



DATE OF ADOPTION

CITY OF CUPERTINO
EMERGENCY OPERATIONS PLAN
BASE PLAN

OFFICE OF EMERGENCY SERVICES

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ACKNOWLEDGEMENTS

We would like to acknowledge contributions from the following planning partners:

City Departments

City Manager's Office
City Clerk
Code Enforcement
Community Development
Communications
Environment & Sustainability
Finance Department
Human Resources
Innovation & Technology
Public Safety Commission
Public Works
Recreation and Community Service

Supporting Agencies

Santa Clara County Sheriff's Office
Santa Clara County Central Fire Protection District

EXECUTIVE SUMMARY

The City of Cupertino Emergency Operations Plan (EOP) is an all-hazards document describing the City incident management organization, compliance with relevant legal statutes, other relevant guidelines, whole community engagement, continuity of government focus, and critical components of the incident management structure. The incident management system is a component-based system designed to be scaled up and components activated as necessary to reflect the incident/event's escalation from routine incident(s) to emergency, disaster, or catastrophe affecting the City. This EOP is not intended to address specific emergency responses, scenarios, hazards, or threats. Functional and hazard specific annexes to this EOP will outline specific response activities for response organizations.

This Emergency Operations Plan (EOP) accomplishes the following:

- Establishes a City incident management organization which will coordinate and support on-scene responses including maintenance of situational awareness, facilitation of effective communication between operations centers at various levels of government, maintain continuity of government, and interaction with public information sources.
- Establishes the overall operational concepts associated with the management of incidents, emergencies, crises, disasters, and catastrophes within the City.
- Provides a flexible platform for planning and response to all hazards, incidents, events, and emergencies believed to be important to the City. It is applicable to a wide variety of anticipated incident events including earthquake, wildland fires, floods, and public health issues.

This EOP continues to support the City's compliance with the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the Incident Command System (ICS), the National Response Framework (NRF), and the National Preparedness Guidelines to include *Comprehensive Preparedness Guide 101: Developing and Maintaining Emergency Operations Plans*. It facilitates multi-agency and multi-jurisdictional coordination during emergency operations, public information functions, and resource management.

This EOP serves as the legal and conceptual framework for incident management to be utilized by the City and its various departments. There are several separately published annexes that support this EOP. These supporting annexes further describe the operational or functional response to specific threats and hazards and the basic considerations, actions, and responsibilities of specific emergency response and management disciplines or functions.

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PROMULGATION

The preservation of life, property, the environment, and the economy are an inherent responsibility of local, state, and federal government. While no plan can completely prevent death and destruction, reasonable plans carried out by knowledgeable and well-trained personnel can and will minimize losses.

The City has prepared this Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) compliant City Emergency Operations Plan (EOP) to ensure the most effective and efficient allocation of resources for the maximum benefit and protection of the civilian population during times of emergency.

This EOP establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of planning efforts for respective staff.

This EOP will be reviewed and exercised periodically and revised as necessary to satisfy changing conditions and needs.

The Cupertino City Council gives their full support to this Emergency Operations Plan and urges all officials, employees, and residents—individually and collectively—to do their share in the whole community emergency effort of the City. This EOP became effective on January XX, 2018 when approved by the City Council

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Appropriate signatory

Date

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Appropriate signatory

Date

Appropriate signatory

Date

COUNCIL ADOPTION APPROVAL

Insert City Council (or other appropriate approval authority) approval once document is approved

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ANNUAL REVIEW

Office of Emergency Services, with input from essential stakeholders across the City, is responsible for maintaining, reviewing, and updating this Emergency Operations Plan (EOP). They will—at a minimum—review this EOP every year. It is essential that OES make revisions and updates in collaboration with participating local jurisdictions and other planning partners identified in the EOP to ensure accuracy and validity. If the EOP requires an immediate change due to lessons learned from trainings, exercises, or actual incidents, the City will identify a course of action for the review, update, and implementation of the necessary changes. All changes will be noted in the table below.

VERSION	DATE	NAME/ORGANIZATION	CHANGE DESCRIPTION

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PURPOSE, SCOPE, SITUATION OVERVIEW,
AND ASSUMPTIONS

PURPOSE, SCOPE, SITUATION OVERVIEW AND ASSUMPTIONS

PURPOSE

The purpose of this emergency plan is:

- To create a framework for Cupertino response personnel that will make the continual planning process both very clear and relatively easy.
- To identify the hazards that exist in Cupertino.
- To enhance the development of Local Hazard Mitigation Planning on an ongoing basis.
- To address the needs of all people located in Cupertino when a disaster happens.
- To support collaborative efforts with not only City staff, but also external partners such as fire services, law enforcement, utilities, community groups, volunteers, and the American Red Cross. This concept serves to enhance not only response and recovery activities, but also municipal preparedness and community education.
- To outline clearly the strengths and weaknesses of the City in its preparedness activities. This plan will help City leadership assess training needs and where needs exist for other preparedness activities.
- To guide the City through an effective and skillful response to any emergency. The Response Section is useful both in relation to the other sections of the plan and as a separate document unto itself. As part of the larger document, it provides continuity between the Preparedness and Recovery Sections and must be kept up to date in concert with those sections. It will also be useful and necessary in the Emergency Operations Center during an emergency, where staff will be able to refer to it and direct response efforts with it.
- To aid the recovery process of a disaster.

This City of Cupertino Emergency Operations Plan (EOP) provides a comprehensive, single-source of guidance and procedure for the City to prepare for, respond to, and manage significant or catastrophic natural or man-made threats, crises, incidents, or events that produce situations requiring a coordinated response. This EOP is intended to conform to the requirements of the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS), Incident Command System (ICS), and the California State Emergency Plan for managing response to multi-agency and multi-jurisdictional incidents, and to be consistent with federal and state emergency plans and guidance documents. Best practices and lessons-learned have also been integrated into this plan where possible; these were identified in the review of after-action reports from recent national large-scale disasters, incidents, and events (to include Stafford Act, non-Stafford Act, terrorist non-Stafford act, and off-shore non-Stafford act incidents and events).

This EOP is intended as a concept of collaboration and consistency amongst various internal departments and their specific incident management plans, procedures, functions, and capabilities. As such, the EOP is flexible enough to use in all incident types and will facilitate short-term recovery activities.

In the event of an emergency or disaster the City's primary responsibility is to maximize the safety of the public, to minimize property and environmental damage, and ensure the continuity of government. To aid in accomplishing this goal, the City has adopted the principles of SEMS, NIMS, and ICS so that responses to such conditions are done in the most organized, efficient, and effective manner possible. All jurisdictions within the Operational Area (OA) operate under SEMS, NIMS, and ICS, which are used to manage and control the response operations.

SCOPE

The EOP serves as the foundational document for the City's emergency management activities. While all City resources may be called upon as needed, specific departmental responsibilities are outlined in the EOP Base Plan and associated annexes. To ensure the City is adequately prepared, all City departments are required to actively participate in preparedness and planning activities to include the development of departmental plans, policies, and procedures as necessary to fulfill their assigned roles and obligations.

The EOP embraces the Federal Emergency Management Agency's (FEMA) "Whole Community" approach to emergency management and, in addition to City resources, recognizes the roles of special districts, nongovernmental organizations (NGOs), community-based organizations (CBOs), faith-based organizations (FBOs), private-sector businesses, educational organizations, and other stakeholders. Additionally, the EOP is intended to reflect the wide variety of support that may be required by residents, visitors, and businesses, including people with disabilities and others with access or functional needs. Consideration for people with disabilities, access or functional needs will be given in all aspects of City emergency planning.

Certain groups and organizations will need to interface with the City's Emergency Operations Center (EOC) and among each other, including in circumstances where normal telecommunications may be impaired. By understanding the elements of this plan, the City and such organizations can facilitate that process.

