ADOPTED June 18, 2019

CITY OF CAMPBELL

EMERGENCY OPERATIONS PLAN

70 NORTH FIRST ST
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ACKNOWLEDGEMENTS

We would like to acknowledge contributions from the following cities and towns; special districts; county departments and agencies; state agencies; federal agencies; and other planning partners:

American Red Cross
Campbell Union School District
Campbell CERT
Campbell City Council
Campbell Police Department
Santa Clara County Office of Emergency Services
Santa Clara County Fire Department
Santa Clara Valley Transportation Authority
Santa Clara Valley Water
San Jose Water Company

EXECUTIVE SUMMARY

The City of Campbell Emergency Operations Plan (EOP) is an all-hazards document describing the City's 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 of Campbell. 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 Campbell 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 at the City and operational area levels.
- Provides a flexible platform for planning and response to all hazards, incidents, events, and emergencies believed to be important to the City of Campbell. It is applicable to a wide variety of anticipated incident events including earthquake, fires, floods, and public health issues.

This EOP continues 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* (CPG-101). 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 of Campbell and its various departments within municipal government. There are a number of separately published annexes that support this EOP. These supporting annexes further describe the operational or functional response to particular threats and hazards and the basic considerations, actions, and responsibilities of specific emergency response and management disciplines or functions.

PROMULGATION

The preservation of life, property, the environment, and the economy is 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 of Campbell has prepared this Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) compliant City of Campbell 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 City of Campbell 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 of Campbell. This EOP became effective on June 18, 2019 when approved by the Campbell City Council.

Mayor Richard M. Waterman — Date: 6/20/2019

City Manager Brian Loventhal — Date: 6/20/2019

Emergency Manager, Captain Joe Cefalu — Date: 6/20/19

CAMPBELL CITY COUNCIL ADOPTION APPROVAL

RESOLUTION NO. 12456

**A RESOLUTION OF THE CITY OF CAMPBELL
AUTHORIZING THE ADOPTION OF THE
UPDATED EMERGENCY OPERATIONS PLAN (EOP) AND ANNEX A**

WHEREAS, the City of Campbell's Emergency Operations Plan (EOP) was last updated in 2014; and

WHEREAS, this latest EOP revision is all hazards document describing the City's incident management organization; and

WHEREAS, this EOP complies with relevant legal statutes, other relevant guidelines, whole community engagement, continuity of government focus, and critical components of the incident management structure; and

WHEREAS; this EOP facilitates multi-agency and multi-jurisdictional coordination during emergency operations, public information functions, and resource management; and

WHEREAS, Annex A to the revised EOP defines the roles and responsibilities of City Council members during a disaster should the Emergency Operations Center (EOC) be activated;

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Campbell takes the following action:

1.) Adopts in its entirety, the revised 2019 Emergency Operations Plan (EOP)
2.) Adopts Annex A of the revised 2019 Emergency Operations Plan (EOP)

PASSED AND ADOPTED this 18th day of June, 2019 by the following roll call vote:

AYES: COUNCILMEMBERS: Resnikoff, Bybee, Gibbons, Landry Waterman

NOES: COUNCILMEMBERS: None

ABSENT: COUNCILMEMBERS: None

APPROVED:

Richard M. Waterman, Mayor

ATTEST:

Wendy Wood, City Clerk

ANNUAL REVIEW

The City of Campbell, with input from essential stakeholders across the city, is responsible for maintaining, reviewing, and updating this Emergency Operations Plan (EOP). We will—at a minimum—review this EOP every two years. It is essential that the City 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

RECORD OF DISTRIBUTION

DATE	NAME / TITLE	ORGANIZATION	# OF COPIES
8/01/19	Anne Herosy	American Red Cross	1
8/01/19	Shelly Viramontes/Superintendent	Campbell Union School District	1
8/01/19	Rich Waterman/Mayor	City of Campbell City Council Members	5
8/01/19	Brian Loventhal/City Manager	City of Campbell Department Heads	5
8/01/19	Joe Cefalu/Captain	City of Campbell Police Department	1
8/01/19	Joe Cefalu/Captain	City of Campbell EOC	5
8/01/19	Tony Bowden/Fire Chief	Santa Clara County Fire Department	1
8/01/19	Dana Reed/Director	Santa Clara County OES	1
8/01/19	Mark Dunkle	Campbell CERT	1

CITY OF CAMPBELL
EMERGENCY OPERATIONS PLAN

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PURPOSE, SCOPE, SITUATION OVERVIEW AND ASSUMPTIONS

PURPOSE

This City of Campbell's 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 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

This EOP provides guidance on response to the City's most likely and demanding emergency conditions. It does not supersede the well-established operational policies and procedures for coping with and responding to day-to-day emergencies involving law enforcement, the fire service, medical aid, transportation services, flood control, or other discipline-specific emergency response systems. It is intended as a supplement and compliment to such systems. This EOP does however place emphasis on those unusual and unique emergency conditions that will require extraordinary response beyond the ability of any one or common set of organizations to respond. Neither does this EOP include detailed response level operating instructions or procedures. Each organization

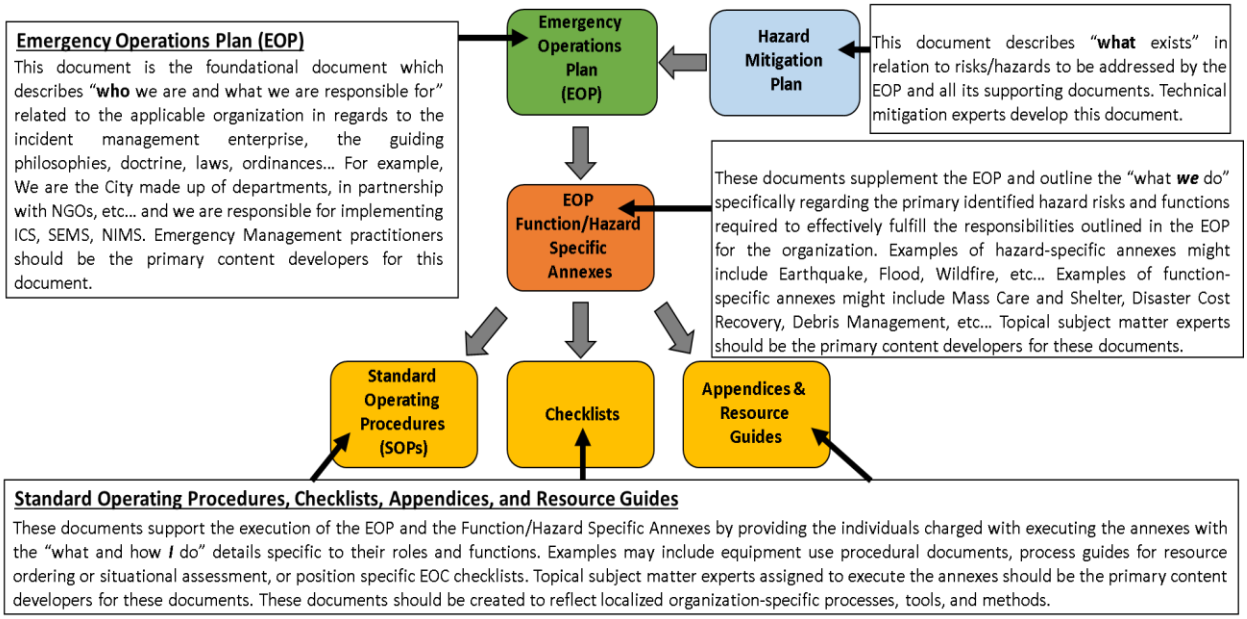
identified in this EOP is responsible for, and expected to develop, implement, and test policies, instructions, and standard operating procedures (SOPs) or checklists that reflect the tactical, operational, strategic, and executive mission spaces and incident management concepts contained in this EOP. Coordinated response and support roles must be defined by these organizations to facilitate the ability to respond to and manage any given incident.

This document is not intended to be an overview of the City Emergency Operations Center (EOC) functions, procedures, section responsibilities, or positions specific standard operating procedures. These issues are covered more specifically in the Standardized Emergency Management System (SEMS) position specific checklists, which are maintained in position specific binders in the EOC cabinets for each EOC Section.

COMPREHENSIVE EMERGENCY OPERATIONS PLAN COMPONENTS

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

Table 1. Emergency Operations Plan Document Descriptions



SITUATION OVERVIEW

General Background: Nestled in the midst of Silicon Valley, Campbell has retained the charm of a small, friendly town while embracing the future. Residents enjoy beautiful natural surroundings, well maintained parks and trails, and easy access to transit and major freeways. The City occupies approximately six square miles of relatively flat land near the south end of the San Francisco Bay. Nearby communities include San Jose to the west, east and north, and Los Gatos and Saratoga to the south.

Census Information: According to the state Department of Finance, it is estimated that Campbell experienced a 1.4 percent increase in population between 2014 (41,986) & 2015 (42,584). Although projections are not available for individual cities, the Department of Finance projects that Santa Clara County will experience a 4.25 percent increase in population between 2015 and 2020 and a 9.15 percent increase between 2020 and 2030.

