level coordinates overall State agency support for emergency response activities within the Region. California is divided into three Cal OES administrative regions – Inland, Coastal, and Southern; six (6) fire and rescue mutual aid regions; and seven (7) law enforcement mutual aid regions. The Regional level operates the REOC and serves as the coordination and communication link between the Operational Area and the State level.

There are 11 counties within the Southern Administration Region, Region I & VI, and 226 incorporated cities, numerous tribal nations, small unincorporated communities, special districts, and a total population of approximately 22,885,880 people. Southern Region is located at:

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Cal OES Southern Region
4671 Liberty Avenue.
Los Alamitos, CA 90720
(925) 953-1402 Office
(925) 953-1418 Fax

State Level and State Operations Center (SOC) – 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 Regions. 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 FEMA. The Cal OES SOC is located at:

Cal OES State Operations Center
3650 Schriever Avenue
Mather, CA 95655

3.3 Incident Command System (ICS)

NIMS and SEMS require emergency response agencies to use ICS for multi-agency, multijurisdictional incidents. ICS is a standardized, on-scene, all-hazards incident management approach that:

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

ICS is used by all levels of government—federal, state, tribal, and local—as well as by many nongovernmental organizations and the private sector. ICS is also applicable across disciplines. It is structured to facilitate activities in five (5) major functional areas:

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

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All the functional areas may or may not be used depending on the needs of the incident. The Signal Hill Police Department and/or Los Angeles County Fire Department utilize ICS during day-to-day responses and multi-agency response incidents.

SEMS regulations require local governments to provide for the five ICS functions as the basis for structuring the organization:

- **Command/Management** – Responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations
- **Operations** – Responsible for coordinating all operations in support of the emergency response through implementation of the Incident or EOC Action Plan
- **Planning/Intelligence** – Responsible for collecting, evaluating, and disseminating information to promote situational awareness, developing the Action Plan and After-Action Report (AAR) and maintaining documentation
- **Logistics** – Responsible for providing facilities, services, personnel, equipment, and materials in support of the incident
- **Finance/Administration** – Responsible for financial activities and other administrative aspects

3.4 Emergency Proclamations

A Local Emergency may be proclaimed by the City Council or by the City Manager, serving as the Director of Emergency Services as specified by Signal Hill Municipal Code Chapter 2.70.050.

A Local Emergency proclaimed by the City Council must be ratified within seven (7) days. The governing body must review the need to continue the proclamation at least every 14 days until the Local Emergency is terminated. The Local Emergency may be terminated by resolution as soon as conditions warrant or terminates by expiration after 14 days.

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

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

When the City proclaims a Local Emergency, they will notify the Los Angeles County Operational Area EOC. The Local Emergency Proclamation will be emailed to the Los Angeles Operational Area EOC. Requests for Fire and Law Enforcement mutual aid will be made through existing Regional Mutual Aid Coordinators that may be present at the Operational Area EOC. Other requests for mutual aid will be made through the Operational Area EOC.

State of War Emergency

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

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

When a State of Emergency has been proclaimed:

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

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

3.5 Signal Hill Emergency Organization

The city organizes and implements emergency operations at the field and local government levels of the SEMS. The City's EOC and DOC's function to coordinate field level activities. City staff may serve as liaisons to the Operational Area level when requested.

3.5.1 Field Level Incident Command System

The concepts, principles and organizational structure of the ICS are used to manage all field operations. The size, complexity, hazard environment, and objectives of the situation will determine the ICS structure and the level of support that will be required by field activities. All incidents will be managed by developing operational objectives to be achieved that are clearly communicated to field and EOC staff through use of the action planning process.

Typically, an Incident Commander will communicate with the EOC Director as to the situation and resource status through the Operations Section. Members of the Incident Command and General Staff will communicate with their counterparts in the EOC.

When multiple agencies respond to the incident, the Incident Commander will establish a Unified Command or Multi-Agency Coordination System (MACS), and any other supporting organizations will provide a representative who will report to the Liaison Officer. Other agencies including those from county, state and federal levels may participate in the Unified Command/MACS by assisting in identifying objectives, setting priorities, and allocating critical resources to the incident.

3.5.2 Field/EOC Communications and Coordination

The Logistics Section, working with the Operations Section and City Police and County Fire Departments, will develop a Communications Plan outlining all emergency communications capabilities including radio channels and protocols to be used during

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an incident. The Incident Action Plan (IAP) developed for a specific incident will include the Emergency Communications Plan (ICS FORM 205). Typically, field to EOC communications will occur at the Command and General Staff levels or, if they are established, field units will communicate with the DOC which will, in turn, relay the information to the appropriate section/function in the EOC. It is the responsibility of Incident Commander(s) to communicate critical information to the EOC Director in a timely manner.

The Operational Area EOC will communicate situation and resource status information to the City via OARRS and Situational Reporting.

3.5.3 Field/EOC Direction and Control Interface

The EOC Director will establish jurisdictional objectives and priorities and communicate those to all organizations through the EOC Action Plan. The EOC Action Plan does not direct or control field units but coordinates support for their activities. Incident Commander(s) will ensure incident objectives and priorities are consistent with those policies and guidelines established at the City level by the EOC Director.

3.5.4 Field/EOC Coordination with Department Operations Centers (DOCs)

If a department within the City establishes a DOC to coordinate and support their field activities, the DOC Manager will provide the location, time of establishment, and staffing information to the City EOC. All communications with the field units of that department will be directed to the DOC who will then relay situation and resource information to the City EOC. DOCs act as an intermediate communications and coordination link between field units and the City EOC. The Public Works Department and Police Department will typically operate DOCs.

3.6 Roles and Responsibilities

The following section describes roles and responsibilities for organizations supporting emergency responses.

3.6.1 City Departments

Below is a list of city departments and their role in emergency response.

Administration Department – The Administrative Department consist of the following:

- **City Attorney** – Compliance and legal advice for EOC Management Team. Assist with the writing and ratification of local emergency and emergency orders. Acts in an advisory role to the Director of the EOC and the City Executive Team.

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- **City Council** – Proclaim and/or ratify a local emergency, approve emergency orders and serve as City Official. Act in an advisory role to the City Manager.
- **City Clerk** – During an election, staff may serve as a Deputy Director to the Police Department and provide subject matter expertise to help make informed decisions. In non-election situations, they may provide support staff to assist the various sections of the EOC.
- **City Manager's Office** – The City Manager leads the Policy Group and is the interface between the EOC and the City Council. Provides staff to serve as the EOC Public Information Officer and appoints staff to special projects. Oversees the City's emergency services function and provides staff to manage the EOC facility, and serve an advisor to the EOC Director. The City Manager has the authority to activate the EOC and mobilize staff.
- **Economic Development** – Provides staff to the Business Operations Officer position within the EOC. Interfaces with City business during emergency events.
- **Human Resources** – Provides staff for the Management Section's Policy Group and Safety Officer. May staff the Personnel Unit under the Logistics Section.
- **Information Technology (Consultant)** – Provides staff to the Logistics Section for the Information Technology (IT) Unit, Communications Unit and the EOC Systems Support Unit. All IT-related requests must be routed through EOC Management prior to the submission of a ticket.

Community Development – Provides staff to the Management Section's Policy Group and to the planning section of the EOC.

Finance – Provides staff to the Management Section's Policy Group and to the Finance & Administration Section to serve as Section Chief, Cost Recovery, Documentation Unit, and Cost Analysis Unit.

Fire Department (County) – Provides staff to the Management Section's Policy Group, EOC Director (Fire-led event) and to the Operations Section to serve as Section Chief and/or Fire Branch.

Parks, Recreation and Library Services – Provides staff to the Management Section's Policy Group. May staff the Care and Shelter Branch under Operations Section and/or Facilities Unit in the Logistics Section.

Police Department – Provides staff to the Management Section's Policy Group, EOC Director (Law Event) and to the Operations Section to serve as Section Chief and/or Law Branch.

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Public Works – Provides staff to the Management Section's Policy Group and to the Operations Section to serve as the Public Works Branch. Additionally, provides staff to the Operations Section to serve as the Utilities Unit.

3.6.2 Special Districts, Private, and Non-Profit Organizations

Volunteers

Depending on the event, EOC personnel can be composed of private and Nongovernmental Organizations (NGOs) who have technical expertise. As staff become available, volunteers will be incorporated into EOC operations. Volunteers can also assist in the field, distributing commodities or collecting donations.

Private Sector EOC Representatives

Private sector organizations play a key role before, during, and after an emergency. Private Sector Representatives can be composed of power, communication networks, transportation, security, and numerous other services upon which both response and recovery are particularly dependent.

Nongovernmental Organizations

NGOs play an important role before, during and after an emergency. NGOs such as the American Red Cross (ARC) and The Salvation Army are vital partners in supporting and promoting emergency preparedness, disaster response and mutual assistance.

3.7 Populations with Disabilities and Others with Access and Functional Needs

Priorities for emergency incidents will be providing effective alerting and warning messaging, conducting lifesaving operations, ordering and executing evacuations and providing shelter while addressing the issues related to communications, mobility, and accessibility. Included in the City's planning efforts are those with disabilities and others with access and functional needs are:

- Americans with Disabilities Act of 1990 (ADA) compliant access to City programs, services, and facilities and ARC shelter facilities. The City either owns or has agreements in place with facility owners to operate shelters that meet ADA guidelines.
- Assistance with animal services for evacuation of service dogs and sheltering
- Identified transportation assistance for those requiring physical assistance
- Reverse telephone system for specific geographic areas
- Notification and warning procedures in various forms of communications

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- Evacuation considerations
- Emergency transportation issues
- Sheltering requirements
- Accessibility to medications, refrigeration and back-up power

3.7.1 Functional Needs Populations

Functional needs populations are those members of the community who 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; who live in institutionalized settings; who are older adults; who are children; who are from diverse cultures; who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged.

Additionally, the U.S. Department of Health and Human Services emPOWER program creates a partnership between the Administration for Strategic Preparedness and Response (ASPR) and the Centers for Medicare and Medicaid Services (CMS). This program provides federal data, mapping, and artificial intelligence tools, as well as training and resources, to help communities nationwide protect the health of at-risk Medicare beneficiaries, including 4.5 million individuals who live independently and rely on electricity-dependent durable medical and assistive equipment and devices, and/or certain essential health care services.

3.8 Animal Considerations

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

The Signal Hill Parks, Recreation, and Library Services, in conjunction with the Long Beach Animal Care Services Department, leads the implementation of the PETS Act during emergency response. The Long Beach Animal Care Services Department will provide for the coordination of evacuation and sheltering of household and service animals in the event of a disaster.

There are no animal shelters in the City. The closest shelters that provide rescue services in the event of animal evacuations are:

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Shelters	Address and contact information
Long Beach Animal Care Services	7700 E. Spring St. Long Beach, CA 90815 Phone: (562) 570-7387 Link: http://www.longbeach.gov/acs/

The city may request assistance from the Los Angeles County Animal Care and Control (DACC). DACC serves unincorporated Los Angeles County and 45 contract cities with a combined total population of over 3 million residents.

4. Emergency Operations

This section provides details on operating procedures and essential elements of incident management to meet the particulars of the City's emergency organization and operations while aligning with Concept of Emergency Operations described in **Section 3**.

The City's emergency organizational structure includes field response by the Police Department, Public Works staff and other staff who may respond directly to an incident. Los Angeles County Fire Department provides field level response for firefighting and emergency medical services. The City also supports the local government level in the SEMS by activating and staffing the EOC and Public Work's DOC.

4.1 EOC Priorities

The City EOC is organized to manage, coordinate, and support emergencies using SEMS. ICS, which is incorporated into SEMS, provides for management of emergencies in the field based on a command and control approach. The City uses ICS for EOC operations based on a management approach.

Priorities for EOC activities, regardless of hazard, are:

- Life/Safety
- Incident Stabilization
- Property Preservation

4.1.1 Purpose and Functions of the EOC

The purpose of the City EOC is to provide a facility from which the organization's response to an emergency can be effectively coordinated. During an emergency, the EOC will provide a single focal point for centralized activities to include:

- Decision-making at the operational level
- Management of information by developing, maintaining, displaying, and disseminating Situational Awareness of the incident
- Resource support to identify, obtain, and manage City and other resources for emergency operations
- Providing logistics support when multiple incident commands require coordination
- Performing accounting and recordkeeping to track disaster costs
- Providing liaisons to other organizations

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The EOC performs these tasks by communicating across departments, agencies and jurisdictions to relieve on-scene command of the burden of external coordination, resource allocation, and information collection, verification, and dissemination. The decisions made through the EOC are designed to be broad in scope and offer guidance on overall priorities.

The EOC is operated by City and other staff that are specially trained to perform their ICS position roles in emergency management. They provide support to Incident Commanders and the Public Works DOC, conduct public notification and warning, provide incident emergency and public communications, and manage resource coordination. The EOC facility has specialized equipment, information systems, and various tools that in conducting City-wide emergency response operations.

The EOC does not directly manage or command incidents. Field level emergency responders, such as the Police, Fire, and Public Works Departments are managed by on scene Incident Commander(s). The role of the EOC is to collect, validate and organize incident information and to provide for the overall coordination of resources required during response and recovery operations.

Tasks performed by the EOC and processes to complete them are more fully described in detailed Position Checklists located in the City EOC.

4.1.2 EOC Locations

The City EOCs are located at:

Primary: Signal Hill Police Department
2745 Walnut Avenue. Signal Hill, CA 90755

Alternate: Signal Hill City Hall
2175 Cherry Avenue, Signal Hill, CA 90755

The alternate EOC will be activated only when the primary EOC is damaged, inaccessible, and/or evacuation of EOC staff members becomes necessary. If the primary EOC is unusable before its activation, staff members will be asked to report to the alternate EOC site. The EOC Logistics Section will arrange for the relocation of EOC staff members to the alternate EOC. All field Incident Commanders will be notified of the transition to the alternate EOC.

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4.1.3 EOC Activation and Deactivation

Activation of the City EOC is determined based on the nature and severity of an emergency. The EOC may be activated at the direction of the City Manager or at the request of the Operational Area.

Activation

Depending on the severity of the emergency, the EOC may be activated either partially or fully. Under a partial activation, the EOC Director will determine which EOC positions are required (a list of EOC staff positions and their functions is provided in **Appendix C**). In a full activation, all EOC positions identified in **Appendix C** will be staffed.

Should an activation be needed after hours, EOC staff may self-activate or may begin seeking more information on the impact to the city. After assuring the safety of their own families and homes, EOC staff should contact their direct supervisor for information and further instructions. The EOC will be staffed for the initial response and initial activation periods; positions may be released as the incident stabilizes and the need for specific skill sets changes.

A self-evident disaster, such as a major earthquake (M5.5+), communications failure, Major Airport Disaster, or pipeline rupture does not require instruction from the EOC Director to activate the EOC. Under such circumstances, and in the absence of affirmative direction, and where there is an inability to reach City leadership, members of the EOC Team are to deploy to the designated EOC facility.

Key to making staff notification processes effective are accurate staff contact information and early decision making on the appropriate staff to notify of an emergency. The city would utilize a phone tree notification method to contact staff and stakeholders during an emergency.

Activation Levels:

Level 3: Duty Officer/Standby - At the information level, City operations staff track the incident for possible impacts on operations and monitor for potential escalation.

Level 3 emergencies may include:

- Any on-the-job recordable incident
- Minor fire at a City facility or within the City limits where on-site resources are deemed sufficient to handle the event and there are no serious injuries
- Severe weather conditions that warrant monitoring because of potential to do significant damage to infrastructure or injure residents

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- Any incident where the facility's emergency response actions include the assembly and shelter-in-place of all on-site personnel as a precaution to protect their health and safety
- Any event that has a reasonable potential to escalate in scope and thereby harm the City's communities, reputation, assets or employees, and population including an event in a neighboring jurisdiction or facility
- County Department of Public Health warning of a potentially harmful disease outbreak

Level 2: Partial Activation - The EOC Director and potentially assigned EOC staff are notified at Level 2 emergencies regardless of time of day, to establish their availability, review planning, heighten preparedness, share information, and establish an information network for status tracking and reporting. The EOC is not fully activated for a Level II emergency, although some staff may report during non-normal working hours and many staff may interrupt normal business activities to address the incident.

Level 2 emergencies may include:

- Loss of life to a City employee or injury to five or more City staff during a single incident
- Loss of critical infrastructure that may potentially threaten the life or health of City residents or severely disrupt normal City services
- Damage of more than \$100,000 at a City owned facility
- Severe weather conditions that warrant monitoring because of likelihood to do significant damage to infrastructure or injure residents
- Operational Area messaging that City residents may be in danger of being impacted by an emergency
- Potential terrorist threat against City infrastructure or population
- County Department of Public Health warning of a pending harmful disease outbreak

Level 1: Full Activation - The EOC is normally activated when a Level 1 emergency has occurred. Each incident is evaluated for its severity and the need for EOC operations. The Respond Level of activation can occur immediately upon initial notification or as an event escalates from a lower activation level. Level 1 emergencies will likely require resources beyond the City's normal control. They may be regional in nature and require extensive interagency coordination. The EOC may be fully or partially activated. EOC staff will normally include, at a minimum, an EOC Director, Operations and Planning Section Chiefs, and a Public Information Officer.

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Level 1 incidents include:

- Major regional earthquake
- National Weather Service warnings of severe weather conditions that are predicted to cause significant damage to infrastructure or potentially injure residents
- Disruption of critical infrastructure that threatens the life or health of City residents or severely disrupt normal City services
- Credible terrorist threat against City infrastructure or population
- County Department of Public Health warning of a harmful disease outbreak
- Any event that is judged by the Executive Director to warrant an activation

Deactivation

The EOC will operate until a determination is made by the EOC Director to return to normal operations. EOC operations may be downgraded from a full or partial activation to a reduced level. When the EOC is deactivated or the activation level is downgraded, all internal and external contacts informed of the initial activation will be notified. Appropriate contact phone number(s) will be provided to external partners upon deactivation to ensure continuity of access as additional support or informational needs may arise.

For incidents that require recovery operations, the EOC may transition to a recovery operations center which is likely to operate during normal business hours. Additional information on recovery operations is contained in **Appendix G**.

Disaster Service Workers (DSW)

According to Chapter 8, Division 4 of Title 1, Section 3100 of the California Government Code, all public employees are hereby declared to be disaster service workers (DSW), subject to such disaster service activities as may be assigned to them by their superiors or by law. In the event of a local emergency, under subsection 2.76.060. of the Signal Hill Municipal Code, the Director of Emergency Services may require the emergency services of any City officer or employee and may requisition necessary personnel or materials of any City department or agency.

During a disaster, City employees may be unable to report to work due to injury, imminent danger to themselves or family, road closures, collapsed bridges, or other structural damage. The City expects DSWs to make every reasonable effort to report as requested without jeopardizing themselves or their families.

Emergency Reporting Procedures

If a disaster occurs during the regular workday, all staff should contact their immediate supervisor for instructions or return to the office and await further instructions. The City would utilize a phone tree to provide notification to City staff of emergency activations. Before an emergency occurs, employees should be informed of when and where they should report for duty following a disaster. Employees reporting for duty from outside the City should be aware that routes through and access to disaster areas may be closed and be prepared to show proper City identification and explain the purpose for gaining entry to the area upon request by any law enforcement official.

Employees with assignments in the EOC should report to the EOC or alternate EOC, whichever is activated. Employees who are not assigned to the EOC who are recalled for duty following a disaster should report immediately to their normal department or alternate location as designated for emergency instructions.

If telephones are not operating, employees should listen to the radio for emergency information to determine the extent of damage and instructions. During working hours, employees should report to their emergency assignment location and await instructions.