All members of the community should understand the potential risks and hazards we face and the obligation to prepare personally, at a family level, and in one's organization.

LIMITATIONS

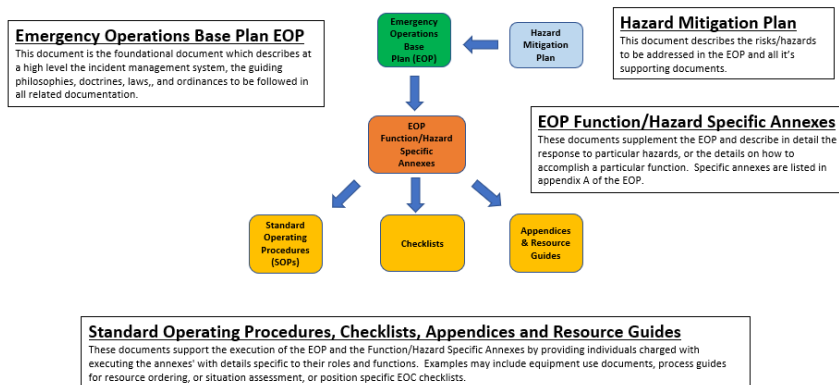
While many of the elements outlined in the EOP are designed for flexibility and can be utilized as-needed to address several emergency and non-emergency events, some activities require special activation or a formal disaster

proclamation by the City Council or others. Similarly, the EOP is not meant to outline procedures for routine incidents or minor emergencies which are adequately addressed through existing processes.

The EOP identifies operational strategies and plans for managing inherently complex and potentially catastrophic events. City assets, resources, and departments are potentially vulnerable and may become overwhelmed. Deviations from the organizational and response structures outlined in the EOP may be required, based upon evolving needs and available resources. The EOP is designed to promote flexibility whenever possible and is not intended to limit the use of good judgment and common sense in matters not foreseen or adequately addressed by elements of the EOP and its associated annexes, appendices, or plans.

COMPREHENSIVE EMERGENCY OPERATIONS PLAN COMPONENTS

The below graphic describes the process and purpose of this document and how it will be utilized by Cupertino and the objectives in creating it. Why the document has been created, the needs it fills and their importance to the emergency management framework.



SITUATION OVERVIEW

Cupertino is a U.S. city of 11.31 sq miles in Santa Clara County, California, directly west of San Jose on the western edge of the Santa Clara Valley with portions extending into the foothills of the Santa Cruz Mountains. Cupertino is bordered to the north by Sunnyvale, to the east by Santa Clara and San Jose, to the south by San Jose and Saratoga, and to the west by unincorporated Santa Clara County.

Rapid growth ensued during the 1940's with war development and incorporation followed in 1955. The establishment of De Anza College in the 1960's and Apple Computer Inc. in the 1970's led to the development of modern Cupertino as a high tech hub housing not only Apple but other major high tech companies such as Symantec, Portal, and Hewlett-Packard as well.

Quality schools and closeness to technology jobs make Cupertino a desirable address for a highly educated and culturally diverse population. More than 60 percent of residents aged 25 years or older hold a bachelor's degree or higher, and more than 40 percent were born outside of the United States.

Cupertino aspires to be a balanced community with quiet and attractive residential neighborhoods; exemplary parks and schools; accessible open space areas, hillsides and creeks.

Develop cohesive neighborhoods, improve public health and safety, improve connectivity, enhance mobility, ensure a balanced community, support vibrant and mixed-use business, ensure attractive community design, embrace diversity, support education, preserve the environment, ensure fiscal self-reliance. Ensure a responsive government,

Cupertino's population of 64,220 with 22,207 households at the last census increases daily to 160,000 due to De Anza and other local businesses. City employs 180 people with a majority living outside of Cupertino.

Transportation, Major freeways 280 and 85 dissect Cupertino and due to its location we become a thoroughfare for the morning and afternoon commute on surface streets. Union Pacific has an active railroad along the west side of the City which delivers fuel to the Lehigh Cement Factory in unincorporated Santa Clara County. Airports servicing the area are San Francisco International Airport and San Jose International and two regional airports Reed Hillview and Palo Alto Municipal.

Unique issues to Cupertino,

Stevens Creek Reservoir is an earthen dam just beyond the southern border managed by Santa Clara Valley Water District. Stevens Creek dam and reservoir is one of six original systems approved for construction by voters in 1934. It was completed in 1935. In 1985, an additional 231,000 cubic yards of material was added to the dam, raising it 10 feet. The reservoir capacity is 3,138 acre-feet of water. Its surface area is 92 acres. The inundation area divides the city in half and specific emergency plan was developed to address its specific issues.

Contracted services are the City strategy. Various services are contracted and through those relationships special considerations are needed to address these services as it relates to emergency planning and response.

Gas and Water regional major transmission lines run through the west side of the City.

HAZARD ANALYSIS OVERVIEW

This section of the EOP consists of a series of threat summaries based upon the Cupertino annex to the OA hazard mitigation plan. This hazard analysis was conducted by the Santa Clara County Office of Emergency Management (OEM) and provides a description of the local area, risk factors, and the anticipated nature of situations, which could threaten or occur in the City. If future annex or hazard mitigation plan development result in more current or robust hazard or threat analysis data, future EOP revisions will incorporate that data into this section. The following identified threats are discussed:

- Major Earthquake
- Wildland/Urban Interface Fire
- Flood
- Landslide
- Drought/Land Subsidence
- Climate Change
- Thunderstorms and Lightning
- Heat
- Public Health Emergency
- Technological and Resource Emergency
- Hazardous Material Incident
- Terrorism, Complex and Coordinated Attack, & Civil Unrest

It is important to note that these hazards are not mutually exclusive hazards. One or more of these events may occur simultaneously. Specific actions to be accomplished in response to these hazards as well as details of these hazards are contained in the

functional and hazard specific annexes that are separate from this EOP as well as department specific SOPs.

PLANNING ASSUMPTIONS

The organizations described or noted in this EOP will be aware of significant emergency conditions as they arise. These conditions will trigger a response consistent with the respective responsibilities and roles defined either by the EOP, or other legal and policy frameworks. The responding organizations will be constrained in their response by the level of training, readiness activities, and interagency coordination undertaken prior to the incident. The planning assumptions are as follows:

- The City of Cupertino is susceptible to a number of hazards and risks that may result in critical incidents
- Critical incidents include a variety of natural, technological, or human-made emergencies and disasters
- Some critical incidents may have advance warning while others will not
- All City departments will participate in planning and preparedness activities as required
- City personnel will be adequately trained to perform the roles in which they are assigned
- The City's EOC will be partially or fully activated to support operations during critical incidents.
- City personnel may be unable or unavailable to report to work or as assigned
- Non-essential City operations may be reduced or cancelled in order to prioritize resources
- Immediate response to fire and law emergencies will be the responsibility of Santa Clara County Fire and the Santa Clara County Sheriff's Office
- Mutual aid and other assistance will be requested when City resources are inadequate, but outside assistance and support may be unavailable for extended periods of time
- Communications equipment and infrastructure may be damaged or disrupted
- Transportation infrastructure may be damaged or disrupted and access to critical facilities may be blocked
- Critical infrastructure and utilities such as natural gas, water, and electricity may be severely impacted.
- Residents, businesses, and other entities may need to be self-sufficient for one week or more