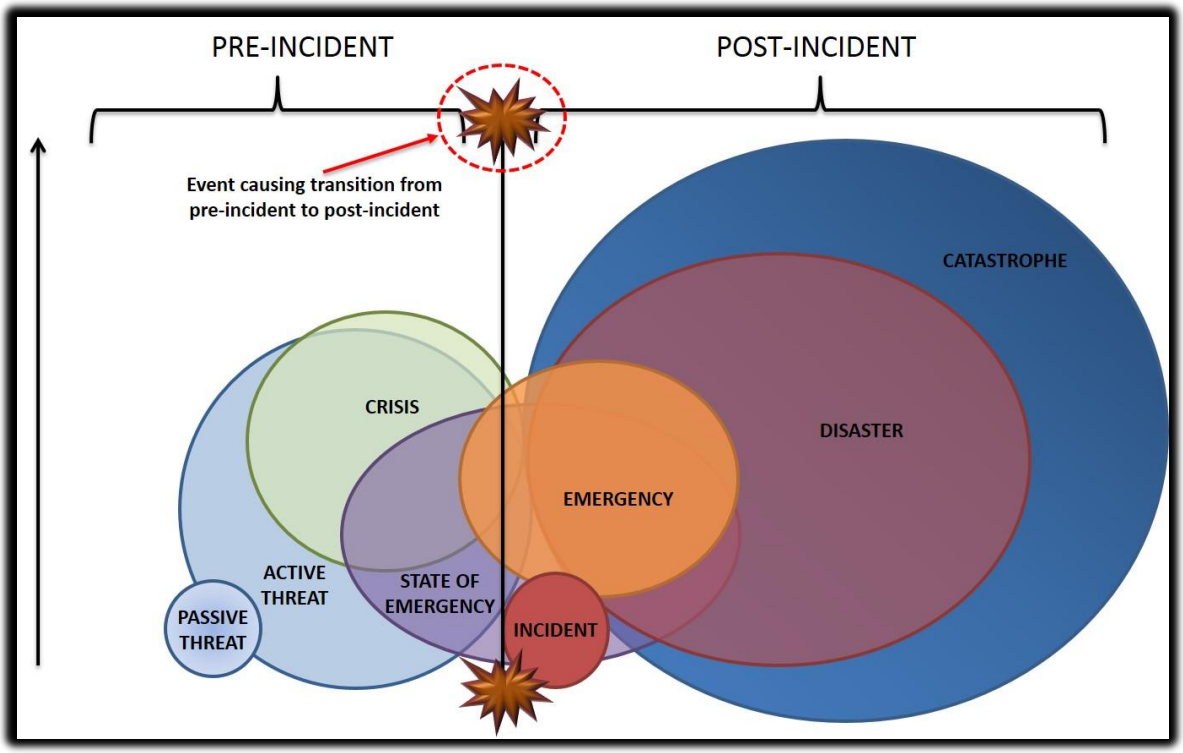


Climate: Campbell has a Mediterranean climate, generally characterized by mild, wet winters and warm, dry summers. On average, the warmest month of the year is July (average high temperature of 85° F) and the coolest month is January (average low temperature of 39° F). The annual average precipitation is approximately 23 inches, with the wettest month of the year being February with an average rainfall of approximately 5.1 inches.

Development Trends: Of the approximately 16,000 housing units in the City, 58 percent are single-family homes, 40 percent are multi-family units, and 2 percent are mobile homes or other types of residential options. The city has grown and changed since it adopted its current General Plan in 2001. The City of Campbell has adopted a variety of special area plans to protect the small town residential character and encourage commercial revitalization efforts in areas that are showing signs of age and obsolescence. In 2016, the city initiated a multi-year process of updating their General Plan. This General Plan update, referred to as the Envision Campbell Plan, looks ahead to the year 2040, making adjustments based on current issues and emergent trends, and positioning the City of Campbell for the next 20-25 years.

Transportation Related Info: Campbell has one main State Route; 17 and a County Expressway; San Tomas Expressway, passing through the City. Mass transit in the City includes Santa Clara Valley Transportation Authority (VTA) with bus and light rail service. The City does not have an airport.

EVENT TYPES DEFINED



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.

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.

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 volcanic predictions, and earthquakes, etc.) posing threat to safety of persons, property, or the environment that exceeds an organization's resources/capability.

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.

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.

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).

ACTIVE THREAT Known communicated, demonstrated, or inferred timely intent and capability to harm life, property, environment, organizational performance, or way of life with specified or unspecified target.

PASSIVE THREAT Existing communicated, demonstrated, or inferred intent and potential capability to harm life, property, environment, organizational performance, or way of life.

HAZARD ANALYSIS OVERVIEW

This section of the EOP consists of a series of threat summaries based upon an Operational Area hazard analysis. This hazard analysis was conducted by the Office of Emergency Services (OES) and provides a description of the local area, risk factors, and the anticipated nature of situations, which could threaten or occur in the City of Campbell and the County of Santa Clara. If future annex or hazard mitigation plan development results 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 are contained in the functional and hazard specific annexes that are separate from this EOP as well as department specific procedures.

Annually, the Bay Area Urban Area Security Initiative (UASI) coordinates a regional effort to identify, catalog, and prioritize threats and hazards across the Bay Area. This effort culminates in an annually updated report called the Threat and Hazard Identification and Risk Assessment (THIRA). The THIRA helps local public safety agencies prioritize grant funding and preparedness/mitigation endeavors to improve capabilities to address the most serious and highly prioritized risks and gaps. The hazards below (in addition to other risk factors) are addressed within the THIRA.

MAJOR EARTHQUAKE The City of Campbell is in the vicinity of several known active and potentially active earthquake faults including the San Andreas, Hayward, and Calaveras faults. A 2014 USGS Earthquake Probabilities Working Group updated the 30-year earthquake forecast for California. They concluded that there is a 72 percent probability (or likelihood) of at least one earthquake of magnitude 6.7 or greater striking somewhere in the San Francisco Bay Area region before 2043. A major earthquake of this magnitude occurring in or near the City of Campbell may cause many deaths and casualties, extensive property damage, and other ensuing hazards. The effects could be aggravated by aftershocks and by the secondary effects of fire, hazardous material/chemical accidents, and possible failure of waterways and dams. Such an earthquake would be catastrophic in its effect upon the population and could exceed the response capabilities of the City of Campbell, the Operational Area, the California Governor's Office of Emergency Services (Cal OES), and other state agencies. Emergency operations could be seriously hampered by the loss of communications and damage to transportation routes within, and to and from the disaster area, and by the disruption of public utilities such as power and water.

Two major local earthquakes that have impacted the county include:

- San Francisco Earthquake (1906), magnitude 7.8, 3000 fatalities reported
- Loma Prieta Earthquake (1989), magnitude of 6.9, 63 fatalities

Other significant local earthquakes near or within the county include:

- Concord Earthquake (1955), magnitude 5.4, 1 fatality
- Daly City Earthquake (1957), magnitude 5.3, 1 fatality
- Morgan Hill Earthquake (1984), magnitude 6.2, no fatalities
- Alum Rock Earthquake (2007), magnitude 5.6, no fatalities

The most significant earthquake action in terms of potential structural damage and loss of life is ground shaking and fire. Ground shaking is the movement of the earth's surface in response to a seismic event. The magnitude of the earthquake, distance from the epicenter, and characteristics of surface geology determine the intensity of the ground shaking and the resultant damages.

Damage may include destruction of buildings making some uninhabitable due to the phenomenon of liquefaction. Liquefaction is the loss of shear strength of a soil. The shear strength loss results from the increase of water pressure caused by the rearrangement of soil particles induced by shaking or vibration. Liquefaction has been observed in many earthquakes, usually in soft, poorly graded granular materials (i.e., loose sands), with high water tables. Liquefaction usually occurs in the soil during or shortly after a large earthquake.

Every building in the City is exposed to high risk of damage in earthquakes by virtue of being located in a seismically active part of the country. Some of these structures face an elevated risk because they are located in high hazard zones, such as near a fault, or on liquefiable soils. Other structures face high risk because their construction quality is inadequate to withstand strong shaking, as they were built decades ago, before modern building codes were enacted.

Major power plants are expected to sustain some damage due to liquefaction and the ground shaking intensity of the earthquake. The potential impact to the city is lessened by the availability of power from other sources outside the affected area and significant reduction in consumer demand is expected as well. The PG&E Metcalf Transmission Substation is located in an area of predicted strong shaking and is expected to sustain major damage.

Another major concern is whether an earthquake disrupts water availability and distribution for needed life support, to treat the sick and injured, and for fire suppression activities. The dams located in the county may be affected during earthquakes and our water distribution systems including the Delta in the Central Valley may be damaged.