The City will attempt to notify employees via a phone tree notification method with instructions on reporting for duty after normal working hours and weekends/holidays. Once notified, employees should ensure the well-being of their family and report as directed. If reports indicate extensive damage within the City, employees assigned to EOC positions should make every effort to determine the status and location of the activated EOC.

Self-Deployment Procedures

Previous emergencies have led to the recognition that there are certain conditions requiring EOC designated personnel to self-deploy to the EOC. While this is contrary to the conventional emergency management practice to not self-deploy during a disaster, in the absence of an automated notification system or functioning communications systems (landline phones, cell phones, internet, etc.), experience has shown that some emergencies warrant self-deployment to the EOC.

Self-deployment conditions would include an incident or event that renders alerting and communication methods inoperative or severely degraded. In the City area, this could include an earthquake with extended power outage, other disaster such as a cyber-attack accompanied by regional loss of power or severely degraded communications infrastructure. In these types of circumstances, primary EOC staff should self-deploy to the EOC unless it is known that the facility or area is inaccessible or unsafe. If the primary EOC is not operational, staff should report to the alternate EOC.

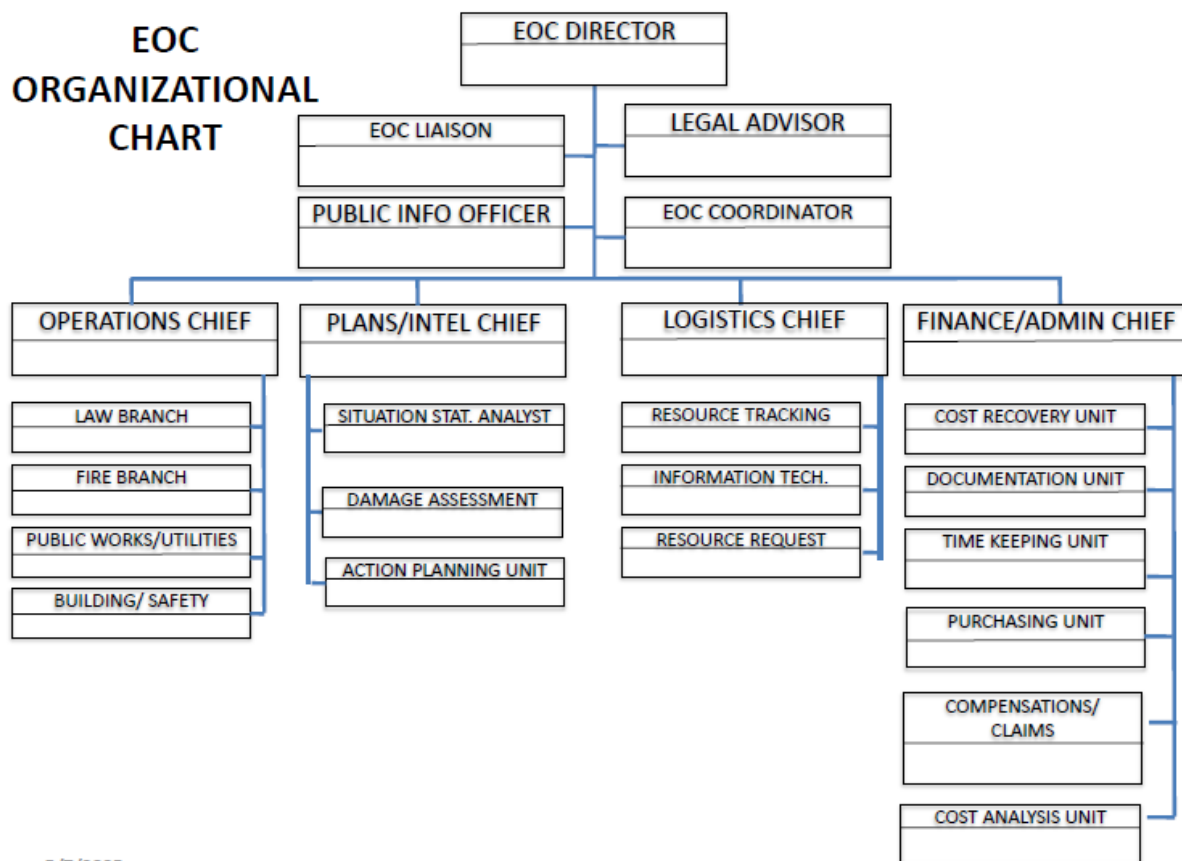
Emergency Work Provisions

The City may provide accommodations for staff required to report to the EOC following a disaster. Meals may be provided on a limited basis, and sleep areas may be designated for employees that need to rest. Special provisions required by emergency workers should be requested through supervisors in the EOC. Employees should bring their City identification card when reporting to the EOC to obtain meals and lodging or gain access to designated facilities or operations.

4.2 Emergency Organization

The City EOC is the focal point for managing incidents that cannot be dealt with by activity solely at the field level. The EOC then functions to support Incident Commander(s) at the field level by providing information collection, analysis and dissemination, resource prioritization and allocation, and organizing logistics support. The EOC may be supported by DOCs that manage their own response resources such as the Department of Public Works.

Figure 4-1 depicts the City's emergency response organization.



5/7/2025

Figure 4-1: City Emergency Response Organization

City staff and other personnel who operate the EOC are known collectively as the EOC Team. The EOC Team includes staff with either technical ability or decision-making authority to support life safety response activity, protect property and restore essential City services after an incident. Staffing is a function of the scope and scale of the emergency and requirements for effective response; therefore, not all identified EOC positions will necessarily be staffed in the event of activation. City personnel, who are not designated as members of the EOC Team, may be directed to move to other facilities or workstations or may be advised to remain at or return home pending further instructions.

Policy Group

The Policy Group consists of all City Council members. Their Legal Advisor is the City Attorney who will assist the EOC Director and the Policy Group as needed. The Policy Group is responsible for assisting the EOC Director in the development of policy, overall strategy, and rules, regulations, proclamations, and orders. **The Policy Group should consider strategic aspects rather than attempt to direct operational considerations or tactical application of resources.** Strategy involves understanding the big picture and looking into the future to recognize the overall effort needed to restore the whole community. Taking a hands-on direct approach for emergency operations may create confusion and lack of coordination within the EOC or incident command and result in loss of unity of effort. The EOC organizational structure through SEMS and NIMS supports this process.

The City Council Liaison supports the Policy Group and is responsible for documenting and recording all emergency orders and decisions of the Policy Group. The Policy Group also contains Department Directors involved in the emergency who do not fill a position in the EOC. In carrying out their responsibilities, the Policy Group should use the following guidance:

Questions to consider:

- What location(s) or geographical area(s) have been affected? Is this likely to change?
- How many people are threatened, affected, injured or dead?
- Are any City assets or facilities damaged?
- What response actions have already been taken?
- Has the Operational Area EOC been activated?
- What other jurisdictions, agencies and organizations are currently responding to the incident?

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- What are the likely long-term impacts on City residents and on the ability of the City and other organizations to provide essential services?

Policy Group Activities:

- Monitor executive issues (business and finance, media, information systems, risk management). Let the City's operational managers coordinate the response in the field and EOC within their areas of expertise. At the executive level, watch for emerging issues related to overall continuity of operations, media issues, risk management concerns and other enterprise-wide considerations.
- Proclaim and/or ratify a local emergency and end of the emergency
- Support the Public Information Organization to Develop and Implement External Messaging
- Brief the Public Information Officer (PIO) as needed on policy issues. The PIO will be responsible for reviewing the immediate situation and issues, developing a public information plan and initiating external messaging.
- Engage legal counsel as part of the emergency response effort
- Stay apprised of legal issues as they emerge and consult with counsel as necessary and appropriate

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Management Section

The responsibilities of the Management Section are to effectively implement response and recovery activities and to efficiently manage resources. To meet these responsibilities, the Management Section directs the following overarching objectives:

- Provide overall management and coordination of the City's emergency response and recovery operations
- Support the Policy Group
- Coordinate with appropriate federal, state and other local government agencies as well as private sector entities and volunteer agencies
- Establish response priorities and resolve any conflicting demands for resource support
- Prepare and disseminate emergency public information to inform, alert and warn the public
- Disseminate damage information and other essential data
- Ensure that all EOC Sections are aware of and follow documentation procedures to recover all eligible disaster response and recovery costs
- Review and approve the EOC Action Plan

The Management Section consists of the following ICS positions. Detailed position binders with checklists are available in the EOC as hard copy or electronically

EOC Director

The EOC Director reports to the Policy Group. The Management Staff and General Staff Section Chiefs report to the EOC Director. The EOC Director has overall responsibility of managing the emergency response in accordance with the guidance provided by the City Council. In concert with the EOC General Staff, the EOC Director sets priorities for response efforts and establishes coordination between the City and other emergency response agencies. During EOC activation, the EOC Director has authority to authorize expenditure of funds.

Legal Advisor / City Attorney

The Legal Advisor supports the Policy Group and the EOC. The Legal Advisor prepares proclamations, emergency ordinances and other legal documents and provides legal services as required. They maintain legal information, records and

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reports relative to the emergency legal proceedings and participate as a member of the EOC Management Team.

City Council Liaison (If needed)

The City Council Liaison coordinates between the City Council, Legal Advisor and EOC Director. They coordinate with other EOC sections and branches/groups/units within the EOC to obtain information and ensure the proper flow of information. They are responsible for developing guidelines, directives, action plans and situation updates to support the City Council in conjunction with EOC Director.

EOC Coordinator

The EOC Coordinator is responsible for EOC set up, activation, and coordination. They monitor EOC internal management systems, coordinate with outside public jurisdictions and internal departments, and serve as an advisor to the EOC Director and General Staff. They provide information and guidance to the EOC Management Team and coordinate with the Los Angeles County Operational Area EOC if a liaison is not assigned. The EOC Coordinator may serve (temporary assignment) as a Section Chief if assigned by the EOC Director.

Public Information Officer (PIO)

The PIO is a member of the Management Staff and reports to the EOC Director. The PIO conducts media monitoring and ensures that government officials, the media, and the public receive complete, accurate, and consistent information about the status of City emergency operations. The PIO also serves as the coordination point for all media contacts and news releases.

EOC Liaison

The EOC Liaison reports to the EOC Director. They coordinate with representatives assigned to the EOC and respond to requests from agencies outside the City. They function as a central location for other incoming agency representatives, provide workspace, and arrange for support as necessary.

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Operations Section

The Operations Section is responsible for coordination of all response efforts in support of incident activities. The Operations Section carries out the objectives of the EOC Action Plan and requests additional resources as requested.

The Operations Section consists of the following ICS positions: Detailed position binders with checklists are available in the EOC as hard copy or electronically.

Operations Section Chief (OSC)

The OSC reports to the EOC Director. The OSC is responsible for executing the operational objectives identified in the EOC Action Plan. The OSC establishes the appropriate level of Branch/Division organization within the EOC Operations Section, continuously monitoring effectiveness and modifying accordingly. They direct coordination of all field response operations and supervise operational functions assigned to the EOC, such as Fire, Law, Public Works/Utilities, and Building and Safety. The OSC requests and directs Los Angeles County Fire personnel who respond to the EOC to serve as the Fire Branch. They provide the Planning/Intelligence Section with field status reports and other incident information. The OSC determines resource requirements and provides them to the Logistics Section Chief. They conduct Operations briefings for the EOC Director, and other staff as required or requested.

Law Enforcement Branch

The Law Enforcement Branch reports to the OSC. They are responsible for alerting and notifying the public of pending or existing emergencies and activating all public warning systems. They coordinate movement and evacuation operations, law enforcement, traffic control operations and provide security at incident facilities. The Law Enforcement Branch coordinates incoming law enforcement mutual aid resources. They assume responsibility as necessary for Fatalities Management if the County Coroner is delayed in responding.

Fire and Rescue Branch

The Fire and Rescue Branch reports to the OSC. The Branch coordinates the prevention, control and suppression of fires and response to hazardous spills. They manage execution of urban search and rescue operations. The Branch also supports hazardous materials response incidents. They assist in mobilizing hazardous material spill response resources and provide them with support.

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Public Works / Utilities Branch

The Public Works / Utilities Branch reports to the OSC. The Branch is responsible for City owned infrastructure and for coordinating with privately-owned utility operators. They conduct damage assessments and provide the status of infrastructure to the Situation Status Unit. The Branch conducts response operations to protect and restore damaged or deranged City infrastructure. They manage their own resources and coordinate with the Logistics Section for procurement of support supplies, transportation, materials and equipment. They are also responsible for the distribution of potable water supplies in the City.

Building and Safety Branch

The Building and Safety Branch reports to the OSC. The Branch is responsible for inspection and re-occupancy processes for key city facilities. They provide engineering support as requested for response activities such as urban search and rescue. They coordinate with the Public Works / Utilities Branch to conduct safety assessments of damage to buildings, structures and property within the City and provide safety assessment information and statistics to the Damage Assessment Unit. The Branch tags structures that are unsafe to enter or inhabit. They work with the City Attorney to condemn unsafe structures that have been abandoned by owners. They review City building code and develop recommendations for building code changes. Responsible for conducting building, structure and property inspections using approved procedures.

Planning/Intelligence Section

The Planning/Intelligence Section collects, evaluates, and disseminates incident situation information and intelligence for the EOC, DOCs and field response incident personnel. This Section prepares status reports, displays situation information, maintains the status of resources assigned to the incident, and prepares and documents the EOC Action Plan, based on Operations Section input and guidance from the Incident Commander/Unified Command.

The Planning/Intelligence Section consists of the following ICS positions: Detailed position binders with checklists are available in the EOC as hard copy or electronically.

Planning Section Chief (PSC)

The PSC reports to the EOC Director. The PSC directs the Section to collect, analyze, display and disseminate situation information, prepare situation status reports and develop the EOC Action Plan. They provide incident documentation collection and maintenance. The PSC supports developing incident analytical tools such as GIS

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maps and databases. They are responsible for advanced planning for complex, long-duration incidents. The PSC reviews and confirms information that becomes intelligence for action planning. The PSC leads the After-Action Review process.

Resource Status

The Resources Status Unit reports to the PSC. They support tracking resources and resources status. For complex, multi-operational period incidents, the Unit supports advanced planning beyond the next operational period by anticipating developing requirements and creating long-term strategies. They begin recovery planning while response operations are ongoing.

Situation Status Unit

The Situation Status Unit reports to the PSC. They collect, organize and analyze incident information from all sources. They develop and provide situational awareness based on evaluation of information. The Unit develops status reports, generates databases, creates displays for dissemination to the EOC and other organizations. They evaluate field status reports and incident action plans provided by the Operations Section. The Unit works to provide a common operating picture (COP) for development of the EOC Action Plan. The unit keeps status boards up to date.

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Logistics Section

The Logistics Section is responsible for all service support requirements needed to facilitate effective and efficient EOC and incident management including ordering resources from off-incident locations. This Section provides facilities, security, transportation, supplies, equipment maintenance and fuel, food services, communications and information technology support, and emergency responder medical services, including inoculations.

The Logistics Section consists of the following ICS positions: Detailed position binders with checklists are available in the EOC as hard copy or electronically.

Logistics Section Chief

The Logistics Section Chief (LSC) reports to the EOC Director. They supervise the Logistic Section and work closely with the OSC to determine resource requirements and act to meet them. The LSC supervises technical communications and supports development of the Emergency Communications Plan. They are responsible for resource tracking and demobilization.

Resource Request Unit

The Resource Request Unit reports to the LSC. The Unit is responsible for obtaining resources that have been approved by the EOC Director. Resources can range from personnel, volunteers, transportation, food, and other accommodations and response resources needed by the field response and EOC teams. They identify and provide support for staging areas and maintain records of work location activities and resources used.

Resource Tracking Unit

The Resource Tracking Unit reports to the LSC. The Unit is responsible for resource management. They are responsible for tracking the resource from procurement, to staging, through demobilization. The unit tracks resources using a resource tracking spreadsheet and keeps the EOC apprised of resources through EOC Resource Status Boards.

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Finance/Administration Section

The Finance/Administration Section is established when incident management activities require EOC support to track finance and other administrative services. Functions that fall within the scope of the Section are recording personnel time, maintaining vendor contracts, compensation, and claims, purchasing resources, and conducting an overall cost analysis for the incident. Records maintained by the Finance Section are vital to process incident cost recovery action through the State and FEMA.

The Finance Section consists of the following ICS positions: Detailed position binders with checklists are available in the EOC as hard copy or electronically.

Finance Section Chief

The Finance Section Chief (FSC) reports to the EOC Director. The FSC is responsible for developing a comprehensive understanding of the incident / situation from a financial perspective. They establish and maintain overall finance requirements (e.g. source of funds, different agency spending authorities, documentation requirements, etc.) The FSC identifies specific finance requirements of each operational period and implements them in accordance with City fiscal policy.

Cost Accounting / Purchasing Unit

The Cost Accounting / Purchasing Unit Leader reports to the FSC. They are responsible for coordinating vendor contracts not previously addressed by existing approved vendor lists and establishing purchasing authority for the Logistics Section. The Unit collects cost information and performs cost-effectiveness analysis. They provide cost estimates and cost savings recommendations.

Time Unit

The Time Unit reports to the FSC. The Unit's primary responsibilities are ensuring that daily personnel time recording documents, including any overtime hours, are prepared and maintained and establishing equipment time recording activity at appropriate locations.

Compensation & Claims Unit

The Compensation & Claims Unit reports to the FSC. The Unit processes claims made against the City as a result of an incident. They collaborate with Legal Advisor to ensure claims are directed to the Unit. They establish a claims phone-in number and arrange with the PIO to inform the media. In complex incidents, the Unit will determine the need for engaging compensation for injury and claims specialists.

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Documentation Unit

The Documentation Unit reports to the FSC. The Unit maintains an accurate and complete record of significant disaster events. They support the EOC organization by setting up and maintaining files, journals and special reports. The Unit collects and organizes written Action Plans, forms, logs, journals and reports at completion of operational period. Unit provides documentation and copying services to EOC staff.

4.2.1 EOC Safety and Security

The EOC Coordinator will ensure all necessary security and access controls are provided at the EOC and other alternate facilities. They will coordinate with the Police Department for security to impose a higher level of security (such as prohibiting building access to all visitors) if necessary for EOC operations.

If EOC activation is due to an earthquake, the Building and Safety Unit or Alternate will ensure that all building safety inspection and reentry procedures have been followed prior to use of the facility. The City Public Works Department will arrange for EOC inspection and damage assessment on a priority basis.

4.3 EOC Action Planning

EOC Action Planning provides designated personnel with knowledge of the incident objectives and the steps required for achievement. Action plans not only provide direction, but they also serve to provide a basis for measuring achievement of objectives and overall system performance. Action planning is an important management tool that involves:

- A process for identifying priorities and objectives for emergency response or recovery efforts
- Documentation of the priorities and objectives as well as the tasks and personnel assignments associated with meeting them

Appendix E provides detailed information on developing Action Plans.

4.4 EOC Information Collection, Analysis, and Dissemination

Incident situation status, operational objective, resource tracking and other information will be shared within the EOC by using display boards and various charts mounted on the walls of the facility. Large-scale pre-printed ICS forms are ideal for this purpose. Additionally, the EOC Director will assign the Planning Section to update an Incident Briefing (ICS FORM 201) on a continual basis to provide routine briefings to EOC staff for collective situational awareness. The ICS FORM 201 should be shared with Field

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Incident Command Posts and the Operational Area. The ICS FORM 201 will contain at a minimum:

- Operational period duration
- Operational objectives and their status
- Current location and status of resources
- Requests for resources from other agencies
- Key leadership status information
- Relevant maps
- Essential information to support the public

The Situation Status Unit must ensure that all displays are frequently and accurately updated to ensure information conflicts do not arise.

To manage information effectively, the EOC will use the Information Collection Plan in **Appendix B** to develop and maintain situational awareness and track situation status. The Situation Status Report will provide City staff and other EOCs with current information regarding the operability of City facilities and ongoing response and recovery operations.