- Additional planning, resources, and support will be needed to support people with disabilities and others with access and functional needs.
- Public, private and volunteer organizations, and the general public will have to utilize their own resources and be self-sufficient for potentially several days, possibly longer.
- In the event of a large-scale incident or event, it may become necessary to shelter a substantial number of the City population due to either evacuation or damage to residences.
- A catastrophic earthquake would adversely impact local government and response capabilities. Consequently, a number of local emergencies may be proclaimed.
- Large numbers of medically fragile evacuees may require transportation to/from shelter locations.
- Infrastructure damage may limit the number of emergency response personnel available to staff the City EOC or other incident management organization functions for at least 12 hours.
- In the event of a complex large incident or event, a clear picture regarding the extent of damage, loss of life, and injuries may not be known for well over a day.
- County support of City emergency operations will be based on the principal of self-help. The City will be responsible for utilizing all available local resources along with initiating mutual aid and cooperative assistance agreements before requesting assistance from the county per SEMS.
- The City's planning, policies, strategies, operations, and tactics will make every effort to consider the needs of the general population, children of all ages, individuals with disabilities and others with access and functional needs.
- Some evacuees may require specialized medical care found only in a hospital, and/or access to medication, refrigeration, mobility devices, or service animals.
- City EOC capabilities may be limited for the first operational period if communications links to other agencies and City departments are impacted.
- Essential City services will be maintained as long as conditions permit.
- An emergency will require prompt and effective response and recovery operations by the entire City incident management enterprise, to include emergency services, mutual aid resources, disaster relief and volunteer organizations, the private sector, the elected, executive, strategic, operational, and tactical incident responders, and the whole community.

- Because of damage to the transportation infrastructure, out-of-region mutual aid, State and Federal resources, and resources from other states may not begin to arrive for several days.

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CONCEPT OF OPERATIONS

CONCEPT OF OPERATIONS

The City conforms to, and this EOP complies with, SEMS, NIMS, and ICS guidelines. The Office of Emergency Services (OES) identifies potential threats to life, property and the environment, and then develops plans and procedures to respond to those threats. These plans and procedures will help to coordinate and support emergency response and recovery activities and will be tested through exercises and validated by the results of actual response. The goal is to maintain a robust incident management organization with strong collaborative ties among governments, community-based organizations, volunteers, public service agencies, and the private sector.

NATIONAL RESPONSE FRAMEWORK (NRF)

The NRF is based upon the premise that incidents are handled at the lowest jurisdictional level. In the vast majority of incidents, state and local resources and interstate mutual aid will provide the first line of emergency response and incident management support. When state resources and capabilities are overwhelmed, Governors may request federal assistance. The NRF provides the framework for federal interaction with state, local, tribal, private sector and non-governmental entities in the context of domestic incident management to ensure timely and effective federal support.

The NRF is the core operational plan for national incident management, and establishes national-level coordinating structures, processes, and protocols that will be incorporated into certain existing federal interagency incident or hazard-specific plans. The NRF is intended to facilitate coordination among local, state, tribal, and federal governments and the private sector without impinging on any jurisdiction or restricting the ability of those entities to do their jobs. The NRF does not alter or impede the ability of first responders to carry out their specific authorities or perform their responsibilities.

The NRF and NIMS are designed to work in tandem to improve the Nation's incident management capabilities and overall efficiency. Use of NIMS enables local, state, tribal, and federal governments and private-sector and non-governmental organizations (NGOs) to work together effectively and efficiently to prevent, prepare for, respond to, and recover from actual or potential domestic incidents regardless of cause, size, or complexity.

STANDARD EMERGENCY MANAGEMENT SYSTEM (SEMS)

SEMS is required by California Government Code Section 8607(a) for managing response to multi-agency and multi-jurisdiction incidents in California. SEMS incorporates the use of the ICS, the California Master Mutual Aid Agreement, the Operational Area Concept, and multi-agency coordination. Local governments must use

SEMS to be eligible for reimbursement of their response-related personnel costs under state disaster assistance programs.

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

NIMS provides a comprehensive, whole community, whole government approach to incident management for all hazards and integrates existing best practices into a consistent nationwide approach to domestic incident management that is applicable to all jurisdictional levels and across functional disciplines. NIMS is based on a balance of flexibility and standardization that allows government and private entities at all levels to work together to manage domestic incidents, regardless of their cause, size, location, or complexity. Five major components make up this system's approach: preparedness; communications and information management; resource management; command and management; and ongoing management and supporting technologies.

INCIDENT COMMAND SYSTEM (ICS)

A primary component of SEMS and NIMS, ICS is a standardized on-scene emergency management system designed to allow for an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS addresses both organization and process. ICS is used to manage facilities, equipment, personnel, procedures, and communications through the use of a common organizational structure and standardized procedures, per the ICS Field Operations Guide (ICS 420-1).

INTEGRATING FEDERAL, STATE, AND LOCAL SYSTEMS

Taken together the NRF, SEMS, NIMS, ICS, and this EOP integrate the capabilities and resources of various governmental jurisdictions, incident management and emergency response disciplines, non-governmental organizations (NGOs), and the private sector into a cohesive, coordinated, and seamless national framework for domestic incident management. It should be understood that field level emergency responders, Department Operations Center (DOC) staff, Emergency Operations Center (EOC) staff, department executives, elected officials, and public information officers all have a vital role in successful comprehensive incident management.

PHASES OF EMERGENCY MANAGEMENT

Emergency management functions are generally grouped into the four phases of mitigation, preparedness, response, and recovery. The grouping of emergency management functions is useful for classifying and conceptualizing activities. While useful for targeting efforts and resources, the phases of emergency management are not distinct—activities in each phase often overlap with other phases. For example, recovery projects often include elements of mitigation (i.e., rebuilding structures using current building codes) and response often includes recovery measures (i.e., immediate debris removal). The phases are also cyclical in nature—lessons learned from an incident are applied in preparedness efforts for future emergencies and major disasters. The following sections provide examples of the types of activities that take place in each phase.



MITIGATION

Mitigation activities occur before, during, and after incidents. Post-disaster mitigation is part of the recovery process. Eliminating or reducing the impact of hazards that exist within the City and are a threat to life and property are part of the mitigation efforts.

Mitigation tools include:

- Detailed plans to mitigate future hazards
- Land use planning
- Local ordinances and statutes (zoning ordinances, building codes, etc.)
- Structural measures
- Tax levies or abatements
- Public information and community relations

- [Contracts to include emergency component](#)

PREPAREDNESS

Preparedness activities are taken in advance of an emergency and develop operational capabilities, enact protective measures, and enhance effective responses to a disaster. These activities can include emergency/disaster planning, training and exercises, and public education. Citizen Preparedness activities are key elements in this phase and a significant factor in the success of a community in responding to an emergency. EOPs, SOPs, and checklists detailing personnel assignments, policies, notification rosters, and resource lists are developed during this phase. Personnel are made

familiar with these EOPs, SOPs, and checklists through periodic training in the activation and execution of procedures.

OES maintains several contact lists of agencies and personnel critical to emergency operations. Those lists include; City EOC responders, key contacts within cities/towns and county agencies, state agency contacts, and other organizational contacts.

RESPONSE

The response phase can be further broken down into three types of response—pre-emergency, immediate, and on-going emergency responses.

PRE-EMERGENCY RESPONSE

If warning mechanisms exist for a particular hazard then response actions to emphasize protection of life, property, and environment can be anticipated. Typical pre-emergency and crisis response actions may include:

- Alerting necessary agencies, placing critical resources on stand-by
- Warning threatened populations of the emergency and apprising them of safety measures to be implemented
- Evacuation of threatened populations to safe areas
- Identifying the need for mutual aid
- Proclamation of a Local Emergency by local authorities

IMMEDIATE EMERGENCY RESPONSE

During this phase, emphasis is placed on saving lives and property, attempting to establish and maintain control of the situation, and minimizing effects of the disaster. Immediate response is accomplished within the affected area by local government agencies and segments of the private sector. The primary activities are on-scene by first or early responders.