WILDLAND/URBAN INTERFACE FIRE The combination of highly flammable fuel, long dry summers and steep slopes creates a significant natural hazard of large wildland fires in many areas of the county. The City of Campbell does not have a very large wildland/urban interface, except along the Los Gatos Creek trail. A wildland fire is a fire in which the primary fuel is natural vegetation. Fires that start in urbanized areas can grow into wildland fires. Wildland/urban interface fire hazards are especially pronounced in areas of high structure densities adjacent to undeveloped open space areas with dense vegetation. A wildland/urban interface fire can result in death, injury, economic loss, and a large public investment in fire-fighting activities. Fires can rapidly proliferate to the point that local resources are inadequate.

The City of Campbell is responsible for its fire protection and contracts with the Santa Clara County Fire Protection District.

Fire agencies in the county have signed a countywide mutual aid agreement to ensure firefighting resources and personnel will be available to combat wildland / urban interface fires. If these resources within the county are not enough to meet the threat, fire resources from throughout California can be summoned under the State's Master Mutual Aid Agreement administered by the Cal OES. All fire agencies in Santa Clara County have signed the California Master Mutual Aid Agreement and participate in mutual aid operations as required.

Additionally, in 2016 the Santa Clara County Community Wildfire Protection Plan (CWPP) was published. The CWPP is a collaborative approach for reducing wildland fire risks to communities and the environment. The plan includes an analysis of conditions such as fire apparatus access, community evacuation, fuels, topography, and weather. The plan also includes proposed projects developed through workshops. The initial focus is on the built environments that intermingle with the vegetated areas of the mountains and hillsides.

FLOOD There are approximately 6 miles of creeks in Campbell and over 700 miles of creeks and rivers in the county, all of which are susceptible to flooding. Floods are generally classed as either slow-rise or flash floods. Slow-rise floods may be preceded by a warning time lasting hours, days, or possibly weeks. Evacuation and sandbagging for a slow-rise flood may lessen flood-related damage. Conversely, flash floods are the most difficult to prepare for, because the warning will be short, if any is given at all. Flash flood warnings usually require immediate evacuation.

The National Weather Service (NWS) issues flash flood watches and warnings. A flash flood watch is issued when flash flooding is possible within the designated watch area but the occurrence location, and/or timing is still uncertain, indicating all persons should be alert. A flash flood warning indicating all persons should take

necessary precautions is issued when a flash flood has been reported, is in progress, is imminent, or highly likely.

No area is immune to flash floods. On small streams, especially near the headwaters of river basins, water levels may rise quickly in heavy rainstorms, and flash floods can begin before the rain stops falling. Flash floods also occur in or near mountainous areas where torrential rains can quickly change a dry watercourse or small brook into raging torrents of water.

All low lying areas are subject to flood conditions. Urban development in flood plain areas are often subject to seasonal inundation. The flood plain is a natural extension of any waterway, although infrequently used. Storm water runoff that exceeds the capabilities of stream and drainage channels, results in the natural flooding of a localized area.

Dam inundation is flooding which occurs as a result of structural failure of a dam. The most common cause of dam failure is overtopping where the water behind the dam flows over the face of the dam and erodes the structure. Structural failure may be caused by seismic activity. Seismic activity that produces inundation generating a seismically induced wave that overtops the dam without also causing dam failure is referred to as a seiche.

The City of Campbell does sit in the path of Lenihan Dam, which holds back the Lexington Reservoir south of the Town of Los Gatos in the Santa Cruz Mountains. In a worst case scenario in which the dam completely fails, the water rushing down Los Gatos Creek and Highway 17 will be narrow, deep, and swift. However, as floodwaters on Highway 17 reach Highway 85 they will spread out dramatically, slow down, and disperse. Campbell would face flooding and damage from a catastrophic failure of the Lenihan Dam. The City of Campbell would also sustain flooding if there were failures of the Vasona Dam and the Rinconada Water Treatment Dam but to a lesser extent than a failure of the Lenihan Dam.

The Santa Clara Valley Water District (SCVWD) maintains emergency action plans for the following water system facilities within the county:

- Almaden Dam
- Anderson Dam
- Calero Dam
- Chesbro Dam
- Coyote Dam
- Coyote Percolation Dam
- Guadalupe Dam

- Lenihan Dam
- Rinconada Water Treatment Plant and Dam
- Stevens Creek Dam
- Uvas Dam
- Vasona Dam

LANDSLIDE Landslides are downward movement of a slope and materials under the force of gravity. In addition to gravity, extended periods of intense rainfall during the winter months is the primary cause of landslides. Landslides can also be triggered by seismic activity.

Since the City of Campbell is relatively flat, there is a low likelihood of a landslide occurring within our jurisdiction.

DROUGHT/LAND SUBSIDENCE Droughts are short-term or long-term water deficiencies that cause agricultural, environmental, and societal impacts. Droughts can occur in any part of the county and can last for indeterminate periods of time. Extended periods of drought can increase the risk of wildfire occurrences and can impact public water supplies.

Land subsidence occurs when large amounts of ground water have been withdrawn from certain types of rocks, such as fine-grained sediments. The rock compacts because the water is partly responsible for holding the ground up. Land subsidence is most often caused by human activities, mainly from the removal of subsurface water. Compaction of soils in some aquifer systems can accompany excessive ground-water pumping and it is by far the single largest cause of subsidence.

Historically, the county has experienced as much as 13 feet of subsidence caused by excessive pumping of groundwater. Subsidence can lead to flooding that damages properties and infrastructure, and saltwater intrusion that degrades groundwater quality.

CLIMATE CHANGE With over 1.9 million residents, Santa Clara County is the most populated county in the Bay Area region. According to scientific projections, climate change will bring more frequent extreme heat events, worse air pollution, and sea level rise. These conditions will cause residential and commercial displacement, and more coastal and riverine flooding from extreme storms. Which in turn will have a significant impact on public health and disproportionately impact the area's most vulnerable populations of children, elders, people with chronic diseases, outdoor workers, people living in poverty, and some communities of color. The 2016 Multi-Jurisdictional Multi-Hazard Mitigation Plan more thoroughly addressed the risks posed by climate change specific to the City of Campbell.

THUNDERSTORMS AND LIGHTNING Some thunderstorms can be seen approaching, while others hit without warning. It is important to learn and recognize the danger signs and to plan ahead.

A severe thunderstorm watch is issued by the NWS when damaging winds of 58 miles per hour or more, or hail three-fourths of an inch in diameter or greater is likely to develop. A severe thunderstorm warning is issued when a severe thunderstorm has been sighted or is indicated by weather radar.

As light travels much faster than sound, lightning flashes can be seen long before the resulting thunder is heard. Lightning has been known to strike up to 15 miles away from the parent cloud. Lightning causes on average, 87 fatalities each year across the nation.

HEAT While heat waves do not elicit the same immediate response as floods, fires, and earthquakes, they have claimed more lives over the past fifteen years than all other proclaimed disaster events combined. The worst single heat wave event in California occurred in Southern California in 1955, when an eight-day heat wave resulted in 946 deaths. Typical summer temperatures in the state contribute to the untimely demise of 20 people on average per year. A heat wave in July 2006 was the attributing cause of deaths to 138 people throughout California over a 13-day period.

The NWS uses the Heat Index to issue excessive heat watches and warnings. The Heat Index combines air temperature and relative humidity to determine the human-perceived equivalent temperature. NWS will issue an excessive heat watch when conditions are favorable for an excessive heat event in the next 24 to 72 hours. An excessive heat event is generally defined as when the maximum heat index temperature is expected to be 105° or higher for at least 2 days and night time air temperatures will not drop below 75°. An excessive heat warning is issued within 12 hours of the onset of extremely dangerous heat conditions.

COLD While the City of Campbell is not generally known for having extremely cold weather, temperatures nearing freezing (32 degrees Fahrenheit or 0 degrees Celsius) can be dangerous when exposed for extended periods without proper shelter or clothing. Unusually cold temperatures pose a risk to several demographic cross sections within the City.

The NWS issues Wind Chill Watches and Warnings, Freeze Watches and Warnings, and Frost Advisories. These notifications are based on a number of factors to include temperature, wind speed, humidity, and various other factors. These notifications may illicit a response in various forms, such as the activation of warming shelters.

PUBLIC HEALTH EMERGENCY A public health emergency involves the occurrence of any situation or event involving the presence and risk of exposure to any hazardous substance, waste or material; or communicable disease, virus or contagion, that significantly impacts life safety. A public health emergency is proclaimed when a toxic substance or communicable disease is present in such a form as to significantly impact life safety within the population at large.

Typical public health emergency situations include the following:

- Exposure to released toxic substance, chemical or material
- Exposure to fluid or airborne pathogen
- Exposure to high levels of environmental pollution
- Exposure to infectious disease
- Exposure to contaminated food and beverages
- Exposure to untreated liquid and solid waste

Public health emergencies are rare occurrences and generally occur infrequently, although the spread of communicable diseases within a selected community or population group may reach such large proportions as to be proclaimed an epidemic. Widespread exposure to communicable diseases and released hazards can have devastating effects on unprotected populations. Past epidemics including influenza have claimed millions of lives.