Situational Awareness

Situational awareness refers to the ability to identify, process, and comprehend the critical elements of information about what is happening as a result of an incident, or with respect to a specifically assigned mission. More simply, situational awareness means knowing what is going on around you. Situational awareness is critical for the effectiveness of decision-making in both field operations and the EOC and is critical for ensuring the safety of responders and the public.

During an emergency, the EOC Director will convene briefings on a regular basis, at which time the EOC staff will attend and provide verbal and/or written summaries of existing problems, actions taken, priorities and timetables and potential for new issues for incorporation into the Action Plan. The situational awareness approach will take the form of consolidating situation reports, obtaining supplemental information, and preparing maps and status boards.

Situation Status Reports

Situation Status Reports are essential to providing a picture of the developing emergency and response efforts. They are to be completed by the first person setting up the EOC for the initial shift and updated by the Planning Section for continuing shifts. Status reports should be included in the EOC Action Plan. The Situation Status Report template is included in **Appendix E**. This form will be used by the city to inform

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staff, the Operational Area, and other agencies and field units of the status of emergency operations, including EOC activation level, damages to facilities, operational capabilities, and resource status. Once the initial information is gathered and reported, the EOC will transmit a Situation Report for each operational period or when requested by the Operational Area.

An initial report should be made within the first two to four hours following an emergency, and reporting should continue as long as the EOC is activated or as circumstances warrant. Within four (4) to eight (8) hours, a confirmation and update of the initial Situation Report should be made including a preliminary damage assessment and status of City response operations.

4.5 Mutual Aid

The following section discusses mutual aid systems and procedures.

4.5.1 California Master Mutual Aid Agreement

California's emergency resource management system is based on a statewide mutual aid organization designed to ensure that additional resources are provided to the State's political subdivisions whenever their own resources are overwhelmed or inadequate. The basis for this system is the *California Disaster and Civil Defense Master Mutual Aid Agreement*, which is entered into by local governments and the State. The agreement facilitates implementation of Chapter 7 of Division 1 of Title 2 of the Government Code entitled "California Emergency Services Act" and includes participation by the various departments and agencies within the political subdivisions, municipal corporations, and public agencies within the State 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. The Master Mutual Aid Agreement promotes the establishment of emergency assistance agreements between public and private sector agencies at all levels.

The statewide mutual aid system, operating within the framework of the Master Mutual Aid Agreement, allows for the progressive mobilization of resources to and from emergency response agencies, local governments, operational areas, regions and the State with the intent to provide requesting agencies with adequate resources. The system includes several discipline-specific mutual aid systems, such as fire and

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rescue, law, medical and public works. The adoption of SEMS and NIMS does not alter these existing systems but enhances the facilitation of mutual aid through the local government, operational area, regional, and State levels.

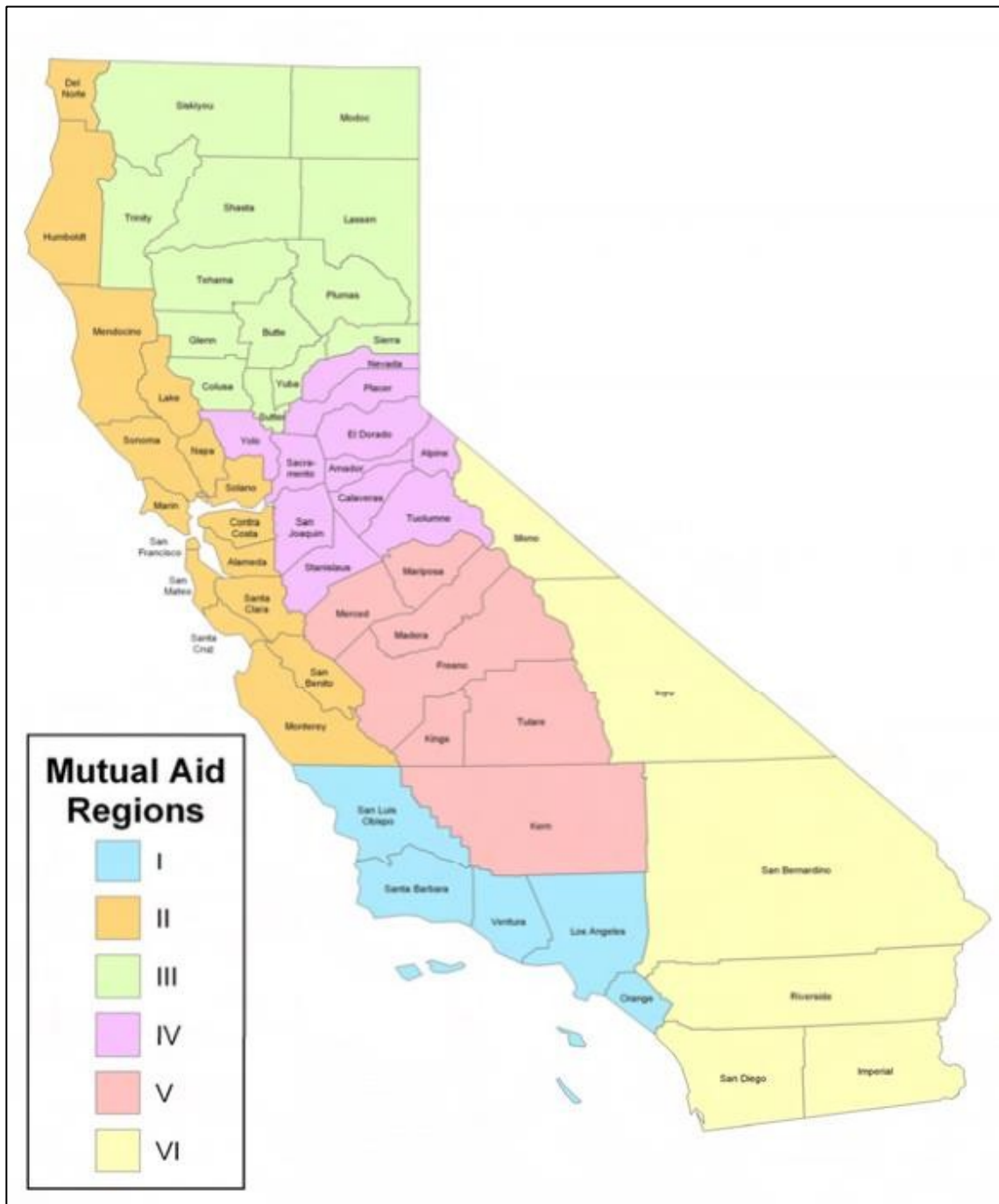


Figure 4-7: California Mutual Aid Regions

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4.5.2 Public Works Master Mutual Aid Agreement

The Public Works Mutual Aid Agreement (PWMAA) was established in October 1989 as a means for public works agencies to receive mutual aid quickly following a catastrophic disaster, such as a large earthquake. It is voluntary and participating agencies are under no obligation to provide or deplete their own resources. The PWMAA was modeled on the fire and law mutual aid systems with the notable exception that the PWMAA requires a local emergency proclamation and that the requesting jurisdiction pays for any assistance.

4.5.3 Mutual Aid Coordinators

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

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

4.5.4 Signal Hill Mutual Aid

The City is a signatory to the California Disaster and Civil Defense Master Mutual Aid Agreement which gives authority to the various fire and law enforcement mutual aid plans and agreements for assistance and resources during emergencies and disasters. The Los Angeles County Fire Department is part of the California Fire and Rescue Mutual Aid System and operates under the California Fire Service and Rescue Emergency Mutual Aid Plan.

The Signal Hill Police Department is part of the California Law Enforcement Mutual Aid System, established in 1961, and operates in accordance with the California Law Enforcement Mutual Aid Plan. The basic concept provides that during an incident where mutual aid is needed, adjacent or neighboring law enforcement agencies within an operational area will assist each other. All Signal Hill Police requests for additional

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resources will be initiated by the Incident Commander who will request assistance through EOC Law Enforcement Branch to the Los Angeles County Sheriff's Department and/or Long Beach Police Department, whose representative may be located at the Operational Area EOC, if activated.

The City is a member of the California Water/Wastewater Agency Response Network (CalWARN). The mission of CalWARN is to support and promote statewide emergency preparedness, disaster response and mutual assistance processes for public and private water and wastewater utilities. CalWARN expands member abilities to achieve agency, regional and state preparedness by providing tools and proven practices to enhance readiness.

4.5.5 Emergency Management Assistance Compact (EMAC)

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

4.5.6 Community Emergency Response Teams

The Community Emergency Response Team (CERT) program educates volunteers about disaster preparedness for the 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. CERT offers a consistent, nationwide approach to volunteer training and organization that professional responders can rely on during disaster situations allowing them to focus on more complex tasks.

Through hands-on practice and realistic exercises, CERT members:

- Learn how to safely respond to manmade and natural hazards
- Help organize basic disaster response
- Promote preparedness by hosting and participating in community events

CERTs are composed of community volunteers who train, equip and organize to provide a ready resource to support incident response operations. During incident response, CERT leaders should check in with the Logistics Section of the EOC. The Operations Section Chief will assign CERT members based upon the incident requirements. All CERT members must be sworn in as DSWs prior to deployment.

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CERT members should not self deploy. Effective assignments for CERTs are volunteer and donations management operations, points of distribution center support, and care and shelter operations.

4.7 Alerting and Warning

Alert and warning is the process of alerting governmental organizations and the public to the threat of imminent extraordinary danger. Depending upon the nature of the threat and the population group at risk, warning can originate at any level of government. Success in saving lives and property is dependent upon timely dissemination of warning and emergency information to persons in threatened areas. Local governments are responsible for warning the population within their jurisdiction. Government officials accomplish this using various warning systems and processes such as the police dispatch centers, mass communications systems, or the Operational Area mass communication systems.

4.7.1 Integrated Public Alert and Warning System

The Integrated Public Alert and Warning System (IPAWS) unifies the U.S.'s Emergency Alert System (EAS), National Warning System (NWS), Wireless Emergency Alerts (WEA), and National Oceanic and Atmospheric Administration (NOAA) Weather Radio under a single platform. IPAWS is designed to modernize these systems by enabling alerts to be aggregated over a network and distributed to the appropriate system for public dissemination, including television, radio, and cellular phones.

4.7.1.1 Emergency Alert System (EAS)

The EAS is designed for the broadcast media to disseminate emergency public information. This system enables the President, and federal, state, and local governments to communicate with the public through commercial broadcast stations. EAS is operated by the broadcast industry on a voluntary basis per established and approved EAS plans, SOPs, and the rules and regulations of the Federal Communications Commission (FCC). EAS can be accessed at federal, state, and local levels to transmit essential information to the public. Message priorities under Part 73.922(a) of the FCC's rules are as follows:

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

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State programming originates from the California State Warning Center (CSWC) and is transmitted throughout the State using the State's California Law Enforcement Radio System (CLERS) VHF/UHF radio relay stations. CLERS is a microwave interconnected radio repeater system with statewide coverage. It is managed by Cal OES and provides a point-to-point (fixed and temporary mobile base) or dispatch-to-dispatch communications and mobile and portable communications for interagency coordination among State and local law enforcement agencies. CLERS also serves as one delivery method of the EAS for the State and as the alternate alert system for Operational Areas.

The State message priorities are as follows:

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

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

The monitor assignments are as follows:

Station	Monitors
KLBP 99.1	Long Beach
KPCC 89.3	Los Angeles/Orange County
KKJZ 88.1	Los Angeles

4.7.1.2 Wireless Emergency Alert (WEA)

WEA is a public safety system that allows customers who own certain wireless phones and other enabled mobile devices to receive geographically targeted, text-like messages alerting them of imminent threats to safety in their area. WEA enables government officials to target emergency alerts to specific geographic areas – Signal Hill Hilltop Park, for example.

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The alerts from authenticated public safety officials are sent through FEMA's IPAWS to participating wireless carriers, which then push the alerts to mobile devices in the affected area. Cell service customers do not need to sign up for this service. WEA allows government officials to send emergency alerts to all subscribers with WEA-capable devices if their wireless carrier participates in the program.

4.7.2 California State Warning Center (CSWC)

The CSWC is staffed 24 hours a day, seven (7) days a week. The mission of the CSWC is to be the central information hub for statewide emergency communications and notifications. The CSWC is staffed with Emergency Notification Controllers, Emergency Services Coordinators, and Senior Communications Coordinators. The CSWC serves as a highly reliable and accurate “one-stop” resource for emergency management, law enforcement, and key decision-making personnel throughout the State. The CSWC can be reached at (916) 845-8911.

The CSWC has the responsibility to receive, coordinate, verify, and disseminate information pertaining to events which occur within California or that could affect California. Information received by the CSWC is coordinated between Cal OES and other sources to ensure that the information which is disseminated is both timely and accurate.

The following is a list of current functions and responsibilities of the CSWC:

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

4.7.3 National Weather Service (NWS)

The CSWC works alongside the National Weather Service (NWS) to provide weather, hydrologic, and climate forecasts and warnings for California for the protection of life and property and the enhancement of the national economy. Warnings are provided for flooding, high winds, tornados, severe heat, rain, snowstorms, and other

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meteorological and hydrological events. The NWS uses the Common Alert Protocol (CAP), an XML-based information standard, to facilitate emergency information sharing and data exchange across local, state, tribal, national and non-governmental organizations of different professions that provide emergency response and management services. The NWS provides a subscriber-based registry that delivers warnings via email and SMS message.

The NWS, in conjunction with other agencies, operates the California Nevada River Forecast Center (CNRFC). The CNRFC provides river and flood forecasts and warnings for the protection of lives and property.

The NWS Weather Radio All Hazards transmitters broadcast on one of seven VHF frequencies from 162.400 MHz to 162.550 MHz frequencies.

4.8 Communications

This section describes other communications systems available to the City that can provide alternatives to telephones, SMS or public safety radios. Radio communications are provided in the SHPD Communications Center and in our Emergency Operations Center room located at the police department. The communication system includes:

Primary Communication Channels

The City's primary communication channels include: Cellular Phone, Email, Fax, Modems Utilizing Radio Frequencies, and Two-Way Radios.

City of Signal Hill Radio System Base Station.

Signal Hill Police Department manages and maintains an 800mhz digital trunked two-way radio communication system, which includes multiple mutual aid frequencies that allows for communication with Long Beach Police Department, LA County Fire Department, as well as other regional support agencies.

4.8.7 Government Emergency Telecommunications Services/Wireless Priority Service

City staff utilize Government Emergency Telecommunications Service (GETS). GETS is a federally sponsored program that provides government first responders with priority service for landline telecommunications. A GETS card has been issued to all managerial staff, each position in the Planning Section, Logistics Section, and Finance Section, and to both the Emergency Manager and Coordinator. Wireless Priority Service (WPS) is intended to be used in an emergency or crisis situation when the wireless network is congested and the probability of completing a normal call is reduced. All staff can add to their personal cell phones for an additional charge.

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4.8.8 Operational Area Satellite Information System (OASIS)

The Operational Area Satellite Information System (OASIS) is a network of over 80 earth stations (terminals) located statewide. The terminals provide broadband internet and telephone access immune to regional failures in the terrestrial network. The inventory of terminals includes both fixed and transportable terminals.

Fixed terminals are sited at Emergency Operations Centers in all 58 California Counties. Additional fixed remotes serve locations of particular importance to Disaster Response; seismological laboratories, California National Guard Headquarters, etc.

A fleet of transportable units is available for both response and recovery missions. The transportables regularly serve Incident Command Posts providing reachback communications from locations in austere conditions. Transportables are also used to provide needed internet and telephone communications in a variety of recovery settings; shelters, local assistance centers, logistics marshalling, etc.

4.8.9 Radio Amateur Civil Emergency Services (RACES)

RACES is sponsored by FEMA and operates according to FCC rules (Part 97 Amateur Radio Service). It is a volunteer organization of licensed amateur radio operators who donate time, energy, skills, and use of personal equipment for public service.

RACES is part of the Sheriff's County Sheriff's Office of Emergency Services communications unit. All RACES members must pass the standard Sheriff's Office background check and are sworn DSWs. RACES members may provide communications support using amateur radio, cellular and regular phones, computers, e-mail, facsimile, internet, microwave, public service radio, satellite, television and video-conferencing systems as well as field and in-office support of personnel. RACES communications serve the Operational Areas as a back-up communications service in time of disaster.

4.9 Public Information

This section provides information on means to provide information to the public during an emergency.

4.9.1 Reverse 9-1-1

Reverse 911 is a public safety communications technology used by Signal Hill Police Department to communicate with groups of people in a defined geographic area. The system uses a database of telephone numbers and associated addresses, which, when tied into geographic information systems (GIS), can be used to deliver recorded emergency notifications to a selected set of telephone service subscribers. It is important to note that with the increase reliance on cellular phones, more residents have ousted

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their landlines for cellular phones, so reverse 9-1-1 might not have the same effect as before.

4.9.2 NIXLE

Nixle is a Community Information Service dedicated to helping residents stay connected to the information that matters most to them, depending on your physical location. You stay connected to your local police department, your children's schools, your local community agencies and organizations, and the important information from other locations throughout the country that are relevant to you. Information is immediately available over cell phone by text message, by email, and over the web. Nixle has the ability to support teletypewriter (TTY) and Telecommunications Device for the Deaf (TDD) to assist in communicating with residents with hearing or speech difficulties.

4.9.3 Signal Hill Cable TV

The City of Signal Hill Cable TV network can be used to provide residents with emergency related information, view City Council Meetings, events, and City programming.

5. Administration, Finance, and Logistics

When activated, the City EOC establishes priorities for resource allocation during the emergency. All City resources are considered part of a pool, which may be allocated by the EOC to fulfill priority missions. Each department retains control of its non-assigned resources until released for an emergency assignment by the EOC. Resource Requests will be made through one of the following processes:

- Discipline-specific (usually Fire and Law) mutual aid systems: Requests for resources that are normally within the inventories of the mutual aid system will go from local coordinators to Operational Area Mutual Aid Coordinator to the Regional Mutual Aid Coordinator.
- All other resource requests will be made through the Logistics Section to determine if the resource is available internally or if there are other more appropriate resources located within the OA.

Resource requests for equipment, personnel, or technical assistance not available to the City should be requested through the County EOC. Once the request is coordinated, approved and resources deployed, the EOC Resource Tracking Unit, in coordination with various Operations Branches, is responsible for tracking the resources.

Once received, available resources will be allocated to the requesting field incident activity.

If requests for a specific resource exceed the supply, the available resources will be allocated consistent with the priorities established through the action planning process. The Section Chiefs in the EOC are responsible for ensuring that priorities are followed.

6. Plan Development, Distribution and Maintenance

Per Section 2.76.080 of the Signal Hill Municipal Code, the Signal Hill Disaster Council shall be responsible for the development of the City emergency plan. The plan shall provide for the effective mobilization of all the resources of the City, both public and private, to meet any condition constituting a local emergency, state of emergency, or state of war emergency, and shall provide for the organization, powers and duties, services and staff of the emergency organization. The plan will take effect upon adoption by resolution of the City Council.

The City EOP was written with input from City departments having an official emergency responsibility in the City. The EOP was submitted to Cal OES for review and then presented to the City Council for review. Upon concurrence by the City Council, the plan was officially adopted through resolution.

6.1 Plan Updates

The Police Department's Emergency Management Coordinator will update the EOP to reflect any applicable changes that are made. Individual departments are responsible for updating and revising their departmental procedures regularly and submitting those updates to the Emergency Management Coordinator, who will incorporate the updates into the EOP. These updates should include new information (e.g., update of phone numbers and revisions of relevant standard operational procedures or positions). All changes to the EOP will be documented in the Record of Revisions table. Changes to the EOP will be distributed to the City departments and agencies shown on the Plan Distribution list. Major revisions to the EOP will be submitted to the City Manager for approval or recommendation for review by the City Council.