SUSTAINED EMERGENCY RESPONSE

In addition to continuing preservation of life and property operations, mass care, relocation, public information, situation analysis, status and, damage assessment operations may be initiated. Sustained response usually involves many organizations and the activation of the City's EOC.

RECOVERY

At the onset of an emergency, actions are taken to enhance the effectiveness of recovery operations. Recovery includes both short-term activities intended to return vital life-support systems to operation, and long-term activities designed to return

infrastructure systems to pre-disaster conditions. The recovery phase may also include cost recovery activities. The major objectives of the recovery period include:

- Reinstatement of family and community integrity
- Provision of essential public services
- Restoration of private and public property
- Identification of residual hazards
- Preliminary plans to mitigate future hazards
- Recovery of costs associated with response and recovery efforts
- Coordination of state and federal public and individual assistance

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ORGANIZATION AND ASSIGNMENT
OF RESPONSIBILITIES

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

SEMS designates five organizational levels—field response, local government, OA, region, and state—with each level being activated as needed.

FIELD RESPONSE

Field response includes on-scene activities and coordination, consistent with ICS, and includes the use of an Incident Command Post (ICP). Depending upon the incident, multiple ICPs may be established at various sites throughout an impacted area and an Area Command may also be established. Resource requests and situation reports are routed from the field to the next SEMS organizational level, either through participating response agencies or the local Emergency Operations Center (EOC) if activated. Department Operations Centers (DOC) provide internal coordination for specific departments and may interface as an intermediate level of coordination between the field and the EOC while coordinating and maintaining department operations unrelated to the incident.

LOCAL GOVERNMENT

The City is the local government retaining the responsibility and authority for managing response activities within its borders. To support these efforts, Cupertino may activate its EOC. The EOC provides agency coordination, provides logistical support, establishes common operating procedures, identifies overarching priorities, and prioritizes available resources. Additionally, the EOC coordinates with the Operational Area (OA)/County EOC.

In addition to the City, the Santa Clara County Central Fire Protection District has local government responsibility for fire, hazmat, and EMS responses within the City.

CITY EMERGENCY ORGANIZATION

Relevant Ordinances: The City of Cupertino Ordinance, Chapter 2.40 establishes The City Manager as the Director of Emergency Services. Council resolution additionally identifies succession of the Director of Emergency Services. The Director of Emergency Services is responsible to the City Council.

Responsibilities during activations

Each City department and supporting agency is tasked with certain operations during emergencies and disasters. Working with Office of Emergency Services, each department is responsible for planning for their roles.

City Manager's Office

- Overall emergency management
- Recovery
- Crisis Communication
- City Council Updates
- Legal

Administrative Services

- Financial management
- Cost recovery
- Volunteer management
- Donations management
- Logistics and resource management

Community Development

- EOC Security
- Building inspections
- Expedited permit process for recovery

Innovation Technology

- Public alert and warning
- GIS support
- Support of critical IT systems

Recreation and Community Services

- Care and shelter operations
- Animal care and shelter
- Commodity Points of Distribution

Public Works

- Construction and engineering
- Infrastructure restoration
- Debris removal and management

Santa Clara County Central Fire Protection District

- Fire suppression, structural and wildland
- Urban search and rescue
- Hazmat incidents

- Medical emergencies

Santa Clara County Sheriff's Office

- Law enforcement
- Security
- Evacuations

CITY EMERGENCY OPERATIONS CENTER (CITY EOC)

The Director of Emergency Services is supported by OES staff and will coordinate the City's strategic disaster response and management out of the City EOC.

An EOC is a location from which centralized emergency management can be performed during an emergency or disaster. An EOC makes possible a coordinated response by the Director of Emergency Services, emergency management staff, and representatives from agencies and other organizations who are assigned emergency management responsibilities. An EOC provides a central location of authority and information and allows for face to face coordination and collaboration among personnel that represent governmental incident management functions/capabilities who must make strategic emergency decisions to ensure incident support and continuity of government.

The following activities are performed in the EOC:

- Information Sharing
- Resource Management
- Support of field response operations

Planning and prioritizing ongoing operations

- Receive and disseminate warning information
- Prepare intelligence/information summaries, situation reports, operational reports, and other reports as needed
- Maintain general and specific maps, information display boards, and other data pertaining to emergency operations and situation awareness
- Planning and prioritizing ongoing operations
- Analysis and evaluation of all data pertaining to City emergency operations
- Maintain contact and coordination with DOCs, the OA EOC, and other local jurisdictions and agencies
- Provide emergency information and instructions to the public, making official releases to the news media and the scheduling of press conferences as necessary
- Develop emergency policies and procedures in collaboration with senior policy advisory executives

LOCATION

The Cupertino EOC is located within the Cupertino City Hall at 10300 Torre Ave, Cupertino. The alternate EOC, which would be activated should the primary EOC be inoperable or otherwise inaccessible, is located at the City Service Center 10555 Mary Ave, Cupertino.

ACTIVATION/DEACTIVATION

The EOC will be activated/deactivated at the direction of the Director of Emergency Services as detailed in various appendices and annexes. The EOC will be activated to a level determined by the event.

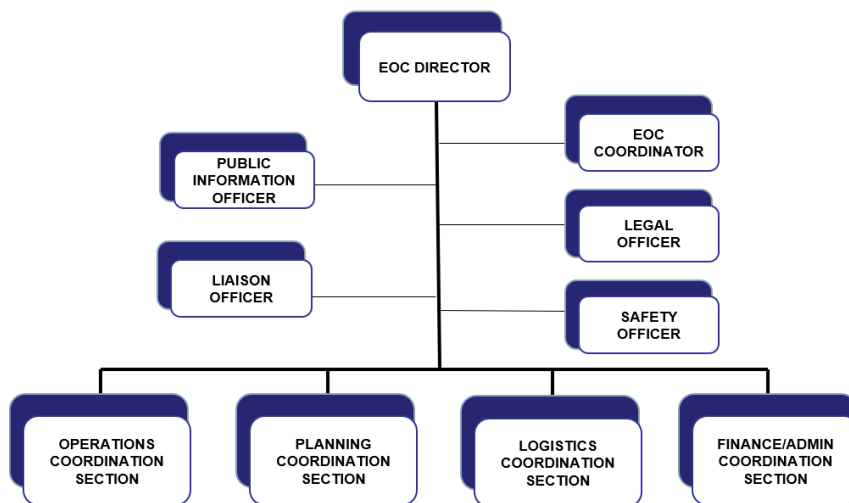


OBJECTIVES The overall objective of emergency management is to ensure the effective government preparedness, mitigation, response, and recovery for situations associated with natural disasters, terrorist attacks, technological incidents, and national security emergencies. To carry out its responsibilities, the City EOC organization will accomplish the following objectives during a disaster/emergency:

- Support and coordinate emergency response and recovery operations
- Provide an active presence of the City Manager, or designee, in setting objectives, establishing priorities, and making decisions that affect county government and the general public
- Coordinate and work with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and private nonprofit agencies to assess situation status, monitor resource needs, and coordinate requests for resources from outside agencies and jurisdictions
- Establish priorities and resolve conflicting demands for support or resources
- Ensure Continuity of government priorities, objectives, and actions are taken

- Prepare and disseminate information to alert, warn, and inform the public
- Collect and disseminate damage and other essential data about the situation
- Fulfill obligations for intelligence gathering and information flow as described in SEMS and other guidelines
- Provide logistical support for the emergency response where appropriate and requested
- Oversee and manage activities incurring costs and expenditures
- Collect records needed for successful cost recovery

ORGANIZATION The EOC will be organized around ICS principles, dependent on the situation.