New strains of viruses and other communicable diseases are being identified that are resistant to existing vaccinations and medical inoculations. These new "super viruses" have characteristics and qualities that are, in many instances, much more virulent and dangerous than diseases and maladies commonly experienced.

Public health emergencies can occur or might generate from any of the following locations:

- Locations where hazardous materials are stored, processed, used, or transported
- Hospitals, clinics and other medical treatment facilities
- Laboratories and research facilities
- Natural environments that are breeding grounds for pathogens
- Areas subject to high concentrations of pollutants

The introduction of any contagious pathogen or disease into the general population can result in the development of an epidemic. The occurrence of an epidemic in the county could result in the death of hundreds, if not thousands, of people over a relatively short period of time. The Public Health Department has prepared for pandemic disease events, including pandemic flu.

TECHNOLOGICAL AND RESOURCE EMERGENCY Technological and resource emergencies may involve the disruption of critical lifeline systems, collapse of engineered structures, failure of essential service facilities, or widespread shortage of critical materials, supplies and subsistence items. Generally, technological emergencies occur when a human engineered system fails, whether due to poor design, lack of effective preventive maintenance, sabotage, virus, or demand overload.

The following hazards are associated with technological and resource emergencies:

- Disruption of essential services (i.e., electricity, gas, and water)
- Loss of government's ability to provide services
- Potential adverse impact to the environment
- Panic resulting from shortages of key commodities and subsistence items
- Disruption of commerce and business activity vital to the community
- Significant economic impact associated with production delays, lost revenues and costs associated system restoration and recovery

The entire County is dependent upon a highly complex technological infrastructure. The public depends on the continuation of commercial utility operations, the safety of transportation structures and facilities, the production of critical commodities, and the distribution of essential supplies. The City of Campbell relies on the County of Santa Clara for some of its technological infrastructure but also maintains its own infrastructure.

Lifeline system disruptions, such as commercial power outages, occur on a regular basis. In most instances, service is restored within a very short time period. However, following the 1989 Loma Prieta earthquake, commercial power was disrupted throughout the county for over 24 hours, resulting in a significant impact to public and private activities.

The following facility/structure types are generally considered to be at risk for disruptions and/or outages:

- Power generation and distribution substations
- Wastewater treatment plants
- Water storage and distribution facilities
- Hospitals, fire stations, police stations, EOC's, and other essential service facilities
- Key highway bridges, airport facilities, and rail lines
- Critical government and commercial communications and broadcast facilities
- Key subsistence production, processing, storage, and distribution facilities
- Fuel processing and distribution facilities

- Flood control facilities

HAZARDOUS MATERIAL INCIDENT The release of hazardous materials has the potential for adverse impacts upon human health, the environment, and property, depending upon the type, location, and quantity of material released. The City of Campbell is divided by State Route 17, that is frequently used for transporting hazardous materials. The City also has industrial facilities that use, store, or dispose of such materials; all have increased potential for major hazardous material incidents.

Santa Clara County Fire has an emergency response action plan associated with hazardous materials, which are presented in the *County of Santa Clara Hazardous Materials Area Plan.* The plan is maintained by the Department of Environmental Health Hazardous Material Compliance Division.

TERRORISM The use of force or violence against persons or property in violation of the criminal laws of the United States for purposes of intimidation, coercion or ransom. Terrorists often use threats to create fear among the public, to try to convince citizens that their government is powerless to prevent terrorism, and to get immediate publicity for their causes. Acts of terrorism include threats of assassinations, kidnappings, hijackings, bomb scares and bombings, cyberattacks, and the use of chemical, biological, radiological, nuclear, and explosive weapons.

Terrorist activities are an increasing threat to our society, and those attacks have occurred against both the public and private sectors. Attacks have been directed against government and corporate leaders, private individuals, governing bodies and related agencies, police and other public service personnel and their facilities, public utility facilities, financial institutions, communication facilities, etc. Certain facilities, installations or service centers of both public and private sectors have been identified as likely targets for attack. Since September 11, 2001, intelligence gathering capabilities and cooperative working relationships between local, state and federal governments has been enhanced to thwart additional terrorist attacks.

A terrorist activity emergency has its own unique characteristics and must be dealt with in accordance to its magnitude and with an appropriate level of response. Plans and procedures have been created, exercised and revised for both the most likely and worst case scenarios.

COMPLEX AND COORDINATED ATTACK A complex attack is conducted by multiple hostile elements which employ at least two distinct classes of weapon systems (i.e. indirect fire, direct fire, homemade explosives) against one or more targets. A coordinated attack exhibits deliberate planning conducted by multiple hostile elements, against one or more targets from multiple locations. A coordinated attack may involve any number of weapon systems. The key difference between a complex

attack and a coordinated attack is that a coordinated attack requires the indication of long term planning.

CIVIL UNREST A civil unrest activity such as a demonstration, riot, or strike that disrupts a community and requires intervention to maintain public safety. Historically, Campbell is not a community that lends itself to these events, thus the risk is low. However, policies and procedures are in place to handle these types of events.

CORE CAPABILITY OVERVIEW

In the National Preparedness Goal the Federal Emergency Management Agency (FEMA) describes 32 core capabilities that address the greatest risks to the nation. As a community the county contributes to the Goal and strengthens our local and national preparedness by preparing for the risks that are most relevant and urgent for the City of Campbell and the County of Santa Clara. The 32 core capabilities are:

Planning – Conduct a systematic process engaging the whole community, as appropriate, in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.

Public Information and Warning – Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken and the assistance being made available, as appropriate.

Operational Coordination – Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.

Forensics and Attribution – Conduct forensic analysis and attribute terrorist acts (including the means and methods of terrorism) to their source, to include forensic analysis as well as attribution for an attack and for the preparation for an attack in an effort to prevent initial or follow-on acts and/or swiftly develop counter-options.

Intelligence and Information Sharing – Provide timely, accurate, and actionable information resulting from the planning, direction, collection, exploitation, processing, analysis, production, dissemination, evaluation, and feedback of available information concerning physical and cyber threats to the City, its people, property, or interests. Information sharing is the ability to exchange intelligence, information, data, or knowledge among government or private sector entities, as appropriate.

Interdiction and Disruption – Delay, divert, intercept, halt, apprehend, or secure threats and/or hazards.

Screening, Search, and Detection – Identify, discover, or locate threats and/or hazards through active and passive surveillance and search procedures. This may include the use of systematic examinations and assessments, bio-surveillance, sensor technologies, or physical investigation and intelligence.

Access Control and Identity Verification – Apply and support necessary physical, technological, and cyber measures to control admittance to critical locations and systems.

Cybersecurity – Protect (and if needed, restore) electronic communications systems, information, and services from damage, unauthorized use, and exploitation.

Physical Protective Measures – Implement and maintain risk-informed countermeasures, and policies protecting people, borders, structures, materials, products, and systems associated with key operational activities and critical infrastructure sectors.

Risk Management for Protection Programs and Activities – Identify, assess, and prioritize risks to inform Protection activities, countermeasures, and investments.

Supply Chain Integrity and Security – Strengthen the security and resilience of the supply chain.

Community Resilience – Enable the recognition, understanding, communication of, and planning for risk and empower individuals and communities to make informed risk management decisions necessary to adapt to, withstand, and quickly recover from future incidents.

Long-term Vulnerability Reduction – Build and sustain resilient systems, communities, and critical infrastructure and key resources lifelines so as to reduce their vulnerability to natural, technological, and human-caused threats and hazards by lessening the likelihood, severity, and duration of the adverse consequences.

Risk and Disaster Resilience Assessment – Assess risk and disaster resilience so that decision makers, responders, and community members can take informed action to reduce their entity's risk and increase their resilience.

Threats and Hazards Identification – Identify the threats and hazards that occur in the geographic area; determine the frequency and magnitude; and incorporate

this into analysis and planning processes so as to clearly understand the needs of a community or entity.

Critical Transportation – Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals, and the delivery of vital response personnel, equipment, and services into the affected areas.

Environmental Response/Health and Safety – Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all-hazards in support of responder operations and the affected communities.

Fatality Management Services – Provide fatality management services, including decedent remains recovery and victim identification, working with local, state, tribal, territorial, insular area, and federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.

Fire Management and Suppression – Provide structural, wildland, and specialized firefighting capabilities to manage and suppress fires of all types, kinds, and complexities while protecting the lives, property, and the environment in the affected area.

Infrastructure Systems – Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.

Logistics and Supply Management – Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.

Mass Care Services – Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.

Mass Search and Rescue Operations – Deliver traditional and atypical search and rescue capabilities, including personnel, services, animals, and assets to

survivors in need, with the goal of saving the greatest number of endangered lives in the shortest time possible.

On-scene Security, Protection, and Law Enforcement – Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and also for response personnel engaged in lifesaving and life-sustaining operations.

Operational Communications – Ensure the capacity for timely communications in support of security, situational awareness, and operations by any and all means available, among and between affected communities in the impact area and all response forces.