Evaluating the effectiveness of the EOP involves capturing information from training events, exercises and real-world incidents to determine whether the goals, incident objectives, decisions and timing outlined led to a successful response. This process may indicate that deficiencies exist. City staff should discuss the deficiencies and consider assigning responsibility for generating remedies. Remedial actions may involve revising planning assumptions and operational concepts, changing organizational tasks, or modifying organizational implementing instructions such as checklists or templates.

Remedial actions may also involve providing refresher training for EOC personnel.

The EOP should be reviewed and updated annually by City staff and whenever the following occur:

- A major incident

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- A change in operational capabilities or resources (e.g., policy, personnel, organizational structures, management processes, facilities, equipment)
- A formal update of planning guidance or standards
- A change in the acceptability of various risks

6.2 Plan Testing, Training and Exercises

Maintenance of the EOP and evaluating its effectiveness involves using training and exercises, and evaluation of actual incidents to determine whether goals, decisions, and timing outlined in the plan led to a successful response. Short of real-world operation, exercises are the best method of evaluating the effectiveness of a plan. They also provide a valuable tool in training emergency responders and other City staff to become familiar with the procedures, equipment, and systems that they use or manage in emergency situations. Exercises must be conducted on a regular basis to maintain readiness. **Table 6-1** provides a recommended schedule of training for City staff. **Table 6-2** provides a recommended schedule of exercise for City staff.

Table 6-1: Recommended City-wide Training Schedule

Frequency	Type	Participants
On hiring and every 5 years	ICS 100 – Introduction to Incident Command System	All employees
On hiring and every 5 years	ICS 200 – Basic Incident Command System for Initial Response	All employees
On hiring and every 5 years	IS 700 – An Introduction to the National Incident Management System	All employees
On hiring and every 5 years	ICS 300 – Intermediate ICS for Expanding Incidents	EOC staff

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Frequency	Type	Participants
On hiring and every 5 years	ICS 400 – Advanced ICS for Complex Incidents	EOC staff
On hiring and every 5 years	G289 – Public Information Officer Awareness	PIO Staff
Annually	Veoci Training/Internal Contact Updates	PIO/Communications Staff
Annually	Cost Recovery Training	Finance Staff

Table 6-2: Recommended City-wide Exercise Schedule

Frequency	Type	Participants
Annually	EOP Workshop	New Employees
Annually	Evacuation Drills of All City Owned Facilities	All employees
Annually	Tabletop or Functional Exercise	Emergency operations staff
Every 3 years or as available	Full-Scale Exercise	Emergency operations staff

6.3 After-Action Review

After every exercise or incident, an After-Action Report/Improvement Plan (AAR/IP) should be completed. The AAR/IP has two components: an AAR, which captures observations and recommendations based on incident objectives as associated with the capabilities and tasks, and an IP, which identifies specific corrective actions, assigns them to responsible parties, and establishes targets for their completion. The EOC Coordinator is responsible for the development of the AAR/IP and convenes participants to discuss action items and solicit recommendations for improvement.

6.5 Relationship to Other Plans/References

The EOP is the primary document used by the City to describe the conduct of emergency management activities. The EOP addresses how emergency response and recovery operations will be conducted and how resource support will be requested and coordinated.

The EOP is not a stand-alone document. Its purpose is to coordinate emergency operations while supporting the emergency plans and procedures of all City departments. The EOP is designed to be flexible enough to adapt to a changing response environment while meeting the needs of supporting and requesting organizations. Other plans and guidelines the EOP may support/complement include:

- State of California Emergency Plan 2024
- State of California Emergency Management Mutual Aid Plan 2022
- California Law Enforcement Mutual Aid Plan 2019
- California Fire Service and Rescue Emergency Mutual Aid Plan 2023
- California Public Health and Medical Emergency Operations Manual 2023

7. Appendices

Appendix A: Glossary and Acronyms

Appendix B: Information Collection and Dissemination

Appendix C: EOC Position Checklists/Forms (Separate Document)

Appendix D: EOC Staffing Roster

Appendix E: Action Planning and Situation Reporting

Appendix F: After-Action Report

Appendix G: Recovery Operations Framework

Appendix H: Continuity of Government

Appendix I: EOC Layouts

7.1 Appendix A: Glossary and Acronyms

Acronym	Definition
AAR	After-Action Report
AAR/IP	After-Action Report / Improvement Plan
ADA	Americans with Disabilities Act of 1990
ADAAA	ADA Amendment Act
AFN	Access and Functional Needs
ARC	American Red Cross
ASPR	Administration for Strategic Preparedness and Response
Cal OES	California Governor's Office of Emergency Services
CAL FIRE	California Department of Forestry and Fire Protection
CalWARN	California Water/Wastewater Agency Response Network
CALWAS	California Warning System
CAPSNET	California Public Safety Microwave Network
CART	Los Angeles County Animal Response Team
CBRNE	chemical, biological, radiological, nuclear and explosives
CDFA	California Department of Food and Agriculture

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Acronym	Definition
CERT	Community Emergency Response Teams
CESRS	California Emergency Services Radio System
CLEMARS	California Law Enforcement Mutual Aid Radio System
CLERS	California Law Enforcement Radio System
CLETS	California Law Enforcement Telecommunications System
CMS	Medicare and Medicaid Services
COOP	Continuity of Operations Plan
COP	Common operating picture
CSWC	California State Warning Center
CUPA	Certified Unified Program Agency
CWS	Community Warning System
DART	Disaster Animal Response Team
DDW	Division of Drinking Water
DMA	Disaster Mitigation Act of 2000
DOC	Department Operations Center

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Acronym	Definition
DSW	Disaster Service Workers
DSWV	Disaster Service Worker Volunteer
DTSC	State Department of Toxic Substances Control
EAS	Emergency Alert System
EDD	California Employment Development Department
EDIS	Emergency Digital Information System
EF	Enhanced Fujita
EMAC	Emergency Management Assistance Compact
EMMA	Emergency Management Mutual Aid System
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
FAST	Functional Assessment Service Teams
FCC	Federal Communications Commission
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency

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Acronym	Definition
FSC	Finance Section Chief
GETS	Government Emergency Telecommunications Service
HERU	Health Emergency Response Unit
HHS	U.S. Department of Health and Human Services
HMGP	Hazard Mitigation Grant Program
HSPD	Homeland Security Presidential Directive
IAP	Incident Action Plan
ICP	Incident Command Post
ICS	Incident Command System
IDA	Initial Damage Assessment
IDE	Initial Damage Estimates
IFGP	Individual and Family Grant Program
IHP	Individuals and Households Program
IPAWS	Integrated Public Alert and Warning System
JFO	Joint Field Office

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Acronym	Definition
JIC	Joint Information Center
KCFCC	Kirker Creek Flood Control Channel
LAC	Local Assistance Centers
LDRM	Local Disaster Recovery Manager
LHMP	Local Hazard Mitigation Plan
LSC	Logistics Section Chief
MAC	Multi/Inter-Agency Coordination
MACS	Multi-Agency Coordination System
MHOAC	Medical Health Operational Area Coordinator
MMI	Modified Mercalli Intensity
M-POD	Medical Point of Dispensing
MRC	Medical Reserve Corps
NAWAS	National Warning System
NDRF	National Disaster Recovery Framework
NFIP	National Flood Insurance Program

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Acronym	Definition
NFPA	National Fire Protection Association
NGO	Nongovernmental organization
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NRF	National Response Framework
NWS	National Weather Service
OA	Operational Area
OASIS	Operational Area Satellite Information System
OSC	Operations Section Chief
PA	Public Assistance
PAPPG	Public Assistance Program and Policy Guide
PDA	Preliminary Damage Assessment
PETS Act	Pets Evacuation and Transportation Standards Act of 2006
PIO	Public Information Officer
PNP	Private Nonprofit

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Acronym	Definition
POD	Point of Distribution
PPD-8	Presidential Policy Directive
PSC	Planning Section Chief
PUSD	Signal Hill Unified School District
PWMAA	Public Works Mutual Aid Agreement
RACES	Radio Amateur Civil Emergency Services
RDMHC	Regional Disaster Medical Health Coordinators
REOC	Regional EOC
ROC	Recovery Operations Center
SAP	Safety Assessment Program
SBA	Small Business Administration
SCE	Southern California Edison
SCO	State Coordinating Officer
SCU	Santa Clara Unit
SEMS	Standardized Emergency Management System

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Acronym	Definition
SOC	State Operations Center
SOG	Standard Operating Guide
SOP	Standard Operating Procedure
TDD	Telecommunications Devices for the Deaf
TENS	Telephone Emergency Notification System
TTY	Teletypewriters
UC	Unified Command
UCERF3	Third Uniform California Earthquake Rupture Forecast
USGS	U.S. Geological Survey
VOAD	Volunteer Organizations Active in Disasters
WARN	Warning, Alert and Response Network
WEA	Wireless Emergency Alert
WGCEP	Working Group on California Earthquake Probabilities
WPS	Wireless Priority Service

7.2 Appendix B: Information Collection and Dissemination

This Appendix describes EOC information collection and management processes for an incident that requires EOC activation.

Incident Critical Information Collection Plan

The information collection plan is a tool that describes the types of information that may be gathered and shared for senior leaders, emergency managers, EOC staff, and Incident Commander(s) to understand the situation and make decisions regarding detailed response priorities and resource allocations. The information collection tool should be completed and updated by the Situation Unit in the Planning Section. The Operations Section should supply information from field activities such as incident boundaries and access, damage assessments, and infrastructure functionality reports. The Logistic Section should provide information on resource needs and shortfalls. The specifics of the information collection tool should be revised as the scope of the incident changes.

Table B-1 provides a template for an information collection plan that supports systematically developing situational awareness of the magnitude and effects of an incident. This information collection plan template can be modified for each individual incident dependent upon its level and phase of response.

Damage Assessments

Initial damage assessments are gathered by field staff and reported to the EOC. Damage assessment is the process of identifying and quantifying damage that occurs because of an incident. The objective of the damage assessment is to provide situational awareness to the EOC about the state of critical and essential functions to help facilitate the move from response into recovery. It also facilitates the decision to appropriately direct resources and teams. As a component of the damage assessment, agencies also determine Initial Damage Estimates (IDE) which are used as the initial basis to justify or determine state or federal assistance.

Damage assessments are conducted in two phases outlined below:

- Initial Damage Assessment (IDA) – This assessment begins during the response phase and helps to determine life safety issues, identify hardest hit areas, and to estimate the damaged infrastructure within the jurisdiction. The initial damage assessment determines whether more detailed damage assessments are necessary and identifies certain areas where continued efforts should be concentrated. This includes an IDE, an estimated cost for emergency response actions, temporary measures and permanent repairs.

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These are educated estimates that are needed as soon as possible during the response and are updated as information becomes available.

- Preliminary Damage Assessment (PDA) – This assessment is done to verify the initial damage assessment during the recovery phase (especially for state/federal assistance). A FEMA/State team will usually visit local jurisdictions and view their damage first-hand to assess the scope of damage and estimate repair costs. The assessment also identifies any unmet needs that may require immediate attention.

Table B-1: Information Collection Plan

Critical Information	Specific Information	Methodology/Source	Responsible Entity	Product	Timeline
1. Boundaries of incident area (at risk populations, fire, flooding, HAZMAT spill)	<ul style="list-style-type: none"> Geographic limits of damage Description of the severity of damage Estimated number of people inside incident boundaries 	<ul style="list-style-type: none"> On-scene reports Social media Media Assessment teams Remote sensing Aerial/waterborne reconnaissance 	<ul style="list-style-type: none"> First responders 	<ul style="list-style-type: none"> GIS impact maps SITSTAT Report Incident Briefing ICS 201 	Initial estimate within 2 hours of EOC activation and updated every operational period
2. Access points to incident areas	<ul style="list-style-type: none"> Location of access points Credentials needed to enter Best routes to approach the incident area 	<ul style="list-style-type: none"> First responders Aerial reconnaissance 	<ul style="list-style-type: none"> Incident Commander(s) Unified Command 	<ul style="list-style-type: none"> GIS maps Displays Incident Briefing ICS 201 	Initial estimate within 2 hours of EOC activation and updated every operational period

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Critical Information	Specific Information	Methodology/Source	Responsible Entity	Product	Timeline
3. Jurisdictions impacted	<ul style="list-style-type: none"> Counties, cities, towns, and special districts affected by the incident 	<ul style="list-style-type: none"> Cal OES Southern REOC Operational Area EOC Other EOCs 	<ul style="list-style-type: none"> Cal OES Los Angeles County Liaisons 	<ul style="list-style-type: none"> SITSTAT Report Incident Briefing ICS 201 Media releases 	As soon as possible postincident and ongoing as Required
4. Impacts to staff and population	<ul style="list-style-type: none"> Casualties Populations in life threatening situations Number of evacuees Numbers without critical lifeline infrastructure 	<ul style="list-style-type: none"> City staff First responders Reports from populations News media Social media HAZUS 	<ul style="list-style-type: none"> Incident Commanders Unified Commands • City DOCs Operational Area 	<ul style="list-style-type: none"> GIS impact maps SITSTAT Report Incident Briefing ICS 201 Media releases 	Initial estimate within 2 hours and updated every operational period

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Critical Information	Specific Information	Methodology/Source	Responsible Entity	Product	Timeline
5. Hazard-specific information toxic and radiological issues. Safety hazards	<ul style="list-style-type: none"> Extent of fires Actual or potential for release of hazardous materials Affected locations and what they contain Personal safety issues Public health concerns 	<ul style="list-style-type: none"> Staff First responders Assessment teams News media Social media 	<ul style="list-style-type: none"> City Staff First responders Incident Commanders Unified Commands Private industry 	<ul style="list-style-type: none"> GIS products depicting actual or potential threats SITSTAT Report Incident Briefing ICS 201 Media releases Safety briefing/messages 	Initial estimate within 2 hours and updated every operational period
6. Weather	<ul style="list-style-type: none"> Forecast postincident conditions and implications for impeding operations 	<ul style="list-style-type: none"> National Weather Service 	<ul style="list-style-type: none"> EOC Planning Section 	<ul style="list-style-type: none"> SITSTAT Report Incident briefing ICS 201 Safety Briefings/messages 	As soon as possible postincident and ongoing as required

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Critical Information	Specific Information	Methodology/Source	Responsible Entity	Product	Timeline
7. Status of City resources	<ul style="list-style-type: none"> Operability of roadways, water systems, Public Works equipment Availability of City staff 	<ul style="list-style-type: none"> City departments report DOC action plans/ situation status reports 	<ul style="list-style-type: none"> Department directors DOC Planning Sections 	<ul style="list-style-type: none"> SITSTAT Report Incident briefing ICS 201 	As soon as possible post incident and ongoing as required
8. Damage assessments and initial needs	<ul style="list-style-type: none"> Status of damage assessment teams Status of landings, maintenance facilities, and navigable waterways Description of incidents requiring immediate response (life safety) 	<ul style="list-style-type: none"> On-scene reports Incident commands Aerial reconnaissance Media Social media 	<ul style="list-style-type: none"> Incident Commanders City staff 	<ul style="list-style-type: none"> GIS maps SITSTAT Report Incident Briefing ICS 201 Form 	Initial estimate within 1 hour and updated every 6 hours

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Critical Information	Specific Information	Methodology/Source	Responsible Entity	Product	Timeline
9. Status of communications / IT systems	<ul style="list-style-type: none"> • Status of radio systems • Status of telecommunications service including internet • Reliability of cellular service • Status of notification systems • Status of City social media sites 	<ul style="list-style-type: none"> • Internet service providers/phone company • IT • County EOC • News media/open sources • Social Media 	<ul style="list-style-type: none"> • Logistics Section 	<ul style="list-style-type: none"> • SITSTAT Report • Incident Briefing ICS 201 • Incident Communications Plan ICS 205 	Initial estimate within 1 hour and updated every 6 hours
10. Status of transportation systems	<ul style="list-style-type: none"> • Status of roadways and bridges • Status of mass transportation systems • Status of airports 	<ul style="list-style-type: none"> • On scene reports • Public Works • Caltrans • Aerial reconnaissance • Media 	<ul style="list-style-type: none"> • EOC Operations and Planning Sections • City DOCs 	<ul style="list-style-type: none"> • SITSTAT Report • Incident Briefing ICS 201 Form • Safety briefings/messages 	Initial estimate within 4 hours and updated every operational period

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Critical Information	Specific Information	Methodology/Source	Responsible Entity	Product	Timeline
11. Status of Emergency Operations Center	<ul style="list-style-type: none"> Status of functionality Level of activation Level of staffing Ability to conduct sustained operations 	<ul style="list-style-type: none"> EOC Coordinator 	<ul style="list-style-type: none"> EOC Director 	<ul style="list-style-type: none"> SITSTAT Report Organization Assignment List ICS 203 	Initial status within 1 hour and updated every operational period
12. Status of City and other critical infrastructure and facilities	<ul style="list-style-type: none"> Functionality of City facilities Capability to support operations Estimate of resources needed to restore operations 	<ul style="list-style-type: none"> On-scene reports Assessment teams Remote sensing Aerial reconnaissance Media reports 	<ul style="list-style-type: none"> Public Works City DOCs SCE 	<ul style="list-style-type: none"> SITSTAT Report Incident Briefing ICS 201 Safety briefings/messages 	Initial estimate within 4 hours and updated every operational period
13. Status of fueling locations and available fuel	<ul style="list-style-type: none"> Location and availability of fuel Amount of fuel available for emergency operations 	<ul style="list-style-type: none"> Fuel suppliers Local fuel retailers 	<ul style="list-style-type: none"> EOC Operations Section 	<ul style="list-style-type: none"> SITSTAT Report Incident Briefing ICS 201 GIS maps 	Initial estimate within 4 hours and updated every operational period

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Critical Information	Specific Information	Methodology/Source	Responsible Entity	Product	Timeline
14. Status of key staff / staff issues	<ul style="list-style-type: none">Well-being, location, and contact information of City Council and key City staff	<ul style="list-style-type: none">HRNotification systems	<ul style="list-style-type: none">Key staff	<ul style="list-style-type: none">SITSTAT ReportIncident Briefing ICS 201Organization Assignment List ICS 203	Initial estimate within 2 hours and updated as necessary

Situation Summary Reports

Situation Summary Reports provide a description of a developing emergency as it occurs and detail response efforts in progress. Situation Summary Reports are developed by the Planning Section Chief using the City Report template. When completed, the Situation Summary Report informs EOC staff and other organizations of the status of response and recovery operations.

The initial Status Report should be developed and delivered within two (2) to four (4) hours following an emergency and follow-on Reports may be required as often as every two (2) hours.

7.3 Appendix C: EOC Position Specific Binders & Checklists

Under the EOC Organization, select City Staff are organized into functional sections under the ICS. Authority for managing EOC operations is delegated from the City Council to the City Manager as EOC Director and from the EOC Director to the Sections. **Figure 4-1.** provides an EOC Team Organization Chart. Upon conclusion of the emergency, normal lines of authority and reporting are restored and a transition from a response / recovery mode to normal operations will occur.