OPERATIONAL AREA (OA)

The Operational Area (OA) provides coordination within the county and between all political subdivisions. The OA coordinates response activities within the county's geographic area through the County EOC, if activated. The OA also serves as a link to regional level and all other OAs within the region. The City of Cupertino is part of the Santa Clara County OA and coordinates closely with the Santa Clara County Office of Emergency Management (SCCOEM). The City participates in OA planning and, during a critical incident, coordinates with the OA through either SCCOEM or the Santa Clara County EOC, if activated.

COASTAL REGION

Because of its size and geography, the state has been divided into three administrative regions each with an EOC, to include the Southern, Coastal, and Inland regions. Santa Clara County is in the Coastal Region. Additionally, the state has been divided into six mutual aid regions. Santa Clara County resides in Mutual Aid Region Two. The Regional Emergency Operations Center (REOC) prioritizes requests and provides support to the OAs in their region. This is to provide for more effective application and coordination of mutual aid and other related activities.

STATE

The State Operations Center (SOC) level is in Sacramento at the Cal OES headquarters. Cal OES manages state resources in response to the emergency needs of the other levels. The state also serves as the coordination and communication link between the state and the federal disaster response system.

ADDITIONAL SUPPORT AND PLANNING ORGANIZATIONS

The groups, committees, and organizations identified below all participate in ensuring the City's preparedness to respond to emergencies and disasters.

DISASTER SERVICE WORKERS (DSWs)

In accordance with state law (California Code of Regulations (CCR) Title 2, Division 2, Chapter 2, Subchapter 3) and City ordinance all City employees are designated as disaster service workers DSW. In the event of an emergency the expectation is that City employees will secure their own homes and families and then, if possible and if they are so instructed, they will return to the county to assist in response activities. Continuity of government services is critical during disasters, and City employees will play an important role in maintaining the services necessary for the community to recover from a disaster.

The Disaster Service Worker Volunteer Program (DSWVP) was created as the result of legislation to provide workers' compensation benefits to registered Disaster Service Worker (DSW) volunteers who are injured while participating in authorized disaster-related activities, including pre-approved training. Disaster service, as defined for the Program, is designed to aid in the response and recovery phases in a disaster or emergency. It does not include the day-to-day emergency response activities typically associated with, for example, law enforcement, fire services or emergency medical services. The Program also provides limited immunity from liability.

DSW volunteers includes:

- Community Emergency Response Team (CERT) members
- Cupertino Amateur Radio Emergency Service (CARES)
- Medical Reserve Corp
- Other volunteers

COMMUNITY EMERGENCY RESPONSE TEAM (CERT) The CERT program educates people about disaster preparedness for hazards that may impact their immediate area and trains them in basic disaster response skills such as: fire safety, light search and rescue, team organization, and disaster medical operations.

CUPERTINO AMATEUR RADIO EMERGENCY SERVICE (CARES) Cupertino has trained amateur radio operators. CARES radio operators are a primary source of initial damage assessment in any significant incident. They respond immediately to any obvious incident with assessment of their local area and report to personnel at the EOC.

MEDICAL RESERVE CORP (MRC)

Cupertino's trained MRC volunteers are utilized to improve emergency response capabilities and build community resiliency. They prepare for and respond to natural disasters as well as other emergencies affecting public health.

CUPERTINO DISASTER COUNCIL

Cupertino maintains a Disaster Council per state law. The details of the disaster council are found in Cupertino Ordinance chapter 2.40.

OPERATIONAL AREA SIGNATORIES (OAS)

The Operational Area Signatories (OAS) is made up of emergency management representatives from the various jurisdictions and special districts within the OA. The OAS collaborates on emergency and incident management planning, logistics, and training and exercise priorities to ensure greater OA consistency and interoperability, as well as ensuring periodic information sharing and situational awareness.

SPECIAL DISTRICTS AND OTHER ORGANIZATIONS.

Many special districts, utilities, and private companies also have incident management systems for continuity of operations and to provide resources in support of an emergency response. Community Based Organizations (CBOs), Non-Governmental Organizations (NGOs), and private-sector organizations provide a range of services to address needs that are wholly or partly unmet by local, state, and federal governments during response and recovery operations.

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DIRECTION, CONTROL, AND
COORDINATION

DIRECTION, CONTROL, AND COORDINATION

The emergency response is coordinated under SEMS, which provides a flexible, adaptable and expandable response organization to address all-hazards of varying magnitude and complexity. An EOC is activated to support field operations and ensure continuity of government when an incident threatens government services, requires additional resources beyond the capacity of the responding agency, or when resources exceed that which is available from within the jurisdiction as a whole. Communications between the field response, DOCs, and the EOC are established when the EOC is activated in support of field operations. The City's EOC will establish communications with the OA EOC and the OA EOC will communicate with the state through the REOC.



DIRECTION AND CONTROL INTERFACE

In a major emergency, the City EOC might be activated to coordinate and support the overall response. Personnel that are part of a field level emergency response will utilize ICS to manage and direct on-scene operations. Tactical management of responding resources is always under the leadership of the on-site Incident Commander (IC) at the Incident Command Post (ICP)..

OPERATIONAL AREA COORDINATION AND COMMUNICATION

As outlined in the City and OA Emergency Operations Plans, coordination and communication should be established between the activated City EOC and the OA EOC.

When an incident occurs and the City activates the EOC and requests OA EOC support; the county is required under SEMS to activate. This activation may be duty office support, through a full EOC activation. In addition, if two or more cities or the county and one or more cities proclaim an emergency the OA must activate. The OA then becomes the focal point for information sharing and dissemination and supports or arbitrates requests by cities/towns within the county.

EMERGENCY OPERATIONS CENTER NOTIFICATION

Cupertino maintains a roster of pre-identified/appointed City EOC staff and will notify those personnel to report to the City EOC.

The list will be utilized when directed by the Director of Emergency Services or designee activates the City EOC. The Director of Emergency Services or designee will determine what positions of the City EOC will initially be staffed and requested to report.

EXTERNAL COMMUNICATIONS AND COORDINATION

The City EOC will also coordinate with outside agencies such as special districts, public utilities, private nonprofit organizations and/or private agencies. These agencies will communicate directly with the City and may provide a representative to the City EOC, as outlined in the EOC manual. The level of involvement of special districts, public utilities, private nonprofit organizations, and private agencies will vary considerably depending upon the type of incident.

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INFORMATION COLLECTION, ANALYSIS,
AND DISSEMINATION

INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

A primary objective of the City EOC is the timely gathering of accurate, accessible, and consistent information during an emergency and sharing vetted intelligence to ensure coordinated timely emergency response and continuity of government. All City EOC sections must maintain and display current status information so that other sections can quickly comprehend what actions have been taken, what resources are available, and to track damage status across the City. Situation reports create a common operating picture and will be used to inform the operational objectives, priorities and strategies.

To ensure effective intelligence flow, emergency response agencies at all levels must establish communications systems and protocols to organize, integrate, and coordinate intelligence among the responding agencies.

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CRISIS COMMUNICATIONS AND
PUBLIC INFORMATION

CRISIS COMMUNICATIONS AND PUBLIC INFORMATION

Per NIMS, public information is coordinated and integrated across jurisdictions and functional agencies; among Federal, State, local, and tribal partners; and with private-sector entities and nongovernmental organizations. In order to effectively ensure timely and accurate public information and alert and warning messages are disseminated systems, structures, plans, policies, and equipment must be developed and identified to accomplish these tasks.

PUBLIC AWARENESS AND EDUCATION

The public's response to any emergency is based on their understanding of the nature of the emergency, the potential hazards, the likely response of emergency services, and knowledge of what individuals and groups with or without access and functional needs, should do to increase their chances of survival and recovery. Individuals caring for the elderly, children, or pets also need an increased understanding of their specific situation as it pertains to disaster preparedness.

Office of Emergency Services makes preparedness information available to community members to prepare themselves and their families for emergencies and disasters.