Public Health, Healthcare, and Emergency Medical Services – Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support, and products to all affected populations.

Situational Assessment – Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Economic Recovery – Return economic and business activities (including food and agriculture) to a healthy state and develop new business and employment opportunities that result in an economically viable community.

Health and Social Services – Restore and improve health and social services capabilities and networks to promote the resilience, independence, health (including behavioral health), and well-being of the whole community.

Housing – Implement housing solutions that effectively support the needs of the whole community and contribute to its sustainability and resilience.

Natural and Cultural Resources – Protect natural and cultural resources and historic properties through appropriate planning, mitigation, response, and recovery actions to preserve, conserve, rehabilitate, and restore them consistent with post-disaster community priorities and best practices and in compliance with applicable environmental and historic preservation laws and executive orders.

The 32 core capabilities have been grouped into five mission areas to serve as an aid in organizing our preparedness activities. Some capabilities fall into only one mission area, while others apply to several mission areas.

Prevention – Prevention includes those capabilities necessary to avoid, prevent or stop a threatened or actual act of terrorism. It is focused on ensuring we are optimally prepared to prevent an imminent terrorist attack within the community. The core capabilities that support the Prevention mission include:

- Planning
- Public Information and Warning
- Operational Coordination
- Forensics and Attribution
- Intelligence and Information Sharing
- Interdiction and Disruption
- Screening, Search, and Detection

Protection – Protection includes the capabilities necessary to secure the homeland against acts of terrorism and manmade or natural disasters. It is focused on actions to protect the citizens, residents, visitors, and critical assets, systems, and networks against our greatest risks to our community in a manner that allows our interests, aspirations, and way of life to thrive. The core capabilities that support the Protection mission include:

- Planning
- Public Information and Warning
- Operational Coordination
- Access Control and Identity Verification
- Cybersecurity
- Intelligence and Information Sharing
- Interdiction and Disruption
- Physical Protective Measures
- Risk Management for Protection Programs and Activities
- Screening, Search, and Detection
- Supply Chain Integrity and Security

Mitigation – Mitigation includes the capabilities necessary to reduce the loss of life and property by lessening the impact of disasters. It is focused on the premise that individuals, the private sector, communities, critical infrastructure, and the community as a whole are made more resilient when the consequences and impacts, the duration, and the financial and human costs to respond to and recover from adverse incidents are all reduced The core capabilities that support the Mitigation mission include:

- Planning
- Public Information and Warning

- Operational Coordination
- Community Resilience
- Long-Term Vulnerability Reduction
- Risk and Disaster Resilience Assessment
- Threats and Hazards Identification

Response – Response includes the capabilities necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred. It is focused on ensuring that the community is able to effectively respond to any threat or hazard, including those with cascading effects, with an emphasis on saving and sustaining lives and stabilizing the incident, as well as rapidly meeting basic human needs, restoring basic services and community functionality, establishing a safe and secure environment, and supporting the transition to recovery. The core capabilities that support the Response mission include:

- Planning
- Public Information and Warning
- Operational Coordination
- Critical Transportation
- Environmental Response/Health and Safety
- Fatality Management Services
- Fire Management and Suppression
- Logistics and Supply Chain Management
- Infrastructure Systems
- Mass Care Services
- Mass Search and Rescue Operations
- On-Scene Security, Protection, and Law Enforcement
- Operational Communications
- Public Health, Healthcare, and Medical Services
- Situational Assessment

Recovery – Recovery includes the core capabilities necessary to assist communities affected by an incident to recover effectively. It is focused on a timely restoration, strengthening, and revitalization of the infrastructure; housing; a sustainable economy; and the health, social, cultural, historic, and environmental fabric of communities affected by a catastrophic incident. The core capabilities that support the Recovery mission are:

- Planning
- Public Information and Warning
- Operational Coordination

- Economic Recovery
- Health and Social Services
- Housing
- Infrastructure Systems
- Natural and Cultural Resources

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 citizens in the City of Campbell will be expected to provide for their immediate needs to the extent possible for potentially a number of days following a catastrophic event, or for at least 24 hours following a location-specific incident. This may include public as well as private resources in the form of lifeline services.
- 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's 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.
- Communications, electrical power, water lines, natural gas lines, sewer lines, and fuel stations may be seriously impaired following a major incident and may not be fully restored for 30 days or more.
- Transportation corridors will be affected so only equipment, foodstuffs, supplies, and materials on hand may be available for use during the first several days or more of emergency operations.
- Large numbers of medically fragile evacuees may require transportation to/from shelter locations.

- It is possible only emergency response personnel on duty at the time of a significant earthquake will be available during the first operational period.
- Infrastructure damage may limit the number of emergency response personnel available to staff the Campbell 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 of Campbell 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.
- There will be multiple operations or logistics needs for the same facilities located in the County although owned and controlled by outside agencies including the State and Federal government or the private-sector.
- 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 of Campbell Recreation Department in collaboration with the American Red Cross will ensure shelters meet the minimum requirements of the Americans with Disabilities Act of 1990 (ADA).
- Campbell EOC capabilities may be limited for the first operational period if communications links to other agencies and other 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.
- All emergency response staff are trained and experienced in operating under the SEMS/NIMS/ICS protocols and procedures.

- Parts of the entire City may be affected by environmental and technological emergencies.
- The Department of Homeland Security will provide threat conditions and identify possible targets through the regional intelligence collection and dissemination structures.
- Control over City resources will remain at the City level even though the Governor has the legal authority to assume control in a State Proclamation of Emergency

CONCEPT OF OPERATIONS

CONCEPT OF OPERATIONS

The City of Campbell 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. The City of Campbell conforms to, and this EOP complies with, SEMS, NIMS, and ICS guidelines.

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, Emergency Operations Center (EOC) staff, department executives, elected officials, and public information officers all have a vital role in successful comprehensive incident management and make up the Incident Management Enterprise. For a complete

crosswalk of the Federal Emergency Support Functions (ESFs), State Emergency Functions (EFs), county EOC functions, and local EOC functions see **Appendix B.**



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 of Campbell 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

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. Members of the incident management enterprise and local organization develop EOPs, SOPs, and checklists detailing personnel assignments, policies, notification rosters, and resource lists. Personnel are made familiar with these EOPs, SOPs, and checklists through periodic training in the activation and execution of procedures.

The City of Campbell maintains several contact lists of agencies and personnel critical to emergency operations. Those lists include; City EOC responders, key contacts within Campbell 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 (or Crisis 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.

On-Going (or 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. Ongoing response usually involves many organizations and the activation of the City of Campbell's EOC.

RECOVERY

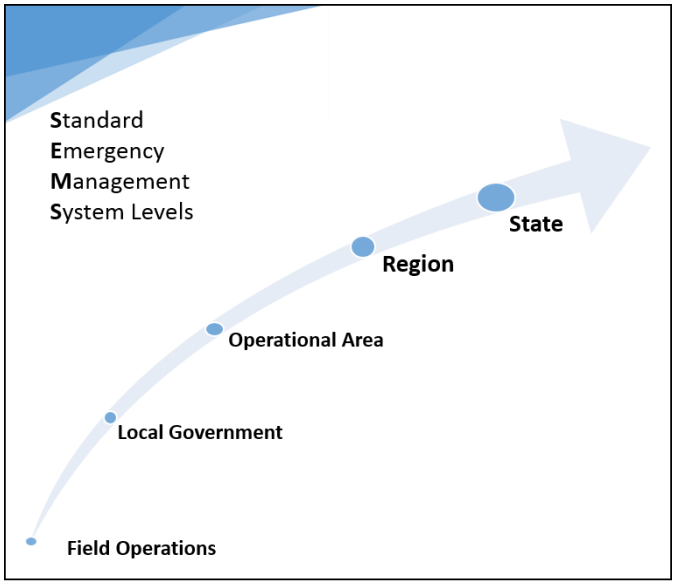
At the onset of an emergency, actions are taken to enhance the effectiveness of recovery operations. Recovery includes both short-term activities intended to return vital life-support systems to operation, and long-term activities designed to return infrastructure systems to pre-disaster conditions.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

ORANIZATION AND ASSIGNEMNT OF RESPONSIBILTIES

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

SEMS designates five organizational levels—field response level, local government level, OA level, regional level, and state level with each level being activated in a modular component network style as needed.