EOC Position Binders & Checklists

This section identifies the full complement of positions within the EOC and specifies the staff reporting hierarchy. Individual Position Job Aid / Checklists for the following are available in the EOC Position Binders and electronically:

1. EOC Director
2. Public Information Officer (PIO)
3. EOC Liaison
4. EOC Coordinator
5. Legal Advisor
6. Operations Section Chief
7. Law Enforcement Branch
8. Fire and Rescue Branch
9. Public Works / Utilities Branch
10. Building and Safety Branch
11. Damage Assessment Unit
12. Planning/Intelligence Section Chief
13. Resource Tracking Unit
14. Situation Status Analyst
15. Logistics Section Chief
16. Resource Unit
17. Transportation Unit
18. Personnel/Volunteers Unit
19. Communications Unit

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- 20. Finance/Administration Section Chief
- 21. Cost Accounting / Purchasing Unit
- 22. Time Unit
- 23. Compensation & Claims Unit
- 24. Documentation Unit

7.4 Appendix D: EOC Staffing Roster

It is important to maintain a roster of personnel who are available to staff the City EOC in the event of an activation. The purpose of this section is to provide a procedure for maintaining a current roster of City employees available to staff in the specific EOC positions identified in the Base Plan. A form is provided below for this purpose. In addition, the procedure for maintaining current phone numbers for these personnel is described below.

MANAGEMENT SECTION				
POSITION	PRIMARY		SECONDARY	
Title	Name	Email	Name	Email
EOC Director				
Public Information Officer				
EOC Coordinator				
EOC Liaison				
Legal Advisor				

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OPERATIONS SECTION				
POSITION	PRIMARY		SECONDARY	
Title	Name	Email	Name	Email
Operations Section Chief				
Law Enforcement Branch				
Public Works / Utilities Branch				
Building & Safety Branch				
Damage Assessment Unit				
Fire & Rescue Branch				

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PLANNING AND INTELLIGENCE SECTION				
POSITION	PRIMARY		SECONDARY	
Title	Name	Email	Name	Email
Planning Section Chief				
Situation Status Analyst				
Documentation / Message Center				

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LOGISTICS SECTION				
POSITION	PRIMARY		SECONDARY	
Title	Name	Email	Name	Email
Logistics Section Chief				
Resource Request Unit				
Resource Tracking Unit				
IT Unit				

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FINANCE SECTION				
POSITION	PRIMARY		SECONDARY	
Title	Name	Email	Name	Email
Finance Chief				
Cost Accounting				
Time				
Comp & Claims				

7.5 Appendix E: Action Planning and Situation Reporting

Action Planning

The EOC Action Plan is required during activation and an important document to Cal OES and FEMA demonstrating processes and procedures followed during an event. The Action Plan is a key document submitted for Disaster Recovery and Cal OES / FEMA may request to review this document if visiting the agency during an event.

Development of the Action Plan

The ICS emphasizes orderly and systematic planning. The Action Plan is the central tool for planning during a response to an emergency. The Action Plan is prepared by the Planning Section Chief with input from the appropriate sections and Units of the EOC. It should be written at the outset and revised continually throughout the response.

Incidents vary in their type, complexity, size, and requirements for detailed and written plans. An initial response for an incident that is readily controlled may not require a written Action Plan. However, larger, more complex incidents will require an Action Plan to coordinate activities. The level of detail required in an Action Plan will vary according to the complexity of the response. The Action Plan process ensures timely and coordinated development of situational awareness, objectives, tactics, planning, execution, and assessment of and for emergency response.

The following outlines the process required to develop an Action Plan. Following the steps below will allow effective development of an Action Plan, while minimizing the time required to do so.

General Responsibilities of the Planning Section

The Planning Section Chief should review with the EOC Director and General Staff the following responsibilities associated with the development of the Action Plan prior to the planning meeting.

EOC Director

- Provide general incident objectives and strategy
- Provide direction or overall management and strategy
- Approve the completed Action Plan by signature

Planning Section Chief

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- Conduct the planning meeting and operation shift briefing
- Coordinate preparation of the Action Plan

Operations Section Chief

- Determine resource requirements
- Determine tactics
- Determine work assignments for operations personnel

Logistics Section Chief

- Establish the procedure for resource ordering
- Ensure that the Logistics Section can support the Action Plan

Finance/Administration Section Chief

- Provide cost implications of incident objectives as required
- Ensure that the Action Plan remains within the financial limits established by the EOC Director

7.6 Appendix F: After-Action Report

City of Signal Hill After-Action Report	
Emergency Name: _____	
Date of Emergency: _____	
Date: _____	Page ____ of ____
Summary of the Emergency: _____ _____	
Response Actions Taken: _____ _____	
EOC Positions Staffed: _____ _____	
Key Response Actions Taken: _____ _____	
Key Recovery Activities: _____ _____	

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What Went Right:	<hr/> <hr/>
What Went Wrong:	<hr/> <hr/>
Improvements and/or Recommendations:	<hr/> <hr/> <hr/> <hr/>

Prepared by:

Reviewed and
Approved by:

7.7 Appendix G: Recovery Operations Framework

This framework defines how the whole community, including emergency managers, community development professionals, recovery practitioners, City departments, private sector, NGO leaders and the public will collaborate and coordinate to more effectively utilize existing resources to promote resilience and support the recovery of those affected by an incident. The framework advances the concept that recovery extends beyond simply repairing damaged structures. It also includes the continuation or restoration of services critical to supporting the physical, emotional and financial well-being of impacted community members.

Recovery includes the restoration and strengthening of key systems and resource assets that are critical to the economic stability, vitality and long-term sustainability of the communities themselves. These include health (including behavioral health) and human services capabilities and networks, public and private disability support and service systems, educational systems, community social networks, natural and cultural resources, affordable and accessible housing, infrastructure systems, and local economic drivers. Together, these elements of recovery contribute to rebuilding resilient communities equipped with the physical, social, cultural, economic and natural infrastructure required to meet future needs.

The recovery process is best described as a sequence of interdependent and often concurrent activities that progressively advance a community toward its planned recovery outcomes. Decisions made and priorities set by a community pre-disaster and early in the response process have a cascading effect on the nature, speed and inclusiveness of recovery. **Figure G-1** depicts the interconnectedness of recovery activities from pre-incident through the long term.

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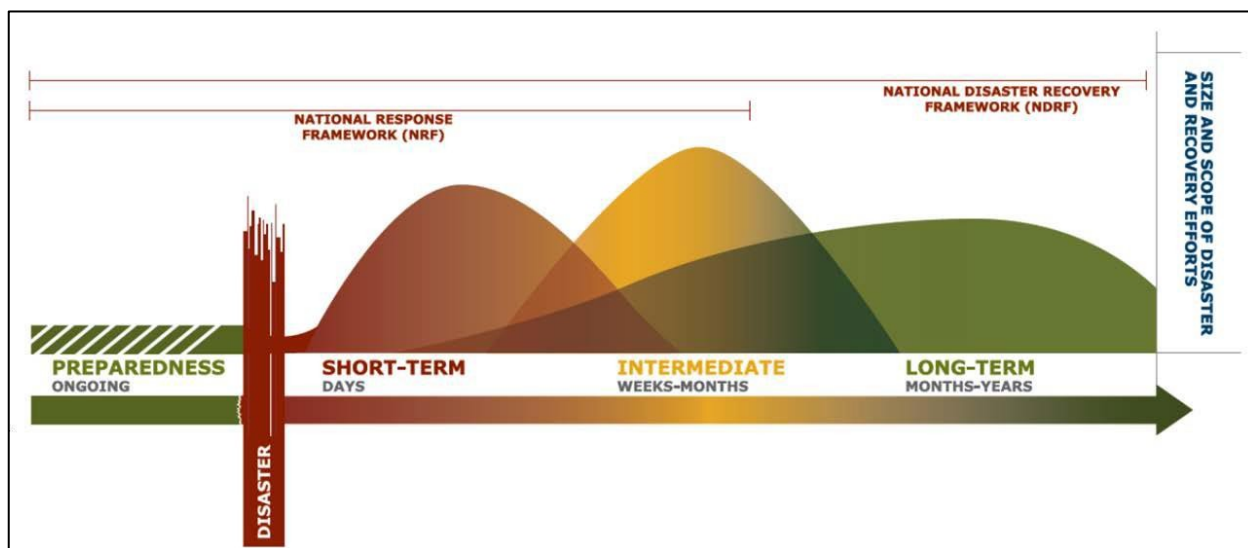


Figure G-1: Recovery Continuum

SEMS Disaster Recovery Organization

The National Disaster Recovery Framework (NDRF) strongly recommends that local government leaders appoint a Local Disaster Recovery Manager (LDRM) to serve as the central manager for recovery coordination activities for the jurisdiction. The role of the LDRM is to organize, coordinate, and advance the recovery at the City level. The LDRM will serve as the jurisdiction's primary point of contact with the state agencies. The City has selected the Emergency Management Coordinator fill this position.

The City has established a Disaster Council under Signal Hill Municipal Code Chapter 2.76. The Disaster Council may convene to review a recovery plan, make recommendations on priorities, objectives, and issues to be addressed in the recovery plan. The Mayor serves as the Chair of the Disaster Council; the City Manager serves as the Vice-Chair.

Damage Assessments and Incident Impacts

After a disaster, the City will seek to rebuild and revitalize all sectors of the community, including local critical infrastructure and essential services. City Departments also must focus on business retention and the redevelopment of housing units that are damaged or destroyed. The process of repairing and rebuilding presents an opportunity for the local government to promote and integrate mitigation measures into recovery rebuilding strategies and plans.

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The City EOC will compile damage assessments that are provided by City in responding to the disaster. Additional information must be collected from privately owned critical infrastructure providers and commercial entities located in the City. Detailed damage assessments of City facilities must be completed by:

- Administration (Economic Development)
- Parks, Recreation and Library Services
- Police Department
- LA County Fire Department
- Public Works for water distribution systems, sewers, storm drains, streets, sidewalks, streetlights, street trees, and buildings

Additional damage assessments must be collected from other organizations including:

- Long Beach Transit
- Cellular service providers such as AT&T, Verizon and others
- Southern California Edison
- Long Beach Utilities (Gas)
- Long Beach Unified School District
- Signal Hill Chamber of Commerce
- Local hospitals and medical clinics
- Long-term care and skilled nursing facilities
- Churches and other NGOs
- Signal Hill Petroleum

Damage Assessments should include the following information at a minimum:

- Location such as street address or description of location
- Potential hazards
- Detailed description of facility (number of buildings, dimensions, size, use, contents, occupancy)
- Detailed description of damage by construction systems (foundations, walls, roofing, HVAC, electrical, plumbing, IT, fixtures, pavement and parking)
- Estimated cost associated with damage
- Insurance coverage and limits

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Not all the information may be available initially and acquiring it may require professional engineering services. CalOES operates the Statewide SAP for post-earthquake damage assessments. The SAP provides certified engineers and scientists to support jurisdictions after a disaster. More information on the [SAP Guidelines](#) is available on the Cal OES website.

The ROC Planning Section is responsible for compiling damage assessments and providing information and displays to the LDRM to support resource requests and prioritization. Damage assessment information should also be provided to Cal OES and FEMA to support their PDA for Stafford Act assistance programs such as Individual and Public Assistance.

Recovery Reporting and Documentation

Keeping accurate, complete records of recovery efforts is essential for reimbursement and promotes efficient use of limited resources and funds. The ROC Finance Section is responsible for maintaining documentation for the post disaster recovery process. Documentation is required for the following disaster related activities:

- Staff overtime
- Emergency protective measures
- Mutual aid support from other jurisdictions
- Contracted emergency services and equipment
- Disaster debris removal (the City is developing a Disaster Debris Plan)
- • Inspections, repairs and reconstruction of City facilities

Documentation goes beyond a description of the extent and nature of the damage to facilities. It should also include detailed assessments of the overall community impacts. Key indicators are:

- Percent of housing stock affected
- Percent of community without essential services including fuel, groceries and prescription medication access
- Status of public and private schools
- Businesses that have shut down or reduced operations
- Available funds for recovery financing
- Number of people in long term shelters
- Percent of population displaced
- Impacts on neighboring jurisdictions and the region

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Monitoring these indicators provides City leaders with information essential to guide recovery planning efforts, request resources and determine priorities.

Disaster Assistance Programs

There are numerous disaster assistance programs. They are administrated by federal, state and local government, NGOs and private organizations.

Federal programs include:

- Stafford Act Programs
- Disaster Housing Assistance Program – This is a federal program administered by FEMA that provides temporary housing to disaster victims during presidentially declared disasters.
- Disaster Mortgage and Rental Assistance Program – This program provides grants for home related mortgage or rent payments to disaster victims, who, as a result of a disaster, have lost their job or business and face foreclosure or eviction from their homes. It is a federal program available under a presidentially declared disaster.
- Housing and Urban Development (HUD) Program – This program is offered to families that meet certain income guidelines and may provide a percentage of the rental cost for a limited period to disaster victims. It is also available under a presidentially declared disaster.
- Small Business Administration (SBA) – This program is automatically implemented following a presidential disaster declaration for Individual Assistance or may be implemented at the request of the governor. It provides low interest loans to businesses and individuals who have suffered disaster losses.
- Individual and Family Grant Program (IFGP) – This is authorized only by a federal disaster declaration. It provides grants to disaster victims who are not eligible for SBA loans.
- Cora Brown Fund - This is authorized only by a federal disaster declaration. The fund provides disaster victims with assistance provided they are not eligible for any other disaster assistance award from the government or other organizations
- U.S. Department of Health and Human Services (HHS) – HHS provides programs such as community health services including the Emergency Prescription Assistance Program and the Strategic National Stockpile of medicines.

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These are only a few federal programs that can be activated under a presidentially declared disaster. Disaster assistance may also be altered by legislation passed at the time of the event. Other types of assistance may also be made available depending on the disaster.

State programs include:

- Unemployment and job services – The California Employment Development Department (EDD) provides a variety of services to individuals and businesses impacted by disasters in California. These range from assistance for those who may have lost a job due to the disaster to employers who are forced to shut down operations.
- State Public Assistance Program – The California Public Assistance Program provides funding to cities, counties, special districts, school districts, community colleges, and certain private nonprofit organizations in the event of a state disaster.
- Local Assistance Center (LAC) activation and staffing – 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.

Volunteer programs include:

- American Red Cross exists to provide compassionate care to those in need. The network of donors, volunteers and employees share a mission of preventing and relieving suffering through disaster relief efforts.
- Volunteer Organizations Active in Disasters (VOAD) improve outcomes for people affected by disasters by facilitating cooperation, communication, coordination, and collaboration among nonprofit organizations, community-based groups, government agencies, and for-profit companies.
- Community Emergency Response Teams (CERT) – This program 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. 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.
- The Salvation Army has a mission to meet human needs without discrimination.

Stafford Act Programs

Stafford Act programs include individual and public assistance. These programs are available after a presidential disaster declaration. They are administered through joint State / federal organization located in a Joint Field Office (JFO). The JFO is organized along ICS principles and follows NIMS/SEMS processes for both response and recovery operations. Eligible applicants for Stafford Act assistance include the following:

- Individuals
- State agencies
- Counties
- Cities
- Special districts
- Schools K-12
- Colleges and institutions of higher education
- Private non-profit organizations organized under §501(c)3 of the Internal Revenue Code

Individual Assistance

The Individuals and Households Program (IHP) provides financial help or direct services to those who have necessary expenses and serious needs if they are unable to meet these needs through other means. Program support includes:

Housing Assistance

- Temporary Housing: Money to rent a different place to live or a temporary housing unit (when rental properties are not available).
- Repair: Money for homeowners to repair damage from the disaster that is not covered by insurance. The goal is to repair the home to a safe and sanitary living or functioning condition. FEMA may provide some funds for home repair; then the homeowner may apply for a Small Business Administration disaster loan for additional repair assistance. FEMA will not pay to return a home to its condition before the disaster. Flood insurance may be required if the home is in a Special Flood Hazard Area.
- Replacement: Money to replace a disaster-damaged home, under rare conditions, if this can be done with limited funds.

Other Needs Assistance

- The Other Needs Assistance provision of the Individuals and Households Program provides grants for uninsured, disaster-related necessary expenses and serious needs. Assistance includes:
- Medical and dental expenses
- Funeral and burial costs
- Repair, cleaning, or replacement of:
 - Clothing
 - Household items (room furnishings, appliances)
 - Specialized tools or protective clothing and equipment required for your job
 - Necessary educational materials (computers, schoolbooks, supplies)
 - Clean-up items (wet/dry vacuum, air purifier, and dehumidifier)
 - Fuel (fuel, chain saw, firewood)
 - Repairing or replacing vehicles damaged by the disaster, or providing for public transportation or other transportation costs
 - Moving and storage expenses related to the disaster (including evacuation, storage, or the return of property to a home)
 - Other necessary expenses or serious needs (for example, towing, or setup or connecting essential utilities for a housing unit not provided by FEMA)

Public Assistance

The Public Assistance (PA) grant program provides federal assistance to government organizations and certain private nonprofit (PNP) organizations following a presidential disaster declaration. PA provides grants to state, tribal, territorial, and local governments, and certain types of PNP organizations so that communities can quickly respond to and recover from major disasters or emergencies.

The PA program provides supplemental federal disaster grant assistance for debris removal, life-saving emergency protective measures, and the repair, replacement or restoration of disaster-damaged publicly owned facilities and the facilities of certain PNP organizations. The PA program also encourages protection of these damaged facilities from future events by providing assistance for hazard mitigation measures during the recovery process.

Public Assistance categories are:

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- **Category A:** Debris Clearance – Clearance of debris, wreckage, demolition, and removal of buildings damaged beyond repair
- **Category B:** Emergency Protective Measures – Measures to eliminate or lessen immediate threats to life, public health, and safety
- **Category C:** Roads and Bridges – All non-emergency work and any that may require more time for decision-making, preparation of detailed design, construction plans, cost estimates, and schedules
- **Category D:** Water Control Facilities – Includes flood control, drainage, levees, dams, dikes, irrigation works, and bulkheads
- **Category E:** Public Buildings and Equipment – Buildings, vehicles or other equipment, transportation systems, fire stations, supplies or inventory, higher education facilities, libraries, and schools
- **Category F:** Utilities – Water supply systems, sanitary sewerage treatment plants, storm drainage, and light/power
- **Category G:** Other – Park facilities, public and private non-profit facilities, recreational facilities, and playground equipment PA programs provide at least 75% of costs associated with presidentially declared disasters if program projects meet stringent requirements for documentation, regulatory compliance, and administration. Detailed guidance is provided on FEMA's webpage for [Assistance for Governments and Private Non-Profits After a Disaster](#).

Hazard Mitigation Grant Programs

The Hazard Mitigation Grant Program (HMGP) provides grants to implement long-term hazard mitigation measures after declaration of a major disaster. The purpose of the HMGP is to reduce the loss of life and property due to natural disasters and to enable mitigation measures to be implemented during the immediate recovery from a disaster. To qualify for HMGP funding, projects must provide a long-term solution to a problem, and the project's potential savings must exceed the cost of implementing the project.

HMGP Funds may be used to protect either public or private property or to purchase property that has been subjected to, or is in danger of, repetitive damage. The amount of funding available for the HMGP under a particular disaster declaration is limited. Under the program, the federal government may provide a state or tribe with up to 20 percent of the total disaster grants awarded by FEMA under Stafford Act programs and may provide up to 75 percent of the cost of any projects approved under the program. In California, these funds are administered by the Cal OES Hazard Mitigation Grant Program Unit. Additional information on HMGP is available in the City's 2025 LHMP.

7.8 Appendix H: Continuity of Government

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

A Continuity of Operations Plan (COOP) outlines the steps a municipality will take to continue their essential functions and maintain government operations within their jurisdiction. The City has not yet developed a detailed, separate COOP.

Alternate Seat of Government

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

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

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

First Alternate	Deputy City Manager
Second Alternate	Police Chief
Third Alternate	Police Captain

Lines of Succession

The initial step in assuring continuity of government is to designate personnel who are authorized and prepared to carry out emergency actions for government in the event of a natural, technological, or national security disaster.

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

First Alternate	Deputy City Manager
Second Alternate	Police Chief
Third Alternate	Police Captain

Notification of any successor changes shall be made through the established chain of command. Article 15, Section 8637 of the Emergency Services Act authorizes political subdivisions to provide for the succession of officers (department heads) having duties related to law and order and/or health and safety.