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ADMINISTRATION, FINANCE,
AND LOGISTICS

ADMINISTRATION, FINANCE, AND LOGISTICS

FINANCE CONSIDERATIONS

To enhance the capability of the City to respond to incidents by providing financial support and coordination to City incident management operations and coordinating the recovery of costs as allowed by Federal and State law, the financial priorities during incident management operations are:

- Preserve life, property, and the environment
- Provide continuity of financial support to the City when appropriate
- Cooperate with the other sections of the City EOC
- Document the City costs and recovery of those costs as allowable
- Maintain a positive image for the City in its dealings with the public

The Finance/Administration function will operate under the following policies during a qualifying incident/event as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed
- All existing City and departmental fiscal operating procedures will be adhered to
- For incident/events that render the accounting systems either inaccessible or unusable for any period of time, appropriate personnel will be on an operational period, as determined by the EOC Director.

The Finance/Administration function's primary responsibility is to maintain to the greatest extent possible the financial systems necessary to keep the City functioning during an incident or crisis of any size or type. The function also supervises the negotiation and administration of vendor and supply contracts and procedures in collaboration with the incident management procurement functions.

The Finance/Administration function acts in a support role in all incidents/events to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements through maintenance of proper and accurate documentation of all actions taken.

MUTUAL AID

The foundation of California's emergency planning and response is a statewide mutual aid system which is designed to ensure adequate resources, facilities and other support is provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation. The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA).

RESOURCE MANAGEMENT

It is state policy that resource requests for emergency response and disaster repair and restoration be entered into by the lowest level of government. When Cupertino's local resources are exhausted and additional resources are required, resource requests will follow an established process for ordering, tracking, mobilizing, and demobilizing.

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PLAN DEVELOPMENT AND
MAINTENANCE

PLAN DEVELOPMENT AND MAINTENANCE

PLAN DEVELOPMENT

This City Emergency Operations Plan (EOP) was developed in collaboration with stakeholders throughout the City in a whole community approach in compliance with *Comprehensive Preparedness Guide (CPG) 101: Developing and Maintaining Emergency Operations Plans*. Annexes to the EOP are further developed in a whole community approach to augment this foundational document. Annexes are composed of major functional activities, as well as specific hazard topics that present unique or complex considerations that require more elaborate planning. A complete list of current and additional planned annexes is provided in Appendix A.

PLAN MAINTENANCE

This EOP is reviewed, updated and redistributed on a one-year cycle. Every five years the EOP will be revised and submitted to City Council for approval. This EOP may be modified as a result of post-incident analyses and/or post exercise critiques. It may also be modified if responsibilities, procedures, laws, rules, or regulations pertaining to emergency or incident management and operations change. Those agencies having assigned responsibilities under this EOP are obligated to inform OES when changes are needed to reflect current process. OES will maintain records of revision to this EOP and each of the annexes as they are reviewed and updated. All changes will be noted in the Annual Review table at the beginning of this document.

PLAN CONCURRENCE

Supporting agencies and organizations include all City departments who received a copy of this Plan. These City departments are expected to comply with how the EOP describes their tasks.

PLAN TRAINING AND EXERCISE

Training is an essential component of preparedness and greatly impacts the City's ability to respond to, and recover from, a critical incident.

The City actively manages training activities and allocates funding in relation to fluctuating needs, personnel turnover, and course availability. In addition, the City consistently prioritizes training that promotes staff understanding and familiarity with the following concepts:

- Incident Command System (ICS)

- California Standardized Emergency Management System (SEMS)
- National Incident Management System (NIMS)
- California Disaster Service Worker (DSW)

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AUTHORITIES AND REFERENCES

AUTHORITIES AND REFERENCES

Emergency response, like all governmental action, is based on legal authority. The Emergency Operations Plan (EOP), follows federal, state, and local regulations and guidelines.

FEDERAL

- Robert T. Stafford Disaster Relief and Emergency Assistance Act ([PL 93-288](#)) as amended
- Homeland Security Act of 2002 ([PL 107-296](#))
- [Presidential Policy Directive / PPD-8: National Preparedness](#)
- [Homeland Security Presidential Directive / HSPD-5: Management of Domestic Incidents](#)
- Post-Katrina Emergency Management Reform Act of 2006 ([PL 109-295](#))
- Pets Evacuation and Transportation Standards Act of 2006 ([PL 109-308](#))
- Improving Access to Services for Persons with Limited English Proficiency ([Executive Order 13166](#))
- Individuals with Disabilities in Emergency Preparedness ([Executive Order 13347](#))
- Americans with Disabilities Act of 1990 ([PL 101-336](#)) as amended
- Rehabilitation Act of 1973 ([PL 93-112, Section 504](#)) as amended
- Civil Rights Act of 1964 ([PL 88-352, Section VI](#))
- Federal Civil Defense Act of 1950 ([PL 920](#))
- [National Incident Management System \(2008\)](#)
- [National Response Framework \(2016\)](#)
- Comprehensive Preparedness Guide (CPG) 101: Developing and Maintaining Emergency Operations Plans

STATE

- California Emergency Services Act ([Title 2, Division 1, Chapter 7 of the Government Code](#))
- California Disaster Assistance Act ([Title 19, Division 2, Chapter 6 of the California Code of Regulations](#))
- Standardized Emergency Management System ([Title 19, Division 2, Chapter 1 of the California Code of Regulations](#))
- [Standardized Emergency Management System Guidelines](#)
- [State of California Emergency Plan](#)
- [California Disaster and Civil Defense Master Mutual Aid Agreement](#)
- [California Law Enforcement Mutual Aid Plan](#)
- [California Coroners' Mutual Aid Plan](#)
- [California Fire Service and Rescue Emergency Mutual Aid Plan](#)

- California Constitution ([Article XI: Local Government](#))
- Disaster Service Worker ([Title 1, Division 4, Chapter 8 of the Government Code](#) and [Section 3211.92 of the Labor Code](#))[Disaster Service Worker Volunteer Program Regulations](#)

LOCAL

- [County of Santa Clara Ordinance Code, Division A8: Civil Protection and Emergency Services](#)
- Santa Clara County Operational Area Disaster Response and Recovery Organization Interim Agreement 1995
- [City of Cupertino Ordinance Chapter 2.40 - Disaster Council](#)

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GLOSSARY

ACRONYMS

ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
CARES	Cupertino Amateur Radio Emergency Services
CADRE	Collaborating Agencies Disaster Relief Effort
Cal OES	California Governor's Office of Emergency Services
CERT	Community Emergency Response Team
DOC	Department Operations Center
DSW	Disaster Service Worker
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
FEMA	Federal Emergency Management Agency
HSPD	Homeland Security Presidential Directive
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
JIC	Joint Information Center
JIS	Joint Information System
MAC	Multi-Agency Coordination
MMAA	California Master Mutual Aid Agreement
NRF	National Response Framework
NGO	Non-Governmental Organization
NIMS	National Incident Management System
NWS	National Weather Service
OA	Operational Area
OA EOC	Operational Area Emergency Operations Center
OES	Office of Emergency Services
PIO	Public Information Officer
PNP	Private Non-Profit
PPD	Presidential Policy Directive
REOC	Regional Emergency Operations Center
SEMS	Standardized Emergency Management System
SOC	State Operations Center
SOP	Standard Operating Procedures

DEFINITIONS

Access and Functional Needs – Persons 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, live in institutionalized settings, are elderly, are children, are from diverse cultures, have limited English proficiency, or are non-English speaking, or are transportation disadvantaged.

Accessible – A facility is accessible if it has the legally required features and/or qualities that ensure entrance, participation, and usability of places, programs, services, and activities by individuals with a wide variety of disabilities.

Affected Population – Anyone who has been displaced, injured, or suffered some loss due to a disaster.