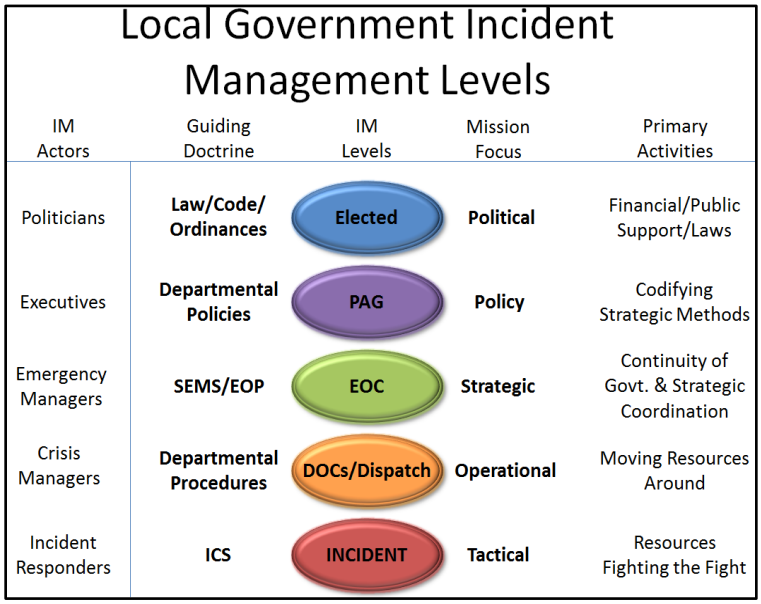


FIELD RESPONSE

The field response level is where emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activations in direct response to an incident, multiple incidents, or threat. This is the incident level- where the emergency response begins. SEMS regulations

require the use of ICS at this level of an incident. Field response agencies are most often represented by fire, law enforcement, EMS, and public health.

LOCAL GOVERNMENT



Local governments include cities/towns, counties, and special districts. The City of Campbell is responsible for managing and coordinating the overall emergency response and recovery activities between emergency agencies and the community by utilizing our EOC. This is the first coordination level above the field response. The City is required to use SEMS when our EOC is activated or a local emergency is declared.

OPERATIONAL AREA (OA)

The "Operational Area" is conceptual in nature and incorporates the effective incident management collaboration of the various jurisdictions within the boundaries of Santa Clara County. The County of Santa Clara, as a jurisdiction and organization is charged with taking the lead coordination and arbitration role within the OA and with being the primary point of contact and for the region and state. In an OA lead entity capacity, the County manages and/or coordinates information, resources, and priorities among the local governments and serves as the link between the local government level and the regional level. At this level, the governing bodies are required in SEMS to reach consensus on how resources will be allocated in a major crisis affecting multiple jurisdictions or agencies.

OPERATIONAL AREA AGREEMENT

In accordance with state statute the OA was organized in 1995 with a cooperative agreement (Santa Clara County Ordinance Code § A8-5) between the County and the 15 cities/towns located within the county geographic area. The Santa Clara County Operational Area Disaster Response and Recovery Organization Interim Agreement

defines the OA and provides for sharing of critical information and emergency resources in a disaster, as well as for compliance with SEMS requirements.

Operational Area Responsibilities

The implementation of SEMS and NIMS is a cooperative effort of all departments and agencies within the county, cities/towns, and special districts that have an incident management and/or emergency response role. While every jurisdiction is charged with SEMS and NIMS compliance, County OES has the lead responsibility for SEMS and NIMS collaboration, implementation, and planning.

City of Campbell Emergency Management

Ordinance: Campbell Municipal Code Section 2.28 establishes the City Manager as the Director of Emergency Services.

Campbell Emergency Operations Center (EOC)

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

EOC Function: 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 Campbell EOC is the focal point for communication for our jurisdiction during an emergency. The EOC is also used to coordinate resources through the Operational Area (OA) and the State, as well as between the OA and other local jurisdictions within the county (e.g., other cities/towns and special districts). Position-based SOPs and checklists are followed during an EOC activation. The level of staffing will vary based on the needs of the specific event or incident. Ensuring the EOC is ready to activate at any time is the responsibility of the Director of Emergency Services and is carried out by the City's Emergency Manager.

The following are some of the activities performed in the Campbell EOC:

- Information Sharing

- Limited Resource Management
- Support of field response operations
- Receive and disseminate warning information
- Collect intelligence from, and disseminate information to, the various EOC representatives, and, as appropriate, to county, cities/towns, special districts, state and federal agencies
- 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 City emergency operations and situational awareness
- Ensure continuity of government priorities, objectives, and actions are taken
- Analysis and evaluation of all data pertaining to City emergency operations
- Maintain contact and coordination with County EOC and other local jurisdiction EOCs
- 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 City of Campbell's EOC is located on the bottom level of the Campbell Library, 77 Harrison Ave. The City of Campbell also has a Mobile Emergency Operations Center (MEOC), which is located at the Public Works yard on Dillion Av.

Activation The City of Campbell can activate its EOC under the following circumstances:

1. On the order of the following:
    - City Manager
    - Police Chief
2. When the Governor has proclaimed a State of Emergency in the area including Campbell.
3. Automatically on the proclamation of a State of War Emergency as defined in California Emergency Services Act (Title 2, Division 1, Chapter 7, California Government Code).
4. A Presidential declaration of a National Emergency in an area including Campbell.
5. Automatically on receipt of an attack warning or actual attack on the United States

6. The City EOC can be activated prior to and completely with an emergency proclamation. Both the EOP and EOC are flexible instruments of disaster response that can be used only in the parts needed for smaller responses and can also be used to the fullest for major responses. Generally, there are three considerations when deciding to activate the EOC:
    a. The ability of the City government to function
    b. The ability of the people in the City to go about their daily lives
    c. The status of infrastructure in the City including roads, electricity, gas, bridges, water, sewage, etc.

CITY STAFF PROTOCOLS

1. Earthquakes 6.5 and above, within a 60 mile radius of the City of Campbell, City Management should consider immediate activation of the EOC. Off duty EOC staff, City employees, and volunteers should use all communication methods available to contact their supervisors or other City leadership. If communication efforts fail, EOC personnel are to report to the EOC immediately and City employees are to report to their supervisors. City Radio Amateur Civil Emergency Service (RACES) personnel should report to the EOC immediately as well. CERT members are to check on their homes and families first, then report to their staging area for further assignment and neighborhood checks. An earthquake of this size or bigger is probably the only disaster in which the above personnel may respond automatically without further notification.
2. In all other disasters, once the appropriate City leadership has decided to activate the EOC, the Director of Emergency Services and/or their designee will make the appropriate notifications to City EOC staff to report to the EOC immediately. This includes EOC volunteers such as RACES and CERT.

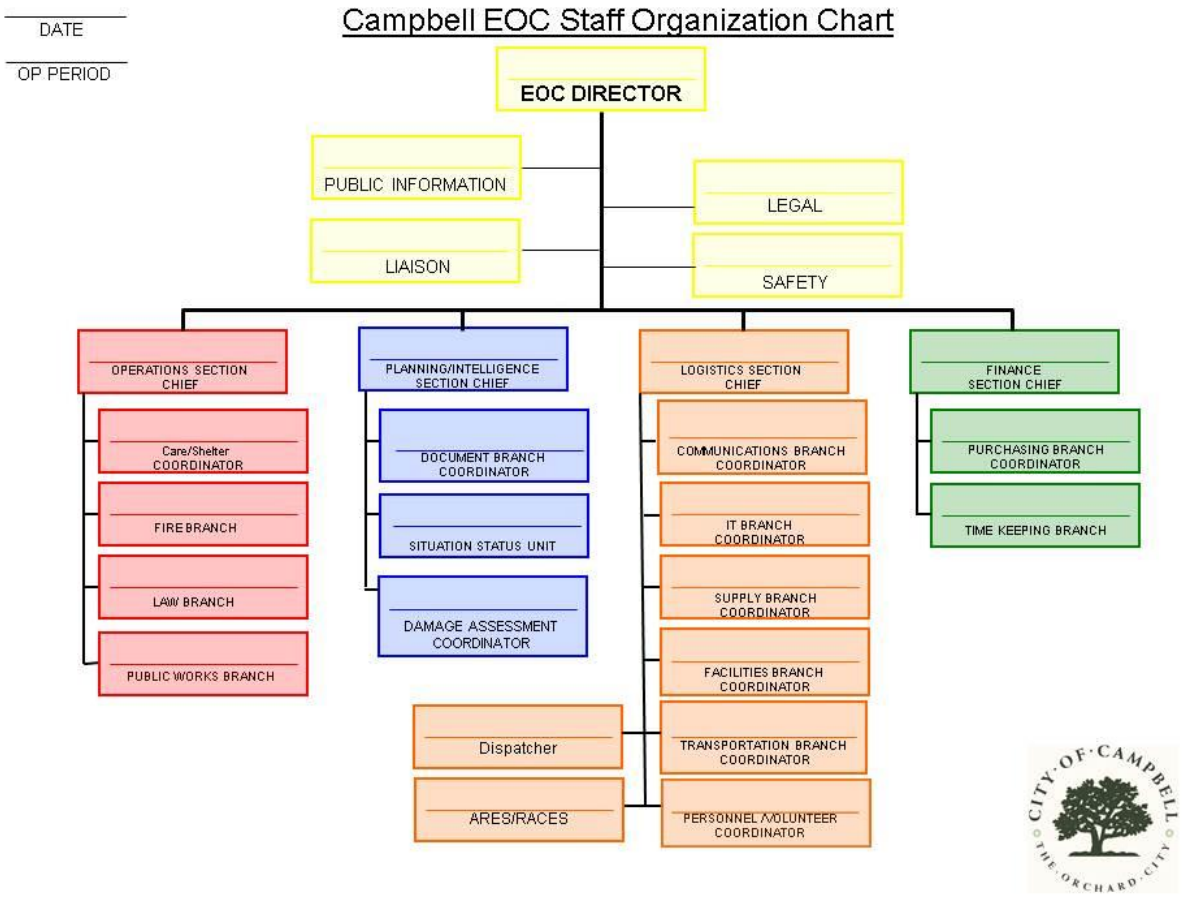
NOTIFICATION

1. Community
    - The City of Campbell has the ability to notify the community of a disaster using two separate systems, AlertSCC and Code Red. These systems have the ability to send out pre-recorded messages and text messages to anyone in the geographic area that is affected by the disaster. The City would also utilize its Social Media outlets to convey messages to the community.
2. Employees and Volunteers
    - City staff would be notified of a disaster and requested to respond to the EOC by also utilizing AlertSCC or Code Red.