Article 15, Section 8638 of the Emergency Services Act also establishes a method for the governing body to provide for the continuance of the legislative and executive departments of the political subdivision during a State of War Emergency or a State of Emergency or a local emergency. The governing body shall have the power to appoint the following standby officers as follows:

- Three for each member of the governing body
- Three for the chief executive, if s/he is not a member of the governing body. In case a standby officer becomes vacant because of removal, death, resignation, or other cause, the governing body shall have the power to appoint another person to fill said office. Standby officers shall be designated Nos. 1, 2, and 3 as the case may be

Article 15, Section 8644 of the Emergency Services Act Section 8644 allows for reconstitution of the governing body if all members of the governing body, including all standby members, are unavailable. Temporary officers may be appointed to serve until a regular member or a standby member becomes available or until an election or appointment of a new regular or standby member. Temporary officers shall be appointed as follows:

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- (a) By the chairman of the Board of Supervisors of the county in which the political subdivision is located, and if he is unavailable,
- (b) By the chairman of the Board of Supervisors of any other county within 150 miles of the political subdivision, beginning with the nearest and most populated county and going to the farthest and least populated, and if he is unavailable,
- (c) By the mayor of any city within 150 miles of the political subdivision, beginning with the nearest and most populated city, and going to the farthest and least populated.

Article 15, Section 8642 of the Emergency Services Act authorizes local governing bodies to convene as soon as possible whenever a State of War Emergency, State of Emergency, or local emergency exists, and at a place not necessarily within the political subdivision. Article 15, Section 8643 of the Emergency Services Act describes the duties of a governing body during emergencies as follows:

- Ascertain the damage to the political subdivision, and its population and property. For this purpose, it shall have the power to issue subpoenas to compel the attendance of witnesses and the production of records
- Proceed to reconstitute itself by filling vacancies until there are sufficient officers to form the largest quorum required by the law applicable to that political subdivision. If only one member of the governing body or only one standby officer is available, that one shall have power to reconstitute the governing body
- Proceed to reconstitute the political subdivision by appointment of qualified persons to fill vacancies
- Proceed to perform its functions in the preservation of law and order, and in the furnishing of local services

Departmental Lines of Succession

The City Manager, or a designee, will ensure staff are assigned to leadership positions. The successor positions for departmental continuity will be assigned at the time of an incident determined by the type of incident, affected City facilities and staff, and eligible staff to fill the positions.

Vital Records Retention

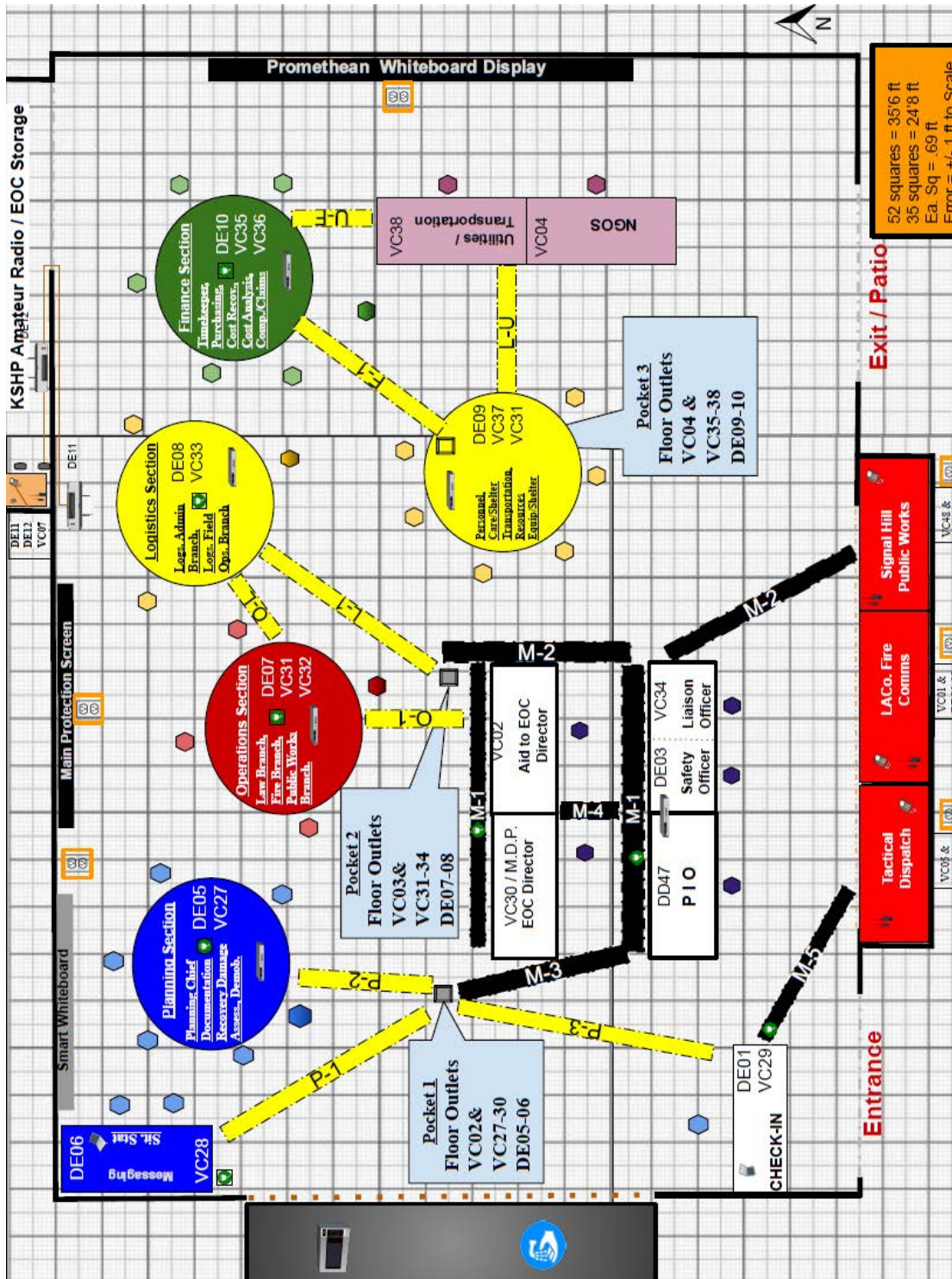
The preservation of vital records is critical to the City's recovery from a catastrophic event. In addition to the information retrieval requirements of response, each response function has a record-keeping component. Although the principal focus of vital records preservation is to

support recovery through reimbursement of disaster-related costs, vital records also have a broader and arguably more important function. Vital records become vital because they help to describe a reasonably complete compilation of damage, death, physical or mental trauma, and allocation of public and private resources, making it possible to learn from the disaster experience. In the City, the City Clerk is responsible for the preservation of vital records. The City Clerk's Office stores hardcopy minutes, resolutions, deeds, and contracts in the vault located in the City Clerk's Office at City Hall.

Offsite Records Storage

The City's offsite storage is located at Long Beach Self Storage - 1856 Cherry Ave. Long Beach.

7.9 Appendix I: EOC Layout



8. Functional Annexes

Annex A: Emergency Public Information Annex

Annex B: Evacuation Annex

Annex C: Logistics and Resource Annex

Annex D: Transportation Annex

Annex E: Communications Annex

Annex F: Cost Recovery Annex

Annex G: Pandemic Annex

8.1 Annex A: Emergency Public Information Annex

The vital part of the City's responsibility during an emergency or disaster is providing the public with accurate information and instructions. The Crisis Communications Annex is a guide for PIO and communications staff who are providing public information and or serving in an activated Emergency Operations Center during an incident.

Purpose

This Annex is designed to provide a framework for the most efficient, accurate, and complete dissemination of information to the public. It provides for the conduct and coordination of public information activities and establishes a mutual understanding of responsibilities, functions and operations.

Scope

The Emergency Public Information Annex is an extension of the City of Signal Hill Emergency Operations Plan. This Annex details procedures, processes, and provides tools and resources for the function of emergency communications during an incident. The Annex is applicable to all hazards including, but not limited to, power outages, earthquakes, wildfire, flood, hazardous materials, pandemic and terrorism. The Annex can also be used during inclement weather, extreme heat, poor air quality and other incidents when strategic emergency communications are required.

Assumptions

The following assumptions were established in the development of this Annex:

- Access and Functional Needs (AFN) are complex and must be considered within various aspects of planning and response. However, during disaster response, planning and recovery, the City will work to ensure AFN considerations and concerns are addressed within public information.
 - Signal Hill Police Department is the primary agency responsible for communicating with the Public during an emergency but will access other subject matter experts and liaisons at the City/County as needed.
 - Public Information Officers are responsible for maintaining positive working relationships, open communication, and active coordination before, during, and after an emergency
 - Emergency communications during an incident will require use of multiple channels that include mass media (TV, radio, and print), social media (X/Twitter, Facebook, Instagram, Nextdoor), emergency website, email, town halls and community meetings, door-to-door canvassing, signage and the City's alert and warning system which reaches people via their cell phone, landline or email
-

Whole Community Approach

The City of Signal Hill is committed to providing readily accessible procedures in compliance with State and Federal AFN guidelines for tools and resources for use by PIOs and communications staff during an incident or emergency, including templates, checklists, standard operating procedures and forms.

Emergency Communications Principles and Guidelines

Following these basic principles and guidelines from *Crisis Emergency Risk Communication*, published by the U.S. Department of Health and Human Services Centers for Disease Control and Prevention, can help establish a sense of order and consistency. These principles are applicable to any incident, disaster, and emergency.

- **Be First:** Crises are time sensitive. Communicating information quickly is crucial. For members of the public, the first source of information often becomes the preferred source
- **Be Right:** Accuracy establishes credibility and trust. Even if all the facts are not known at a given time, the PIO can let the public know: a) what is known, b) what is not known and c) what is being done to fill in the gaps
- **Be Credible:** Honesty and truthfulness should not be compromised during crises
- **Express Empathy:** Crises create harm, and the suffering should be acknowledged in words. Addressing what people are feeling, and the challenges they face, builds trust and rapport
- **Promote Action:** Giving people meaningful things to do calms anxiety, helps restore order and promotes some sense of control
- **Show Respect:** Respectful communication is particularly important when people feel vulnerable. Respectful communication promotes cooperation and rapport

Proactive – Not Reactive – Communications

A proactive approach to emergency communications will help set a tempo for the release of information to the media and public and establish the JIC as a primary and credible source of information. Proactive methods include:

- As soon as possible, release a statement about the incident to the media and sharing across all channels
 - Observe the Emergency Communications Principles and Guidelines in crafting and delivering these messages and include public health and safety messages and instructions
 - Establish and publicize a media briefing schedule and closely adhere to it
 - Create a content calendar and use social media to post regular updates and address community concerns in a way that is proactive and not reactive. For
-

example, post broad statements to address emerging trends and do not respond to individual posts unless they contain potentially harmful misinformation

Content Strategy

The Management Section personnel, the EOC Director and Lead PIO, provide direction for communication priorities and information to be shared with the media and public. The PIO staff will develop a content strategy that reflects these priorities and ensures that the right messages get to the right audiences at the right time in a targeted, culturally competent manner. Elements of a content strategy include situation analysis, audience analysis, communication goals and objectives, key messages, call-to-action, communication channels, timeline and plan of action.

Spokespersons

The Lead PIO may serve as a spokesperson or delegate a spokesperson and coordinates additional spokespersons for specific areas of responsibility and expertise such as law enforcement, fire, Public Health, Medical Examiner, public and private utilities such as Transit Authorities, and SCE.

Information Collection and Dissemination

The City EOC staff will use a variety of methods to collect and disseminate emergency information through EOC representatives, representatives from other agencies involved in the disaster, information from public calls to 9-1-1, call center, monitoring traditional media, monitoring social media and the internet, and other means as appropriate. The goal is to share timely and easy-to-understand emergency information to keep the public safe and informed. In the event of a large-scale disaster, information will be disseminated to the public and media through many communication channels:

Social Media Monitoring

Monitoring social media (X/Twitter, Facebook, Instagram, Nextdoor) in the EOC helps the communications team to maintain situational awareness and dispel misinformation and potentially harmful rumors. Keeping a regular posting schedule on social media provides a constant flow of useful information and reassurance to the community. Social media management tools such as Hootsuite help manage social media by providing visibility to multiple social media handles, reporting and streamlines the process of scheduling and posting to multiple accounts.

Language Access

The City of Signal Hill recognizes the rich diversity of the City and is committed to keeping all its residents informed during emergency events, no matter their English language proficiency. The EOC will translate emergency updates into Spanish and Khmer for posting on the City website and app as well as X/Twitter feed. A team of City employees

who speak Spanish and Khmer will be called on for translation duty in the EOC, or to handle the duties remotely via email. EOC staff will leverage Spanish language media to convey information to the Spanish-speaking population to reach members of the community who speak other languages. City EOC staff can also work with County staff who are fluent in other commonly spoken languages in the region to assist with translation as needed.

Water Quality Notifications

The State of California's drinking water regulations require public notification under certain circumstances. Water systems must contact the Division of Drinking Water's (DDW's) district office if public notification is required. Any notification must be approved by DDW prior to distribution or posting, unless otherwise directed by DDW. Water Quality Templates can be found on the State Water Resource Control Board website.

See next page for Emergency Messaging Templates

Sample Messages for Alert and Warning

Emergency Message Guidelines

Message Character limits

Wireless Emergency Alert (WEA) – Character Limit

- Short: 90 characters
- Long: 360 characters

NIXLE– Character Limit

- SMS (text): 120 characters
- Nixel: 2500 characters

To maximize effectiveness of alert and warning messages:

1. Record the voicemail in a calm voice
2. Send sequential messages to reinforce the urgency
3. Include links to more information
4. Only include high level information maps, e.g. specific to the geography of the incident with a “You Are Here” marker (when possible).

Template for alert and warning messages (CalOES)

Source Say who the message is from	EXAMPLE
Hazard Describe the flooding event its impacts	LCPD Check and monitor local media now Explosion at Superior dam Potential damage and flooding in Sherman Heights
Location State the impact are boundaries in a way that can be understood (for example: use street names, landmarks, natural features, and political boundaries)	Message expires 8:00 AM PDT
Protective Action Tell people what protective action to take, the time when to do it, how to accomplish it, and how doing it reduces impacts	TEMPLATE [Insert title and organization of a local, familiar, <i>SOURCE</i> authoritative message source] Check and monitor local media now [Insert description of event, dam <i>HAZARD</i> name, and threat here] in [Insert location of threat <i>LOCATION</i> here] Message expires [Insert time here] <i>TIME</i>
Time Tell people when the alert/warning expires and/or new information will be received	

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Note: Sample messages only. Adjust message to fit the circumstances of the incident and ensure the length conforms with the system you will be using.

Message Template – Active Shooter

Short: 90 characters

ALERT SH: Active shooter near [location]. Avoid Area or Run, Hide, Fight. Visit www.cityofsignalhill.org

Long: 360 characters

ALERT SH: As of XX am/pm, Signal Hill Police advises the public to avoid the area of [insert location]. Officers are responding to an active shooter. Those located in the area should seek shelter and mute phones. If engaged with the shooter, RUN,HIDE, FIGHT. Visit www.cityofsignalhill.org for more information.

Message Template – Aircraft Incident

Short: 90 characters

ALERT SH: Aircraft Incident at LB Airport. More Information to follow. Visit www.longbeach.gov/lgb/

Long: 360 characters

ALERT SH: At [XX:XX am/pm] an aircraft [crash landed] at LB. There will be an increase in public safety vehicle traffic across the City. [There is no current danger to residents/residents are recommended to shelter in place to avoid any possible aerosolized chemicals; and stay clear of the Airport.] Visit www.longbeach.gov/lgb/ for more information.

Message Template – Cyber Incident

Short: 90 characters

ALERT SH: Cyber incident currently affecting [enter systems or infrastructure] Visit www.cityofsignalhill.org

FOR OFFICIAL USE ONLY

Long: 360 characters

ALERT SH: The City was the target of a criminal cyberattack. We are currently experiencing interruptions to {enter systems or infrastructure} Visit www.cityofsignalhill.org for more information.

Message Template – Earthquake Notification

Short: 90 characters

ALERT SH: A M[XX] earthquake occurred at [XX:XX am/pm] today. Visit earthquake.usgs.gov/

Long: 360 characters

ALERT SH: A M[XX] earthquake occurred at [XX:XX am/pm] today. Visit earthquake.usgs.gov/ for more information about latest earthquakes or call 9-1-1 if you have a life-threatening emergency. This message will be updated based on changing conditions.

Message Template - Extreme Heat/Cold

Short: 90 characters

ALERT SH: Extreme [heat/cold] expected on [Date/s]. Stay indoors from [10 a.m. to 3 p.m.] when the [heat/cold] is strongest.

Long: 360 characters

ALERT SH: The National Weather Service has issued an Extreme [heat/cold] warning on [Date/s] from [times]. Stay indoors from 10 a.m. to 3 p.m. when the [heat/cold] is strongest. Visit www.cityofsignalhill.org for more information.

Message Template – Shelter In Place (Hazmat incident))

Short: 90 characters

ALERT SH: [Enter hazard]. If within half mile of [location]. Get Inside. Stay Inside.

Long: 360 characters

ALERT SH: The City is issuing a mandatory shelter in place order for everyone within half a mile of [location]. [Enter Hazard] has created potential hazardous conditions for

residents. All residents in the impacted area should shelter in place immediately. Visit <http://www.cityofsignalhill.org/> or [enter alternate source]

Message Template – Power Loss

Short: 90 characters

ALERT SH: Due to [Event], power outages have affected areas of [location].

Long: 360 characters

ALERT SH: Due to [Event], power outages have affected areas of [location]. SCE estimates power restoration by [time] on [date]. These times may change vary based on other outages in the area and prioritization based on SCE's analysis. Additional information at CityofSignalHill.org

Message Template –Severe Storm

Short: 90 characters

ALERT SH: Severe Thunderstorm Warning on [Date/s] from [times]. Take shelter. Follow local media.

Long: 360 characters

ALERT SH: The National Weather Service has issued a Severe Thunderstorm Warning on [Date/s] from [times]. Stay indoors. Visit www.cityofsignalhill.org for more information.

Message Template – Severe Wind

Short: 90 characters

ALERT SH: High Wind Warning on [Date/s] from [times]. Stay indoors if possible. Call 911 for downed powerlines.

Long: 360 characters

ALERT SH: The National Weather Service has issued a High Wind Warning on [Date/s] from [times]. Seek shelter. If driving, use caution. Call 911 if you experience a life-threatening emergency. Visit www.cityofsignalhill.org for more information.

Message Template – Structure Fire

Short: 90 characters

ALERT SH: Structure fire near [location]. Stay away, close windows and doors to avoid any hazardous fumes.

Long: 360 characters

ALERT SH: As of XX am/pm, a structure fire is in progress in [location]. Residents are urged to stay away from the area and shelter in place to avoid any hazardous conditions. Visit www.cityofsignalhill.org for more information.

8.2 Annex B: Evacuation

The Evacuation Annex outlines strategies, procedures, recommendations, and organizational structures that can be used to implement a coordinated evacuation effort in the City of Signal Hill.

Purpose

This Annex is meant to provide guidance for City departments and supporting organizations that have authorities, roles, and responsibilities to assess the need to evacuate populations, make appropriate evacuation decisions, order evacuation of residents, conduct evacuation operations in a safe and secure manner, provide directions to shelter and assembly points, and support repopulation of evacuated areas for people and their pets.

Scope

This Evacuation Annex applies to the City, including all special districts. It is not intended to supersede any other emergency plans. This Evacuation Annex supports the City and County EOP.