American Red Cross (Red Cross) – The Red Cross is a humanitarian organization, led by volunteers, that provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies. It does this through services that are consistent with its Congressional Charter and the Principles of the International Red Cross Movement.

Americans with Disabilities Act (ADA) – The Americans with Disabilities Act prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities. The ADA also establishes requirements for telecommunications relay services.

Annex – An annex is an addition to a document.

Appendix – Appendices provide relevant information already referenced in the guidance. Typically, this includes forms used or other necessary information.

Catastrophe – A series of cascading human-caused/influenced events or incidents with or without a human caused genesis, the adverse effects/consequences of which are potentially, seemingly, or definitively irreversible. A catastrophe may be caused by a disaster, or may be the cause of a disaster, but it may not be either. A catastrophe may be an emergency or cause a state of emergency, or, an emergency or state of emergency may cause a catastrophe, but a catastrophe may not be any of the above.

Civil Unrest – Civil unrest involves a disruption of the typical social order; it can involve a strike or protest, and it can be non-violent or involve violence. Riots and rebellions are both forms of civil unrest.

Crisis – Phenomenon, event, active threat, or trend, with or without specific location, posing seemingly inevitable harm to life, property, environment, organizational

performance, reputation, or way of life reasonably or ethically necessitating deliberate urgent intervention. (A crisis may be local, national, or global)

Dam Failure – Partial or complete collapse of a dam causing downstream flooding.

Disaster – Any natural event or emergency (hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, etc...), or regardless of cause, any fire, flood, or explosion which the President determines to be of such severity as to warrant major federal disaster assistance.

Disaster Service Worker (DSW) – The Disaster Service Worker program is a state-funded worker's compensation program for government employees and affiliated volunteers who provide services to protect the health and safety, and preserve the lives and property, of the people of California. Government-affiliated volunteers, including members of the public who spontaneously volunteer to assist during a disaster, may be registered as DSWs under California's Disaster Service Worker Volunteer Program.

Emergency – Incident(s) or crisis(es) (air pollution, fire, flood, storm, epidemic, riot, drought, sudden/severe energy shortage, plant or animal infestation or disease, Governor's warning of earthquake/volcanic predictions, and earthquakes, etc...) posing threat to safety of persons, property, or the environment that exceeds an organization's resources/capability.

Emergency Medical Services (EMS) – A service, providing out-of-hospital, acute medical care, transport to definitive care, and other medical transport to patients with illnesses and injuries, which prevent the patient from transporting themselves.

Emergency Operations – Actions taken during an emergency to protect life and property, care for the people affected, and restore essential community services.

Emergency Operations Center (EOC) – A site from which government officials coordinate, monitor, and support response activities during an emergency.

Emergency Operations Plan (EOP) – A document that describes how people and property will be protected in disaster and disaster threat situations; details who is responsible for carrying out specific actions; identifies the personnel, equipment, facilities, supplies, and other resources available for use in the disaster; and outlines how all actions will be coordinated.

Evacuation – Organized and supervised dispersal of people from dangerous or potentially dangerous areas.

Evacuee – All persons removed or moving from areas threatened or struck by a disaster.

Federal Emergency Management Agency (FEMA) – The Federal Emergency Management Agency (FEMA) is the federal agency responsible for coordinating emergency planning, preparedness, risk reduction, response, and recovery. The agency works closely with state and local governments by funding emergency programs and providing technical guidance and training. These coordinated activities at the federal, state, and local levels ensure a broad-based emergency program to insure public safety and protect property.

Flood – A general and temporary condition of inundation of normally dry land areas from overflow of inland or tidal waters, unusual or rapid accumulation or runoff of surface waters, or mudslides/mudflows caused by accumulation of water.

Hazard – Any source of danger or element of risk to people or property.

Hazardous Material – Any substance or material that when involved in an accident and released in sufficient quantities, poses a risk to people's health, safety, and/or property. These substances and materials include explosives, radioactive materials, flammable liquids or solids, combustible liquids or solids, poisons, oxidizers, toxins, and corrosive materials.

Incident – The physical manifestation of crisis, event, or occurrence that has adversely affected life, property, or the environment requiring the response of at least one individual.

Incident Command System (ICS) – The Incident Command System (ICS) is a standardized emergency management concept designed to provide an integrated organizational structure for managing emergencies, and to enable coordinated emergency response across jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during emergencies. It is based on proven management tools that contribute to the strength and efficiency of the overall system.

Limited English Proficiency – Persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Local Jurisdiction – Local jurisdiction refers to the cities, towns, school districts, and special districts that are encompassed within the geographical borders of the County of Santa Clara. In the case of unincorporated areas, local jurisdiction refers to the county itself.

Mitigation – Pre-event planning and actions that aim to lessen the occurrence or effects of potential disaster.

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

Multi-Jurisdiction Incident – An incident where multiple jurisdictions have a statutory responsibility. Under ICS, these incidents will be managed under Unified Command.

Mutual Aid – Is the voluntary aid and assistance by the provision of services and facilities, including but not limited to fire, police, medical and health, communication, transportation, and utilities. Mutual aid is intended to provide adequate resources, facilities, and other support to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation.

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

Natural Disaster – Any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, or other catastrophe which causes, or which may cause, substantial damage or injury to civilian property or persons.

National Incident Management System (NIMS) – The National Incident Management System (NIMS) provides a comprehensive approach to emergency management for all hazards. NIMS integrates existing best practices into a consistent nationwide approach to domestic emergency management that is applicable to all jurisdictional levels (public and private) and across functional disciplines. NIMS is based on a balance of flexibility and standardization. NIMS is flexible, and allows government and private entities at all levels to work together to manage domestic emergencies, regardless of their cause, size, location, or complexity. NIMS also provides a set of standardized organizational structures.

National Response Framework – The National Response Framework (NRF) presents the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies—from the smallest incident to the largest catastrophe. The Framework establishes a comprehensive, national, all-hazards approach to domestic incident response. The Framework documents the key response principles, roles, and structures that organize national response. It describes how communities, States, the Federal Government, and private-sector and non-governmental partners apply these principles for a coordinated, effective national response. And it describes special circumstances where the Federal Government exercises a larger role, including incidents where Federal interests are involved and catastrophic incidents where a State would require significant support. It allows first responders, decision makers, and supporting entities to provide a unified national response.

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

Office of Emergency Services (OES) – OES is the lead agency in fulfilling the County’s responsibility under the California Emergency Services Act and also serves as the Operational Area Coordinator for the County of Santa Clara under SEMS.

Operational Area (OA) – A geographical area that encompasses all local governments within a county, including the county. The OA serves as the coordination and communications link between the local government and the state. The OA prioritizes resources and coordinates mutual aid among entities within the OA. Each OA is responsible for activating and operating an EOC.

Operational Area Emergency Operations Center (OA EOC) – The physical location at which the coordination of information and resources to support OA activities normally takes place.

Plan – A document that describes the broad, overall jurisdictional response to potential extraordinary emergencies or disasters.

Preparedness – The range of deliberate, critical tasks and activities necessary to build, sustain, and improve operational capability. Preparedness is a continuous process involving efforts at all levels of government and between government and private-sector and NGOs to identify threats, determine vulnerabilities, and identify required resources. Preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certifications and publication management.

Recovery – The long-term activities beyond the initial emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstitute these systems to a new condition that is less vulnerable.

Resources – Personnel and equipment available, for assignment to incidents or to EOCs.

Response – Activities that address the direct effects of an incident; immediate actions to save lives, protect property.

Shelter – Facilities providing safe, sanitary, and secure refuge before, during, and after disaster incidents. (Note: This may also include some facilities that provide immediate necessary safe haven sheltering during an incident, but are not capable of ongoing operations once other options are available.) Shelters may include general population shelters, medical needs shelters, or household pet shelters.