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 city 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 volunteer 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 scarce 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 diagram below is the current EOC organizational structure.



DEACTIVATION Deactivation of the City EOC occurs upon order of the EOC Director based on incident status. Deactivation may occur through a gradual decrease in staffing or all at once. EOC responders must follow applicable deactivation procedures as directed by the EOC Director and identified in the EOC position-specific checklists.

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, which is based out of Alameda County. 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 located 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)

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.

In accordance with state law (California Code of Regulations (CCR) Title 2, Division 2, Chapter 2, Subchapter 3) and Campbell Municipal Code (Title 2, Chapter 2.28) all City employees are designated as DSW's. 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 City 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. Additionally, volunteers may register with the City through designated Emergency Volunteer Centers (EVC) on an as-needed basis in an emergency to be designated DSWs and fill important roles in the overall response effort. Volunteer DSWs may include:

- Community Emergency Response Team (CERT) members
- Amateur radio operators
- 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.

Using classroom and simulation based education; CERT members can assist others in the neighborhood or workplace immediately following an event when emergency responders may not be immediately available to help.

The City of Campbell will continue to promote a consistent and standardized approach to CERT team activation, mobilization, utilization, and integration in to the Operational Area Incident Management structure.

AMATEUR RADIO EMERGENCY SERVICES/RADIO AMATEUR CIVIL EMERGENCY SERVICES (ARES/RACES) The City of Campbell has trained amateur radio operators, registered with Campbell CERT. Local ARES/RACES 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 the City radio personnel at the EOC.

DISASTER PREPAREDNESS EXECUTIVE COUNCIL

The City of Campbell's Emergency Services/Citizen Corps Council roles, responsibilities, and authorities are defined in the Campbell Municipal Code, Chapter 2.28.

SANTA CLARA COUNTY EMERGENCY MANAGERS ASSOCIATION

The Santa Clara County Emergency Managers Association is a professional organization of emergency management representatives. The group meets to discuss and coordinate local emergency preparedness, disaster recovery, hazard mitigation, and emergency and incident management-related issues and trends.

SPECIAL DISTRICTS AND OTHER ORGANIZATIONS.

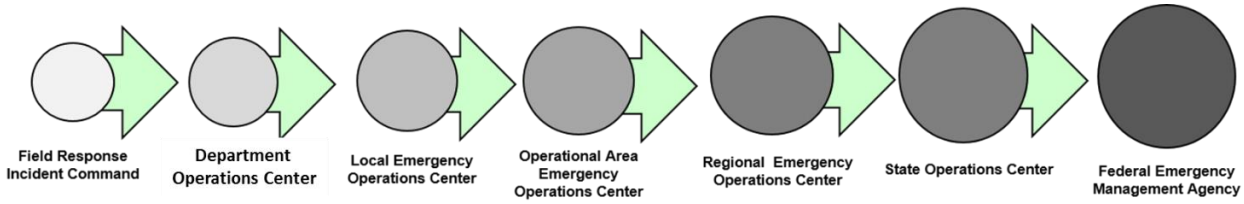
Many special districts, utilities, and private companies such as the Valley Transportation Authority (VTA), Santa Clara Valley Water District (SCVWD), and San Jose Water Company also have incident management systems for continuity of operations and to provide resources in support of an emergency response. 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. Each local government'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, a local jurisdiction 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). IC's may report to the DOC dispatching resources amongst incidents, which in turn will coordinate with the local EOC. In some jurisdictions IC's may report or communicate directly to the local EOC usually to their counterpart in the operations section.

During multiple-incident situations within the county, an area command may be established to provide for the IC's at separate locations. Unified Command is an application of ICS and may be established at the field response level when more than one agency has jurisdictional responsibilities. Agencies work together through the designated members of the Unified Command to establish their designated IC's at a single ICP. Under Unified Command, entities develop a common set of objectives and strategies which provides the basis for a single Incident Action Plan.

CAMPBELL COORDINATION AND COMMUNICATION

As outlined in the City of Campbell's Emergency Operations Plan, coordination and communication should be established between Campbell's EOC and the OA EOC. Common communications modalities from Campbell to the OA EOC, and to other agencies not represented in that EOC include, but are not limited to, landline telephone, fax, cell phone, satellite phone, computer networks, amateur radio, and low-band EOC to EOC radio. The OA responsibilities involve coordinating with the City of Campbell and other organizations to support field-level emergency response personnel. In accordance with ICS principles, units in the field receive tactical direction from an on-scene IC.

When an incident occurs and Campbell activates the EOC and requests OA EOC support; the county is required under SEMS to activate the OA EOC. The OA EOC then becomes the focal point for information sharing and dissemination and supports or arbitrates requests by Campbell to other jurisdictions within the county.

EMERGENCY OPERATIONS CENTER NOTIFICATION

Campbell maintains a roster of pre-identified/appointed Campbell EOC staff and will notify those personnel to report to the Campbell EOC using AlertSCC or Code Red, the City's alert and warning system. The EOC staff list includes City department representatives and agency representatives who are part of each SEMS (and NIMS compliant) EOC section—management, operations, plans and intelligence, logistics, and finance and administration.

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

- Employees from Campbell departments and agencies with appropriate authority and expertise
- Representatives from outside agencies including:
  - Special districts
  - Other government agencies
  - Volunteer organizations
  - Private sector organizations

COORDINATION WITH OTHER LEVELS OF GOVERNMENT

The City of Campbell has identified the jurisdictions, special districts, private non-profit (PNP) organizations, and volunteer agencies within the geographical boundaries of Campbell that may have an emergency response role during an emergency or disaster. Their emergency roles have been identified and provisions for coordination with each of them made. The City of Campbell will also work with the County OES to make requests to state and federal agencies that have emergency responsibilities to ensure they are integrated into coordination of emergency operations as appropriate.

COORDINATION WITH SPECIAL DISTRICTS

Special districts are defined as local governments in SEMS and often have unique resources, capabilities, and vulnerabilities. The emergency response role of special districts is generally focused on the return to normal services. During disasters, some types of special districts will be extensively involved in the emergency response by assisting other local governments.

Coordination and communications should be established with special districts that are involved in emergency response. Relationships among special districts, the City of Campbell, the County, and the OA, as a whole, are complicated by overlapping boundaries and by the multiplicity of special districts. Special districts need to work with the local governments in their service areas to determine how best to establish coordination and communications in emergencies.

Typically, special district boundaries cross municipal boundaries. A special district may serve several cities/towns and county unincorporated areas. Some special districts serve more than one county. In such a situation, the special district may provide a liaison representative to the City EOC to facilitate coordination and communication with the various entities it serves. The City of Campbell works closely with key utilities providers and transportation agencies.

COORDINATION WITH NON-PROFIT AND VOLUNTEER ORGANIZATIONS

The City of Campbell recognizes the valuable assistance and resources provided by NGO partnerships and the importance of organizations that perform voluntary services in the community. As a result, the City of Campbell continues to cultivate relationships with PNP (Private Non-Profit) organizations and has established an extensive trained volunteer base to support emergency response operations within Campbell. The City EOC will generally be a focal point for coordination of response activities with many PNPs and volunteer groups.

Private non-profit agencies and volunteer groups that have a key response role will have representatives at the City EOC. For example, American Red Cross personnel will be part of the staff for the City EOC Care and Shelter Branch. Collaborative Agencies Disaster Relief Effort (CADRE), the local Voluntary Organizations Active in Disaster (VOAD) organization, also staffs a City EOC position as allied agencies in order to facilitate coordination with numerous NGOs involved in emergency response and recovery efforts within communities across the City.

During an emergency, the Campbell EOC may establish communication with PNP agencies and volunteer groups through an agency representative, volunteer coordinator, or other authorized personnel. Coordination, activation, and deployment of these members may be incident driven and will follow the appropriate organization response guidelines that have been established for the specific PNP organization or volunteer group.