Whole Community Approach

The City of Signal Hill is committed to achieving and fostering a whole community emergency management system that is fully inclusive of individuals with disabilities and others with access and functional needs. For further details on our whole community approach to emergency management, which includes the integration of inclusive emergency management practices, refer to the Basic Plan. Nixle has the ability to support teletypewriter (TTY) and Telecommunications Device for the Deaf (TDD) to assist in communicating with residents with hearing or speech difficulties.

Assumptions

The following assumptions were established in development of this Annex:

- This annex was developed for a Level II (moderate severity) evacuation scenario and will be activated when a community within the City is impacted by an evacuation
 - A decision to evacuate will be made at the local jurisdiction level with regional collaboration
 - Law enforcement agencies are the primary lead for evacuation activities with other agencies playing supporting roles
 - If activated, this annex will complement other jurisdictional evacuation plans
-

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The City will request and coordinate County resources under the California Master Mutual Aid Agreement

The City EOC will coordinate City evacuation efforts

- Most people at risk will evacuate when officials recommend that they do so
- Some individuals will refuse to evacuate, regardless of the threat
- Most evacuees will use their personal vehicles to evacuate, however, evacuation assistance may need to be considered for individuals with disabilities and others with access and functional needs, including, but not limited to, those without access to personal vehicles
- Accommodations will need to be made for the evacuation of service animals (Americans with Disabilities Act) and household pets (Pets Evacuation and Transportation Standards Act)
- The majority of evacuees seek shelter with relatives or friends or in commercial accommodations rather than in public shelter facilities. It is estimated that approximately 5% to 10% of evacuees will require public shelter assistance
- Response decisions, including the decision to evacuate, will be based on maximizing the preservation of life first, then protecting property, the environment, and the economy. Several factors will be considered. The capacity to safely move or shelter all population groups, roadway conditions, health and safety issues, and the duration of sheltering will be instrumental in making the decision to evacuate or to shelter-in-place

Evacuation Objectives

The overall objectives of emergency evacuation operations and notifications are to:

- Expedite the movement of persons from hazardous areas
- Institute access control measures to prevent unauthorized persons from entering vacated, or partially vacated areas. The Law Enforcement agencies may use discretion in allowing access for caregivers, personal care assistants, or other support personnel on a case-by-case basis as determined by the incident commander
- Provide for evacuation to appropriate transportation points, evacuation points, and shelters
- Provide adequate means of transportation for individuals with disabilities and others with access and functional needs, which includes, but is not limited to, older adults, children and individuals who are transportation disadvantaged

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Provide for the procurement, allocation, and use of necessary transportation and law enforcement resources by means of mutual aid or other agreements Control evacuation traffic

- Account for the needs of individuals with household pets and service animals prior to, during and following a major disaster or emergency
- Provide initial notification, ongoing and re-entry communications to the public through the City PIO
- Assure the safe re-entry of the evacuated persons

Roles and Responsibilities

Conducting evacuation activities and coordinating the movement of large numbers of people in the City is a function of the City EOC. There are circumstances where the evacuation activities exceed City capabilities, and the County may need to provide resources and support. Requests for assistance will be initiated through the Operational Area. Should the County be unable to procure the resources, requests will be forwarded to the Regional Emergency Operations Center, then to the State's Emergency Operations Center (SOC). Private partners, such as transportation authorities, hotels, and local businesses, may also have an essential role in a successful evacuation.

City Manager's Office

The office of the City Manager in coordination with the Emergency Management Coordinator is charged with emergency management for the City and is responsible for maintaining situational awareness of threats that may necessitate an evacuation. The City Manager's office is responsible for evacuation coordination and is responsible for the following specific functions:

- Conduct a City leadership coordination conference call or meeting with essential stakeholders. The purpose is to determine the urgency of the threat, potential evacuation order triggers, the population of the evacuation area, available resources and potential mutual aid needs
- Activate the EOC to the appropriate emergency level
- Notify City staff of pending EOC activation and/or to current activation levels and coordinate staffing of positions
- Request assistance from support agencies and communication resources as appropriate. Maintain coordination and communication between the EOC and support agencies

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- Communicate with the County EOC and keep them apprised of the local situation. Request additional resources as needed. Provide support to the City PIO
- Provide information to the public on shelter sites, services provided, available routes, and transportation options

City Police Department

The Signal Hill Police Department supports the EOC when activated as the lead of the Law Enforcement Branch of the Operations Section, as well as being the lead agency for the Evacuations. As such, the police department is responsible for the overall evacuation and movement of citizens throughout the City. Law enforcement agencies will be integral in the tactical incident command post in evacuating people from the impacted area. During significant evacuation emergencies, the police departments key functions include:

- Pre-identify evacuation assembly points for evacuees
- Facilitate the movement of emergency vehicles with local police, County Sheriff's Department and California Highway Patrol
- Appoint an Incident Commander at Field Command Post/s
- Coordinate the activation of Alert Signal Hill/Everbridge, Wireless Emergency Alerts, and other notification modes
- Mobilizes CERT resources to support evacuation operations
- Use loudspeakers on field vehicles to alert those in the immediately threatened area/s
- Give ample and redundant information to critical facilities, such as daycares, schools, adult residential care, skilled nursing, board and care facilities, etc. These will need additional time to close or evacuate and may need to close or evacuate as a precautionary action
- Identify people and populations that appear to need special assistance
- Establish evacuation routes (keeping in mind fueling services will be needed on evacuation routes) and transit pickup points
- Calculate route capacity and consider contraflow
- Coordinate the routes for movement of motorists toward designated / safest evacuation routes
- Control and monitor primary routes and area access
- Close roads that will not be used as the primary egress or ingress routes to the evacuated area

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- Provide for tow trucks on evacuation routes to assist disabled vehicles and clearing roadways
- Post-emergency: Coordinate the return movement of evacuees back to their homes

City Parks, Recreation, and Library Services

The Department of Parks, Recreation, and Library Services assists Los Angeles County Health to identify shelter location within the City of Signal Hill and assist with the set up and implementation of the shelter/s. During significant evacuation emergencies, the Parks, Recreation, and Library Services Department's key functions include:

- Serves as the lead agency for parks and provides facilities for safe refuge, shelters and sheltering social services
- Responsible for notifications to, and evacuation of, the public in park facilities
- Provides notifications to executive staff
- Provides personnel to support County Health and law enforcement during evacuation operations
- Provides facility availability information in anticipation of activating mass care and shelter facilities
- Coordinates with the Long Beach School Districts and NGOs supporting mass care and shelter activities
- Provides access to, and maintenance of, facilities to support evacuation operations (e.g., safe refuge sites, pick-up points, and shelters)

City Public Works

The Department of Public Works is responsible for assisting City and County departments with the evacuation. During significant evacuation emergencies, the Public Works Department's key functions include:

- Oversees the City's Debris removal strategy, in conjunction with County Public Works. Areas of responsibility include street services, street lighting, and administration of emergency engineering contracts
- With the support of County Public Works, removes debris to facilitate evacuation or ingress for emergency personnel
- Provides road and bridge damage assessments; conducts engineering investigations

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- Administers and manages emergency contracts to support evacuation operations
- Installs appropriate signage, traffic control devices, and barricades

County Health Department

Los Angeles County Department of Public Health is responsible for activating and running shelter operations for the Operational Area in coordination with local city partners. Public Health will provide the following support:

- Coordinate/support the establishment of shelters in coordination with NGOs and City of Signal Hill Parks, Recreation, and Library Services Department.
- Coordination support for the movement of individuals with disabilities and others with access and functional needs during an evacuation emergency
- Coordinate with Medical Reserve Corps (MRC) volunteers, if activated
- Provide specialized staff to shelters if requested
- Support disaster victims and/or shelter inhabitants in understanding what recovery programs may be available to them

Public Health also coordinates the reunification of children who have been evacuated without an appropriate adult. Public Health coordinates specialized transportation for evacuees with medical and functional needs; care for evacuees whose needs cannot be accommodated in general population shelters; monitoring support for individuals at pickup points; and, by providing medical support at designated evacuation assembly areas and pickup points to perform triage of citizens prior to evacuation.

Long Beach Animal Care Services/Los Angeles County Animal Services

Long Beach Animal Care Services provides services to the City of Signal Hill. During significant evacuation emergencies Animal Care Services would:

- Coordinate with the City EOC to house evacuated animals at designated shelters. Attempt to place animals with or near owners when possible
- Coordinate the movement of Animal Control Officers to support evacuation
- Coordinate the inter-county movement of animals. For larger animals, some coordination with the REOC and/or the California Department of Food and Agriculture (CDFA) may be needed

In the event the Long Beach Animal Care Services is unable to support the City, a resource request will be submitted to the County for assistance.

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County Sheriff's Department

Los Angeles County Sheriff provides law enforcement services to unincorporated areas of the County. During an evacuation, the Sheriff will assist the Signal Hill Police Department to evacuate residents. During significant evacuation emergencies County Sheriff's would:

- Provide support for coordinating the evacuation
- Provide law enforcement mutual aid, as requested

Los Angeles County Fire

Los Angeles County Fire Department provides fire protection services for the City of Signal Hill. During an evacuation, the County Fire Department will assist City and County law enforcement agencies to evacuate residents. During significant evacuation emergencies County Fire would:

- Provide resources through automated-aid and mutual-aid requests between neighboring jurisdictions
- Provides agency representatives, as necessary, to the Incident Command Post / Unified Command (ICP/UC)

Long Beach School District

During significant evacuation emergencies, Long Beach School District would:

- Coordinates the evacuations out of school buildings, but to remain on campus
- In the event the campus requires a full evacuation, the school districts provide the relocation of students to an alternative school district property
 - Public K–12 schools are a dependent population, and as such, the school district is responsible for the custodianship of the students until they are released to a custodial adult
 - Provides the necessary personnel and resources to ensure that people with disabilities and others with access and functional needs are evacuated and supported until they are released to their custodial adult
- Provides transportation assistance, as available, during non-school hours
- Provides a District Representative at the City EOC and ICP/UC, as necessary

Concept of Operations

There are several factors which must be considered when planning for an evacuation.

Among these are the characteristics of the hazard or threat itself. The magnitude, intensity, speed of onset, duration and impact on the local community are all significant elements to be considered. They will determine the number of people to be evacuated, time available in which to conduct the evacuation, and the time and distance of travel necessary to ensure safety.

An evacuation of any area requires significant coordination among numerous public, private and community/non-profit organizations. The event may or may not allow time for responders to conduct evacuation notification in advance of immediate threat to life safety. During no-notice and short-notice incidents, every attempt will be made to assist residents with safe evacuation. Acceptable risk to first responders is an important consideration. Residents are encouraged to help their neighbors, friends, and family to evacuate if doing so will not cause danger to themselves or others.

Evacuation Coordination Processes

The decision to evacuate will be made at the local jurisdiction level with regional collaboration:

- Based on the information gathered, the City will make the determination on whether to evacuate communities as the need arises, on a case-by-case basis
- The decision to evacuate will depend entirely upon the nature, scope and severity of the emergency, the number of people affected and what actions are necessary to protect the public
- The Operational Area (OA) EOC may make recommendations on whether a jurisdiction should evacuate and may help coordinate the evacuation effort

Decision to Evacuate

The decision whether to evacuate or shelter-in-place must be carefully considered with the timing and nature of the incident. This decision is generally made by first responders in the field at the ICP, with input from both fire and law enforcement personnel. Because evacuation operations are complex and stress both systems and people, it should be considered a last resort option and implemented when there is an immediate need to move people out of an area where there is a clear and present danger.

If practical, evacuation decisions will be implemented before an actual event occurs. Those with disabilities and others with access and functional needs will require extended time to evacuate and need as much advanced warning as possible. An imminent or

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occurring hazardous materials release may require a decision on evacuation versus sheltering in place.

If an event has the potential to impact evacuation routes such as flooding or fire. When able, the City will make evacuation decisions early enough to allow people to leave the area of impact. A wait-and-see policy may be disastrous if people cannot safely evacuate once the danger is present.

Evacuation Notification

The EOP Basic Plan contains information on emergency warning and notification. During an evacuation timely warning and notification is essential. Effective public communication for evacuation must meet the following objectives:

- Provide timely and accurate communication of evacuation instructions
- Describe evacuation routes
- Point to the locations of reception and care facilities
- Provide sufficient explanations of the potential hazard to convince evacuees to leave

Providing information to the public is vital to the evacuees, including convincing them that they need to evacuate to avoid life threatening situations. Evacuation messages must include information about:

- The urgent need to evacuate
- Estimated time to remain evacuated
- Availability of shelters
- Accommodation for pets
- Security for their homes and neighborhoods, and security at evacuation shelters

Evacuation Warning

An Evacuation Warning considers the probability that an area will be affected within a given time frame and prepares people for a potential evacuation order.

Evacuation Order

An evacuation order requires the immediate movement of people out of an affected area due to an imminent threat to life.

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Shelter-In-Place

A shelter-in-place order advises people to stay secure at their current location. This tactic shall only be used if evacuation will cause a higher potential for loss of life.

Temporary Evacuation Sites and Shelters

Depending on the amount of time the emergency is expected to last, the city must designate evacuation gathering points or evacuation shelters to house and provide resources to those evacuating. Evacuation Gathering Points can be large parking lots/structures for short term evacuations that are out of the hazard zone, or Evacuation Shelters for prolonged evacuations. These sites must be identified prior to any evacuation.

Evacuation of Individuals with Disabilities and Others with Access and Functional Needs

It is critical that modes of available transportation are identified that can be used in the evacuation of people with disabilities and others with access and functional needs during an emergency. Transportation that can accommodate wheelchairs, scooters, or other mobility aids will typically be needed in a large-scale evacuation. Lift-equipped buses or vans may be an option. It is essential that local jurisdictions establish and maintain working relationships with public and private agencies that serve transportation-dependent populations.

Reentry

Once the threat has passed, and assuming the evacuated area is safe from debris, contamination, or other residual threats, the evacuated persons will be allowed to reenter the area. The EOC will coordinate transportation, routes, and resource use strategy to support the reentry.

The strategy will be coordinated with regional partners, as any evacuation will likely have impacts beyond the City. The Operations Section Chief is responsible for providing the PIO with information regarding the safe return to the evacuated area. Those who needed assistance to evacuate will again need assistance to return.

8.3 Annex C: Logistics and Resource Management

This Annex addresses personnel, supplies, and equipment and how they are procured and supported within the City. Some assets may come from the County or State, and the Annex outlines how the accountability of these resources will be conducted. All costs need to be tracked so that claims can be made to state and federal agencies during the recovery process. The Annex describes how the functions will be carried out within the City EOC.

Introduction

This Annex introduces the basic concepts, policies and procedures for providing and/or coordinating the provision of services, personnel, equipment and supplies to support operations associated with natural disasters and human caused incidents within the City. It describes the governmental organizations responsible for providing such logistics (facilities, supply/procurement, personnel, transportation, equipment and utilities) and the private sector elements that typically offer commodities and services.

Purpose

The purpose of this Annex is to describe the process in which the logistics function will be executed to support the logistical needs of emergency response within the City.

Scope

The Annex applies to an emergency response operation within the City and is typically executed during a City EOC activation. This annex applies primarily to major or potentially life-threatening or property loss incidents, resulting in demands that exceed City capabilities.

Objectives

The overall objectives of logistics operations are:

- Coordinate all EOC Sections to locate, procure, and allocate essential resources such as:
 - Personnel, services, and materials to support incident and City EOC operations
 - Transportation, fuel, and like-equipment resources
 - Supplies for care and shelter facilities, LACs, and points of distribution (POD)
- Oversee the distribution and inventory of food and essential supplies for emergency subsistence

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- Support the Operations Section with maintaining communications systems, potable water systems, electrical, sanitation, and other utility systems and services. If required, coordinate the emergency restoration of disrupted private services with public utilities
- Coordinate fiscal questions and responsibilities with the Finance Section
- In coordination with the Finance Section, document all resources and their use until they are demobilized

Concept of Operations

When an emergency occurs within the City, the emergency response will be handled at the lowest level possible (locally) until the emergency can no longer be addressed using only local resources. If the emergency exceeds the capabilities of the local emergency response, the City EOC will be activated. Upon activation, the City EOP will be implemented along with the necessary annexes, including the Logistics Annex, as well as other applicable plans in support of the emergency. Once activated, the Logistics Annex will enable the Logistics Section of the City EOC to support the emergency response and provide the resource needs (personnel, facilities, equipment, supplies, etc.) to responders.

Coordination

The Logistics Section monitors and manages resource requests submitted through the City EOC. The Logistics Section will work to identify how to fulfill the request. Resources may be available internally (City-owned, mutual aid, etc.) or may need to be ordered/requested from outside vendors via vendor lists and other emergency agreements. The EOC Logistics Section will continually monitor for new and existing resource requests until the resource is demobilized.

Resource Ordering

The EOC Logistics Section will follow the below sequence to locate and procure requested resources:

1. Internal resources
2. Mutual aid resources
3. Donated goods/services
4. Rented or leased resources
5. Purchased resources in accordance with purchasing guidelines

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Resource Tracking

After the Logistics Section locates and procures the necessary resources to fulfill a request, the Logistics Section will coordinate with the Resources Unit Leader in the Planning Section to ensure the resource was delivered to the appropriate location and checked into the response.

Donation Management

Donations can be an essential resource for survivors, especially when there are unmet needs following a disaster due to a lack of insurance, being underinsured or limited federal Individual Assistance programs. However, an overabundance of donations, especially of a type not needed by survivors, can become a challenge and take up local government and NGO resources.

Proactive monitoring, messaging and management of donations may be needed depending on the disaster's size, community need and donations available.

Messaging about responsible donating and coordinating with local VOAD is critical to a successful donations management effort.

Financial Donations

Financial donations are almost always more effective in supporting disaster survivors than commodities. Members of the community looking to donate should be encouraged to consider a financial gift to a trusted local organization with missions and services that meet the donor's interests and intent. The City will most likely be unable to directly accept monetary donations and will encourage donors to supply donations to organizations directly responding to the emergency.

In-Kind/Commodities (clothing, furniture, household items, bulk goods)

Commodity and In-Kind donations, especially when unsolicited, unpackaged and unplanned can become a challenge during the response and recovery phases. Managing donated goods can take up space, personnel and time, as well as, in many circumstances, donated goods may not meet the needs of survivors.

If there is an identified need for commodity donations, it is important to be clear on the exact commodities needed, quantity needed, who will be accepting them, where they may be delivered, who will be transporting them (donor if possible), how they are packaged, and any special handling needs, i.e. refrigeration, lift gates, forklifts, etc. Some members of VOAD may accept commodity donations. If commodity donations are being offered or are becoming an issue in the field (at temporary evacuation points, shelters, points of

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distribution, etc.), these member organizations should be coordinated with for possible donation drop off sites or specific pick-up locations.

Volunteer Management

Dependent on the needs, size and scope of the situation, the City may rely on volunteers to provide services to aid in the preparation for and response to emergency situations.

All public employees in the State of California, including employees of the City of Signal Hill, are considered DSWs and may be assigned duties outside their normal scope of work for disaster response and/or recovery during a state of emergency.

Other organized volunteers the City may call on are the County MRC, the CERT who have basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations.

Private Sector Coordination

- Transportation Industries - Transportation industries function under their own management and operate their systems and facilities to provide the maximum possible service (within their capabilities) to fill essential needs specified by federal, state and local government authorities. This includes responsibility for continuity of management, protection of personnel and facilities, conservation of supplies, restoration of damaged lines and terminals, rerouting, expansion or improvement of operations, providing mobility needs accessible transportation, and securing necessary personnel, materials, and services.
- Utility Companies - The utility companies, in mutual support of each other and the state and local governments, have provided a representative working in Cal OES to manage its Utilities Division. The Division has developed the State of California Utilities Emergency Plan, which provides for electric, gas and water coordinators at the Mutual Aid Region and State levels. The Coordinators, who are representatives of the various utility organizations, provide a channel for mutual aid and other support as required. The Utilities Emergency Plan will be utilized during major emergencies. Additionally, the local utilities have assigned positions, telephones, and radio communications links within the OA EOC.
- Heavy Construction Industries - Heavy construction industries function under their own management and operate their systems and facilities to provide the maximum possible service (within their capabilities) to fill essential needs specified by federal, state, and local government authorities. This includes the responsibility to furnish materials, operate equipment and supply skilled personnel

as long as necessary, through the direction of civil and military authorities in charge of disaster relief.