Special District – A unit of local government (other than a city or county, with authority or responsibility to own, operate, or maintain a project (e.g., a water district).

Standardized Emergency Management System (SEMS) – The Standardized Emergency Management System (SEMS) is used to manage emergency response in California. SEMS consists of five hierarchical levels: field, local, operational area, regional, and State. SEMS incorporates the principles of the Incident Command System, the Master Mutual Aid Agreement, existing discipline-specific mutual aid agreements, the Operational Area concept, and multi-agency or interagency coordination and communication. Under SEMS, response activities are managed at the lowest possible organizational level.

State of Emergency – An eminent impending incident(s) or crisis(es) posing threat to safety of persons, property, or the environment that is/are likely to exceed resources/capability of the proclaiming political jurisdiction, or, the existence of an active incident which threatens a population and the adequacy of local resources is unknown.

Terrorism – The use of, or threatened use of criminal violence against civilians or civilian infrastructure to achieve political ends through fear and intimidation.

Threat – Communicated, demonstrated, or inferred intent and potential capability to harm life, property, environment, organizational performance, or way of life.

Volunteer Organizations Active in Disasters (VOAD) – Established disaster relief organizations, which for the most part are faith-based and national in scope, yet play a major role in disaster recovery at the local level. Services include, but are not limited to:

- Repairing and replacing low-income housing
- Mass feeding services
- Home clean-up and repairs
- Facilities for in-kind disaster relief supplies
- Disaster child care
- Material resources such as blankets, health kits, and clean up kits
- Trauma, stress, grief, care for responders and affected population
- Shelter management
- Emergency sheltering of animals
- Clean-up and debris removal
- 2-1-1 information and referral

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APPENDIX A – CITY OF CUPERTINO
EMERGENCY OPERATIONS PLAN
ANNEXES

CUPERTINO EMERGENCY OPERATIONS PLAN ANNEXES

ANIMAL AND PET CARE – *The Animal and Pet Care Annex to the City of Cupertino Emergency Operations Plan* identifies responsible agencies—public, private, and volunteer—that are responsible for providing animal and pet care during an emergency, to include; rescue, evacuation, shelter, or care of household pets.

CONSTRUCTION, ENGINEERING, AND INFRASTRUCTURE* – *The Construction, Engineering, and Infrastructure Annex to the City of Cupertino Emergency Operations Plan* details pre-incident and post-incident assessment process for public works and infrastructure; establish protocols for providing technical engineering; and construction management assistance (or guidance on how to obtain such technical assistance). Additionally, this annex should provide a damage assessment framework, while documenting steps to begin needed restoration of damaged infrastructure and public facilities.

CRISIS COMMUNICATION* – *The Crisis Communication Annex to the City of Cupertino Emergency Operations Plan* provides a framework for the most efficient, accurate, and thorough dissemination of information. It outlines the conduct and coordination of public information activities and establishes a mutual understanding of responsibilities, functions, and operations with the OA using the Joint Information System as a foundational model.

DEBRIS MANAGEMENT* – *The Debris Management Annex to the City of Cupertino Emergency Management Plan* establishes points-of-collection for debris following a disaster, procedures for monitoring such debris for both environmental impact and reimbursement purposes, and delineate the jurisdictional & contracted roles & responsibilities for debris planning, removal, monitoring, and management activities.

EARTHQUAKE* – *The Earthquake Annex to the City of Cupertino Emergency Operations Plan* provides guidance on coordination among county department and the OA, as well as technical information for local jurisdictions to draft more detailed earthquake operational plans.

EMERGENCY MANAGEMENT* – *The Emergency Management Annex to the City of Cupertino Emergency Operations Plan* provides specific information regarding the Emergency Operations Center (i.e., organization, training requirements, activation/notification procedures, considerations for sustained operations, etc). It also provides a framework for the integration of internal and external logistics partners (agencies in and out of the emergency operations structure) through collaborative planning, sourcing, acquisition, and utilization of resources with the purpose of re-establishing self-sufficiency as rapidly as possible. Additionally, this annex establishes a platform for collecting and sharing information pertaining to key equipment needed during common hazard types.



EVACUATION* – *The Evacuation Annex to the City of Cupertino Emergency Operations Plan* provides information for informed evacuation decision-making such as: road networks, demographic information, hazard threshold considerations, re-unification, etc. Additionally, this annex highlights a variety of considerations for re-habitation of previously evacuated areas.

FINANCIAL MANAGEMENT AND COST RECOVERY* – *The Financial Management and Cost Recovery Annex to the City of Cupertino Emergency Operations Plan* describes processes and procedures that ensure that funds are provided expeditiously and that financial operations are conducted in accordance with local, state, and federal policies, laws, and regulations. Successful financial management is essential for effective disaster response, as well as ensuring that state and/or federal disaster reimbursement funds can be obtained following in declared disaster. Additionally, this annex provides information concerning the state and federal disaster reimbursement process.

FIRE, RESCUE, AND HAZMAT* – *The Fire, Rescue, and HAZMAT Annex to the City of Cupertino Emergency Operations Plan* describes the process by which the OA's Firefighting, Rescue, and HAZMAT Agencies collect and relay information from on-scene sources for the purpose of situational awareness and advanced planning with the Emergency Operation Center, ultimately supporting field operations. This annex does NOT supersede existing policies, mutual-aid agreements, or other specified responsibilities.

FLOOD – *The Flood Annex to the City of Cupertino Emergency Operations Plan* provides guidance on coordination among county departments and the OA, as well as technical information for local jurisdictions to draft more detailed flood operational plans.

LAW ENFORCEMENT AND SECURITY* – *The Law Enforcement and Security Annex to the City of Cupertino Emergency Operations Plan* describes the process by which the county Law Enforcement agencies, with the OA support, will collect and relay incident information from on-scene sources for the purpose of situational awareness and advanced planning within Emergency Operations Center, ultimately supporting field operations. This annex does not supersede existing policies, mutual-aid agreements, or other specified responsibilities.

MASS CARE AND SHELTER* – *The Mass Care and Shelter Annex to the City of Cupertino Emergency Operations Plan* defines the OA's organization, operational concepts, and responsibilities to provide care and shelter during a disaster.

RECOVERY* – *The Recovery Framework Annex to the City of Cupertino Emergency Operations Plan*. Recovery is the process of re-establishing a state of normalcy in

affected communities. This process may best be described as a sequence of interdependent and often concurrent activities that progressively advance a community toward a successful recovery. The Santa Clara County Disaster Recovery Framework (SCCDRF) describes the concepts and principles that promote rapid and effective recovery.

It identifies scalable, flexible, and adaptable coordinating structures to align key roles and responsibilities of County agencies assigning them to Recovery Support Functions (RSFs). Additionally the Framework captures resources, capabilities, and best practices for recovering from a disaster. It recognizes significant challenges confront all recovery efforts, from a relatively localized incident to a large-scale disaster that demands substantial resources.

VOLUNTEER MANAGEMENT – The Volunteer Management Annex to the City of Cupertino Emergency Operations Plan* details volunteer management related to outreach and education programs, guidance on volunteer integration, procedures to activate a Volunteer Coordination Team, call centers, relevant points of contact, safety and security considerations, and a demobilization process.

DONATION MANAGEMENT – The Donation Management Annex to the City of Cupertino Emergency Operations Plan* details donations management related to outreach and education programs, guidance on procedures to activate a Donations Coordination Team, call centers, relevant points of contact, safety and security considerations, and a demobilization process.

WILDFIRE – The Wildfire Annex to the City of Cupertino Emergency Operations Plan* provides guidance regarding the coordination of county departments and the OA, as well as technical information for local jurisdictions to draft more detailed wildfire operational plans.

*Annex has yet to be written.



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