8.4 Annex D: Transportation

This Annex is a support document for use during emergency response and recovery efforts requiring transportation resources for the movement of the public and incident-related resources. This Annex is designed to be scalable and implemented during incidents with minimal to extensive destruction. Efficient transportation of resources is critical to response and recovery operations in any emergency incident. The City understands that access, use of streets, bridges, tunnels or rail lines, and key transportation routes may be interrupted.

Introduction

This Annex introduces the basic concepts, policies, and procedures for providing and/or coordinating transportation assets associated with natural disasters and human caused incidents within the City. It describes the governmental organizations responsible for providing such transportation and the private sector elements that typically offer transportation.

Purpose

The purpose of this Annex is to describe government responsibilities for the managed response of transportation resources. This Annex can be used in conjunction with the Logistics and Resource Management Annex.

Scope

The Annex applies to an emergency response operation within the City and is typically executed during a City EOC activation. This Annex applies primarily to major or potentially life-threatening or property loss incidents, resulting in demands that exceed City capabilities.

Objectives

The overall objectives of transportation operations are:

- Oversee the distribution and inventory of fleet assets, including fuel
- Support the Operations Section with obtaining and maintaining transportation resources during response operations

Concept of Operations

When an emergency occurs within the City, the emergency response will be handled at the lowest level possible (locally) until the emergency can no longer be addressed using only local resources. If the emergency exceeds the capabilities of the local emergency

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response, the City EOC will be activated. Upon activation, the City EOP will be implemented along with the necessary annexes, including the Transportation Annex, as well as other applicable plans in support of the emergency. Once activated, the Transportation Annex will enable the Logistics Section of the City EOC to support the emergency response and provide the necessary resources to aid response personnel and the public, including individuals with DAFN.

Coordination for the Movement of Material Resources

- City Resources: When the EOC receives a request for resources that can be fulfilled within the City's Resources, Public Works will pick up and deliver to the requesting department's designated location and unload the resources
- Vendor Resource: Vendors are responsible for the transport of material resources and the coordination and management of their own supply routes

Coordination for the Movement of People

- When the EOC receives a request for the transportation of the public, EOC Operations Section will coordinate with the Los Angeles Transportation Authority for drivers, or with the EOC Logistics Section when necessary. Los Angeles Transportation Authority will ensure that transportation assets are accessible for people with disabilities and others with access and functional needs, and require drivers to reserve accessible spots for seniors, mobility devices, and people with disabilities
- As drivers are received, bus staging areas will be established in a nearby accessible lot prior to moving the public until routes are approved and Public Works has provided an update on road conditions
- As bus drivers take the route, they will maintain contact with their dispatch officer and provide situational reports. Dispatch will relay information from the field to inform decision making
- The EOC will establish strategic collection (pick-up) points throughout the City for those who are able to walk to the pickup destination
- Alternate methods should be established to transfer individuals with disabilities and others with access and functional needs
- Long Beach School Districts can provide transportation assistance as available during non-school hours through the use of private bus lines that support the district.

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Identification of Available Fleet

Following an emergency, all City Departments will assess and report the status of damage to their transportation assets as a result of the incident. The City EOC will check with each department to collect a status on department vehicles.

Transportation for People with Disabilities and Others with Access and Functional Needs

Individuals whose disabilities prevent them from riding traditional fixed-route bus services require special transportation vehicles. The County has several services who can assist the city in times of emergencies. Those are:

- Long Beach Transit
- Los Angeles Metropolitan Transportation Authority
- Access

Identification of Logistics Supply Routes

Depending on the emergency, hazards can impede traffic and cause dangerous road conditions. Identifying alternate routes is essential to ensure vital resources reach their destination. The EOC Operations Section in coordination with field personnel will collect damage assessments from the field to ensure assess and develop alternate supply routes.

8.5 Annex E: Communications

This Annex is a support document for use during emergency response and recovery efforts requiring communications resources. This Annex is designed to be scalable and implemented during incidents with minimal to extensive destruction. Effective communication systems between departments and local jurisdictions are critical to response and recovery operations in any emergency incident.

Introduction

This Annex introduces the basic concepts, policies, and procedures for providing and/or coordinating communications between city departments and local jurisdictions. It describes the governmental organizations responsible for ensuring alternate communications capabilities are available when normal communications modalities are inoperable.

Purpose

This Annex details government's responsibilities for a managed and communicated emergency response. This Annex can be used in conjunction with other annexes and plans designed for the protection of the population. This annex will address the communication systems within the City.

Scope

The Annex applies to an emergency response operation within the City and is typically executed during an emergency event that has required the activation of a field ICP and the EOC.

Objectives

The Communications Annex has been developed to meet the following objectives:

- Provide a concept of operations and identify roles and responsibilities for each appropriate department within the City of Signal Hill
- Ensure consistency with Federal, State of California, Los Angeles County OA, and other local governments' emergency response plans and operations
- Outline and detail the communications capabilities of departments with roles and responsibilities during an emergency

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Concept of Operations

Communications resources available for multiple incidents are finite and must be coordinated to ensure the needs of the incident(s) are met while maintaining adequate capability for day to-day operations.

Communication Responsibility and Authority

Information Technology under the Finance Department is the primary department in the City of Signal Hill that provides and maintains communications capabilities. However, to a varying degree, each department in the city may manage and maintain its own communications capabilities. Some departments, including Public Works, Police, Community and Economic Development, and Recreation may have some communications capability. The responsibility and authority over a department's mode of communication varies with each department and at times may overlap.

Radio Communication

Radio communication in the City of Signal Hill varies based on department. Some departments, such as the Police Department, use Radio Communication as a primary mode of communication; while other departments, such as Public Works may only use it during an emergency. Departmental radios are only to be used by respective department personnel and are not permitted to be used by members of the public or other departments. System types, equipment, number, and frequencies vary by department.

Telephone Communication

Telephone communication in the City of Signal Hill is divided into two categories: landline telephone and mobile telephone. Landline telephones are used for day-to-day operations and possess various capabilities which include voice, voicemail, conference calls, and multiline use. Mobile telephones can be further subdivided into two categories: cellular and satellite. Cellular phones are used for communication with personnel when they are outside the office. Depending on the department, they are used as a primary mode or secondary mode of communication and possess more than voice capabilities. Not all departments have cellular phones. Satellite phones are only used in an emergency to back up failing modes of communication.

Computer Network and Data

Computer networks and data in the City of Signal Hill vary by department. These are used to facilitate computer-based communications such as email, file transfer, internet access and intranet access. System types, connections and servers also vary by department.

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Roles and Responsibilities

Community and Economic Development

Community Development directs Safety Assessment Teams, Safety Assessment Program participants and employees activated during an emergency. The Department will also coordinate with Building, Code Enforcement and inspectors.

Finance (Information Technology Consultant)

An Information Technology consultant provides various support services to all City departments who need their communication systems managed by Information Technology, in addition to operational management/status monitoring, problem response, coordination with City departments in the event of support needs, and the use of available IT staff and resources to meet city communication service needs.

Police Department

The roles and responsibilities of the Department, as they pertain to communication, are to exchange information via data, voice, and video to complete the City's missions. The Department must have interoperable and seamless communications to manage emergency response, establish command and control, maintain situational awareness, and function under a common operating picture, for a broad scale of incidents. The Department maintains various communication platforms that may be used during emergencies.

Public Works Department

During an emergency, the Public Works is responsible for the maintenance of all City of Signal Hill facilities and infrastructure and operation of the City's water treatment plant and water distribution system. Public Works staff would provide emergency maintenance of sewers, storm drains, streets, sidewalks, streetlights, street trees and buildings. The department maintains their own 800 MHz radio system for daily operational use.

8.6 Annex F: Cost Recovery

This Annex is a support document for use during emergency response and recovery efforts. This Annex is designed to be scalable and implemented during incidents with minimal to extensive destruction. Effective cost recovery procedures are critical to recuperate costs associated with a response.

Introduction

Recovery is the phase that involves restoring systems to normal. Short-term recovery actions are taken to assess damage and return operations to a minimum standard; long-term recovery actions may continue for many years. The following information has been referenced from the FEMA's Public Assistance Program and Policy Guide (2020). The following is not a complete explanation of disaster financial processes, eligibility or regulations.

Purpose

This Annex is to be used by EOC Finance Section staff to make informed decisions for cost recovery operations.

Scope

The Annex applies to an emergency response operation within the city and is typically executed during an emergency event that has required the activation of a field ICP and the City EOC.

Recovery Organization

The recovery period has major objectives which may overlap with response objectives, including:

- Re-establishment of essential public services
- Permanent restoration of public and private property
- Identification of residual hazards
- Plans to mitigate future hazards
- Recovery of costs associated with response and recovery efforts

Damage Assessments

Initial damage assessments are gathered by field staff and reported to the EOC. Damage assessment is the process of identifying and quantifying damage that occurs because of an incident. The objective of the damage assessment is to provide situational awareness

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to the EOC about the state of critical and essential functions to help facilitate the move from response into recovery. It also facilitates the decision to appropriately direct resources and teams. As a component of the damage assessment, agencies also determine IDE which are used as the initial basis to justify or determine state or federal assistance.

Damage assessments are conducted in two phases outlined below:

- **Initial Damage Assessment (IDA)** – This assessment begins during the response phase and helps to determine life safety issues, identify hardest hit areas and to estimate the damaged infrastructure within the jurisdiction. The initial damage assessment determines whether more detailed damage assessments are necessary and identifies certain areas where continued efforts should be concentrated. This includes an IDE, an estimated cost for emergency response actions, temporary measures and permanent repairs. These are educated estimates that are needed as soon as possible during the response and are updated as information becomes available.
- **Preliminary Damage Assessment (PDA)** – This assessment is done to verify the initial damage assessment during the recovery phase (especially for state/federal assistance). A FEMA/State team will usually visit local jurisdictions and view their damage first-hand to assess the scope of damage and estimate repair costs. The assessment also identifies any unmet needs that may require immediate attention.

Work Eligibility Expenses

Through the Public Assistance Program, FEMA provides funding for:

- Emergency Work
 - Category A - Emergency Protective Measures
 - Category B - Debris Removal
- Permanent Work - Permanent restoration of damaged facilities, including cost effective hazard mitigation to protect the facility from future damage
 - Category C – Roads/Bridges
 - Category D – Water Control facilities
 - All dams and reservoirs
 - All canals, drainage channels, and aqueducts

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- All stormwater retention and detention basins
- Category F – Utilities
- All water and wastewater treatment plants
- Entire water distribution system
- Entire wastewater collection system
- Entire irrigation system
- Category G – Parks, recreational, and other facilities

Emergency Work Labor Eligibility

Below is a breakdown of the labor cost covered by Public Assistance.

Emergency Work Labor Eligibility		
Budgeted Employee Hours	Overtime	Straight-Time
Permanent employee	✓	
Part-time or seasonal employee working during normal hours or season of employment	✓	
Unbudgeted Employee Hours	Overtime	Straight-Time
Reassigned employee funded from external source	✓	✓
Essential employee called back from furlough	✓	✓
Temporary employee hired to perform eligible work	✓	✓
Part-time or seasonal employee working outside normal hours or season of employment	✓	✓

Figure 8-1: Emergency Work Labor Cost Breakdown

Vendor Contracts

Emergency Work (Temporary Repairs)

During a public exigency or local emergency where a temporary repair is needed to restore water services and avoid issues to public health. The City may contract directly with a vendor and bypass the competitive bidding process for temporary repairs. This work can only include FEMA Category A: Debris Removal and B: Emergency Protective Measures under the Public Assistance reimbursement process.

- *Noncompetitive Procurements:* Procurement through solicitation of a proposal from only one source or inadequate competition. May be used only when: (a) Full and open competition is infeasible, and either (i) Item available only from single source; or (ii) Public exigency/emergency; or (iii) Awarding agency authorizes; or

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- (iv) After solicitation of several sources, competition is determined inadequate; and (b) cost analysis is performed to determine cost reasonableness.
- *Small Purchase Procedures:* May use small purchase procedures for procurements under simplified acquisition threshold \$150,000. This type of procurement is often accomplished by inviting vendors to submit three quotes, which the buyer then evaluates and makes an offer.

Permanent Work

During an emergency where a permanent repair is needed to ensure public health and safety, the City must obtain three separate quotes if the total amount for the work performed is between \$3,500 and \$150,000. If the work exceeds \$150,000, the agency must enter a competitive sealed bid process (lowest price bid). The City may complete a Request for Proposal process for architectural or engineering consultation services which is categorized as Category C-G under the Public Assistance reimbursement process.

Recovery Documentation Process

When an agency declares an emergency, the documentation process must be initiated using the following forms to track all associated cost:

- Mutual Aid For Hire or Mutual Assistance Cost Reimbursement Agreement
- EMMA Expense Reconciliation Log
- Mutual Aid Request Checklist
- EMMA Documentation Requirements Letter
- Mutual Aid Log For Expense Tracking

Incident Sites

If there are multiple damaged locations, each location must be documented as a separate event/project.

Mutual Aid

Mutual aid resources are eligible for Public Assistance when used for Emergency Work, emergency restoration of services (regardless of whether it is deemed Category B or F) or grant management activities

FEMA provides Public Assistance funding to the Requesting Entity as it is legally responsible for the work. FEMA does not provide Public Assistance funding directly to the providing Entity. For the work to be eligible, the Requesting Entity must have requested the resources provided.

8.7 Annex G: Pandemic Annex

This Annex is a support document for use during emergency response and recovery efforts for a declared Pandemic. This Annex is designed to be scalable and implemented during incidents with minimal to extensive destruction.

Introduction

This Annex introduces the basic concepts, policies, and procedures for providing and/or coordinating a Pandemic response between city departments and local jurisdictions.

Purpose

The Annex details roles and responsibilities for the managed response to a pandemic emergency and can be used in conjunction with other plans designed for the safety and protection of the population. Organizations, operational concepts, responsibilities and procedures regarding public health response capabilities are defined within this Annex.

Scope

The Annex applies to an emergency response operation within the City and is typically executed during an emergency event that has required the activation of a field ICP and the City EOC.

Objectives

The Pandemic Annex has been developed to meet the following objectives:

- To reduce transmission of the virus strain among staff, clients, and partners
- To minimize illness among staff and clients
- To maintain mission-critical operations and services
- To minimize social disruptions and the economic impact of a pandemic event

Concept of Operations

Initial Response

Initial response actions will typically be provided from Los Angeles Health (CCH). Information related to the virus and its effects on human populations as well as instructions on hygiene, social distancing, and other relevant details will be released to the public, in multiple accessible formats, as part of the initial response. Public information includes electronic communications compliant with Section 508 of the Rehabilitation Act and printed material available in multiple accessible formats.

CCH and the City of Signal Hill may activate their respective EOC/DOC to identify and

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coordinate necessary resources. As soon as the EOC/DOC is activated, it will provide the coordination of resources to support the incident and the situational awareness for all supporting agencies.

Expanded Response

Distribution of prophylactic drugs to the City population will be at the direction of CCH. Upon such direction, medical point of dispensing (M-POD) sites will be utilized at points throughout the City.

Immediate Recovery

The key objectives of recovery from a pandemic incident are to restore baseline levels of public health (i.e., curtail the number of new infection cases) and to restore jobs, services and facilities quickly and efficiently. All actions described in the response phase as secondary emphasis are actually recovery efforts. These include restoration of vital services (and public access to those services) that may have been negatively affected by high rates of absenteeism and/or a reduced workforce.

After a pandemic, fatality management will be one of the most demanding aspects of the response. A large number of fatalities may overwhelm the normal Medical Examiners/Coroners system. A respectful, culturally sensitive plan for fatality management, despite diminished capacity of health system infrastructure, will have a direct impact on the citizens' perception of the government's ability to manage the emergency and the resilience and recovery of the community and the nation.

Population monitoring activities and any necessary decontamination services should remain flexible and scalable to reflect the prioritized needs of individuals and availability of resources at any given time and location.

Roles and Responsibilities

In the case of a pandemic or other public health-related emergency incident in the City, CCH will be the lead agency with the City Manager's Office as support. The responsibilities of the City and County, as well as the State of California, the federal government and nongovernmental organizations are detailed below.

City Manager's Office

- Information Gathering – The City Manager will direct staff to obtain information from CCH and the California Department of Public Health on the current status of the ongoing pandemic. Additionally, work with other Departments to determine the scope of the incident and its impact on City functions and facilities, as well as

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residents. If the EOC is activated, the Situation Status Unit of the Planning Section will gather information. The Situation Status Unit of Planning Section will assess and vet information from all sources (City Department notifications, memos, media, etc.).

- Information Sharing – The City Manager’s Office will facilitate information sharing between the CCH and city departments. This is typically done via conference call or email, depending on the severity of the incident. Should the City EOC be activated, the Situation Status Unit of the Planning Section will present a situational status report to management staff.

City of Signal Hill Departments

During a pandemic, city departments should prepare to activate their department specific COOP which addresses essential functions and staffing succession plans. Additionally, departments should relay information on any impacts or foreseen impacts to services as a result of the pandemic.

Los Angeles County Health

CCH protects health, prevents disease, and promotes the health and well-being for all persons in Los Angeles County and is considered primary public health administrator. In pandemic emergencies, CCH is responsible for activating plans related to pandemic response. CCH responds to all health emergencies and utilizes the following resources:

- Health Emergency Response Unit (HERU) – a multidisciplinary team of public health personnel deployed in the early stages of a potential public health event to assist in coordinating public health functions during a potential pandemic response. HERU provides an on-scene presence, conducts rapid assessment, epidemiologic investigations, identifies risk factors for adverse outcomes, and targets resources for swift recovery and rehabilitation of affected communities.
- Mass Prophylaxis – CCH plans and prepares for the rapid distribution of protective medications to residents of Los Angeles County that have been exposed or may potentially be exposed to a disease agent in an outbreak or act of terrorism which requires access to and distribution of pharmaceuticals to the public through emergency health clinic PODs.

Los Angeles County Coroner – Medical Examiner

It is the duty of the coroner to determine the circumstances, manner and cause of all violent, sudden, or unusual deaths. The County Coroner is the lead agency on fatality management during a disaster. A mass or multi-fatality incident (MFI) results in a surge

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of deaths above what is normally managed. In the event of a pandemic that affects the City, it may be several days before the coroner or private mortuaries can respond, process and recover decedents.

Los Angeles County Fire Department

The Los Angeles County Fire Department is a first-responder agency responding to life and health threats of varying scope and degree. The fire department will likely serve as a source of information from the field level back to the Los Angeles County Fire Department DOC, which should relay information to Signal Hill EOC.

Non-Governmental Organizations

Although the City of Signal Hill has no authority to assign responsibilities to non-governmental organizations, many NGOs provide support services to the City. Those NGOs that may provide assistance include:

- American Red Cross—The Red Cross provides services associated with mass care of populations. In the event of a pandemic incident requiring evacuation and sheltering, the Red Cross will engage in pre-determined operations for evacuation, mass care and sheltering and deploy an agency representative to the City EOC or the County EOC.
- Hospitals (Non-Profit and For-Profit) – Local hospitals and doctors will be the first to see illness in the event of a pandemic. Health care staff assist in early detection efforts by reporting unusual disease occurrences to CCH.