MULTI-AGENCY COORDINATION GROUPS

The Multi-Agency Coordination (MAC) System is one of the four pillars of SEMS, which are the ICS, MAC System, the Master Mutual Aid System, and the Operational Area Concept (as identified in the Emergency Services Act, Section 8607). In accordance with the 2013 California Statewide Multi-Agency Coordination System Guide, MAC groups are convened to address incidents or situations in which resources are considered scarce and decision-makers need to prioritize their allocation in order to best serve the communities in need.

MAC groups are established to allow subject matter experts and agency representatives to evaluate complex situations and problem sets and make actionable recommendations to the MAC group activating body (IC, DOC, EOC, etc). Activating a MAC group helps to ensure that operational tempo is not hindered for the MAC group parent organization/operations center, objectives may still be set, and progress continued to be made while still tackling difficult or complex problems or issues.

A MAC group may be convened by an EOC Director or other authority to establish priorities among multiple competing incidents, provide coordinated decision making for resource allocation among cooperating agencies, harmonize agency policies, and offer strategic guidance and direction to support incident management activities. MAC groups convened to prioritize incidents for the allocation of scarce resources should consist of administrators or executives, or their designee, who are authorized to commit agency resources and funds. A MAC group may also be referred to as a multi-agency committee, emergency management committee, interagency policy group, or as otherwise defined by the MAC System.

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Information Collection, Analysis, and Dissemination

Information Collection, Analysis, and Dissemination

A primary objective of Campbell's 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. Status boards and other technologies for tracking emergency activities will be utilized. All Campbell 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.

The flow of situation reports among the levels of government should occur as follows:

- Field level reports disseminated to local DOCs/EOCs
- The City EOC provides a jurisdictional situation report to the OA EOC based on field reports; DOC reports; and EOC activities and intelligence

Information Collection and Management Tool

An Information Collection and Management Tool is used in EOC's to accomplish the objective of timely gathering of accurate, accessible, and consistent information during an emergency. Every emergency event is unique, as such the Information Collection and Management Tool should be tailored to fit the circumstances and particular needs demanded by individual incidents.

At a minimum, every Information Collection and Management Tool should include the following information elements:

Essential Element of Information (e.g. boundaries of the disaster area, access points to the disaster area, jurisdictional boundaries).

Specific Information Requirement in support of an *Essential Element of Information* (e.g. traffic control points, safe routes, special permits required to access the disaster area).

Proposed Method or Source that could be used to obtain the *Specific Information Requirement* (e.g. field operation reports, GIS, reconnaissance).

Responsible Element, Section, or Agency identifies the responsible party tasked with collecting the specified information (e.g. EOC Operations Section, EOC Plans Section).

Deliverable Product specifies the mechanism the *Responsible Element, Section, or Agency* utilizes to relay a particular *Specific Information Requirement* (e.g. ICS Form 209, EOC Action Plan, incident map).

Collection Suspense or Schedule defines the reporting frequency for each *Specific Information Requirement* (e.g. daily, hourly, status change).

Distribution Requirement identifies the position, personnel, agency, or organization receiving the most up-to-date information in accordance with the *Collection Suspense or Schedule* (e.g. all EOC Section Chiefs, the REOC).

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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.

JOINT INFORMATION SYSTEM (JIS)

The Joint Information System (JIS) provides the mechanism to organize, integrate, and coordinate information to ensure timely, accurate, accessible, and consistent messaging across multiple jurisdictions and/or disciplines with nongovernmental organizations and the private sector. It includes the plans, protocols, procedures, and structures used to provide public information.

The JIS structure is used for ensuring that:

- Public Information Officer (PIO) functions are coordinated and integrated.
- A structure and system for developing and delivering coordinated interagency messages is provided.
- Public information plans and strategies on behalf of the incident management leadership can be developed, recommended, and executed.
- Leadership is effectively advised on public affairs issues that could affect a response effort, and rumors and inaccurate information that could undermine public confidence are controlled and managed.

Federal, State, tribal, territorial, regional, or local Public Information Officers and established Joint Information Centers (JICs) are critical supporting elements of the JIS. A robust and competent jurisdictional JIS is integral to an effective and comprehensive jurisdictional incident management capability.

JOINT INFORMATION CENTER (JIC)

The Joint Information Center (JIC) is:

- A central location that facilitates operation of the Joint Information System.

- A location where personnel with public information responsibilities perform critical emergency information functions, crisis communications, and public affairs functions.

JICs may be established at various levels of government or at incident sites, or can be components of Multiagency Coordination (MAC) Systems (e.g., MAC Groups or EOCs). A single JIC location is preferable, but the system is flexible and adaptable enough to accommodate virtual or multiple JIC locations, as required.

EOC Communication Systems

The Campbell EOC is equipped with multiple redundant communication modalities allowing the sharing of situational awareness, resource status, raw intelligence and data, and alert and warning. The communication capabilities are routinely reviewed and updated as technology advances. Current communication resources in the Campbell EOC include, but are not limited to:

- Land-line based phones
- Cell phones
- Satellite phones
- Fax machines
- Internet enabled computers
- Emergency Alert System (EAS)
- AlertSCC / Code Red / Social Media
- Radio systems
  - ARES/RACES amateur radio
  - Public safety frequencies (i.e., law, fire, EMS)
  - Government frequencies (department/agency radios)
  - Low band frequencies (EOC to EOC radios)

Public Alerting and Notifications

During an emergency, Campbell is responsible for the dissemination of information to the public. Public Information Officers (PIOs) disseminate emergency instructions and critical information to affected audiences—including governments, media, and the public—to provide messages that are accessible to all sectors of the community. Several county departments, as well as, PIOs from cities/towns, special districts, PNP organizations, and private companies share in the responsibility for disseminating complete, coordinated, and correct information to the public.

The City of Campbell has various systems in place for disseminating warnings and emergency information to the public which are describe below:

AlertSCC / Code Red AlertSCC is the county's public alert and notification system which has been made available for use to each of the 15 cities/towns within the county. AlertSCC uses the 9-1-1 database to deliver messages to the public via landline based telephones. Additionally, the public can register through a web portal to directly receive AlertSCC alerts and notifications on cell phones and via email and SMS. Code Red works much the same was as AlertSCC but is locally controlled by Campbell and is a redundant system we have in place to ensure community notifications are possible if one system is inoperative. Campbell representatives have been trained and authorized to create and send public alerts and notifications. OES and County Communications staff are also available 24/7 to assist Campbell in creating and sending public messages, as needed.

Emergency Alert System The Emergency Alert System (EAS) is a national public warning system that may be used by local authorities to deliver important emergency information to the public via local broadcast media. The county's primary station is KCBS (740 AM) and KSJO (92.3 FM) serves as the county's backup station. Campbell can work with OES and County Communications to script emergency messages to inform the public of a threat, the steps to be taken by them, and where additional information can be obtained.

Integrated Public Alert and Warning System The Integrated Public Alert and Warning System (IPAWS) is an internet-based capability Federal, State, and local authorities can use to issue critical public alerts and notifications. County OES has been provided a federal credential and maintains it on behalf of Campbell and the other local jurisdictions. IPAWS delivers alerts simultaneously through multiple communications devices reaching as many people as possible to save lives and protect property. These communication pathways include EAS (described above) and Wireless Emergency Alerts (WEA). The WEA system is capable of delivering alerts and notifications to cell phones within a geographic area without the cell phone being registered with the local alerting system.

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.

Campbell makes emergency preparedness information from local, State and Federal sources available to the citizens of Campbell. Further, Campbell will provide special

emphasis on specific hazards throughout the calendar year, aiding in the disaster preparation and education of the community.

The City of Campbell utilizes the following mediums for distributing incident management and preparedness information to the public and partnering stakeholders:

The City of Campbell Website:

https://www.ci.campbell.ca.us/265/Emergency-Preparedness

The City of Campbell CERT Web Page:

http://campbellcert.org/

The City of Campbell Police Department's Twitter feed:

https://twitter.com/Campbellpolice

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ADMINISTRATION, FINANCE, AND LOGISTICS

ADMINISTRATION, FINANCE, AND LOGISTICS

FINANCE CONSIDERATIONS

To enhance the capability of the City of Campbell to respond to incidents by providing financial support and coordination to Campbell's 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 of Campbell, and OA when appropriate
- Cooperate with the other sections of the Campbell EOC
- Document the City's 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 unless modified by Campbell City Council or the EOC Director
- 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. This may be a period of 12 hours.

The Finance/Administration function's primary responsibility is to maintain to the greatest extent possible the financial systems necessary to keep Campbell functioning during an incident or crisis of any size or type. These systems include but are not limited to:

- Payroll
- Payments
- Revenue collection
- Claim processing
- Cost recovery documentation

The function also supervises the negotiation and administration of vendor and supply contracts and procedures in collaboration with the incident management procurement functions.

The extent and complexity of the incident or crisis will determine the extent to which the Finance/Administration function will mobilize. For some incidents/events, only part of the section may need to be engaged. In larger more complex incidents the entire function will likely engage.

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.

To carry out its responsibilities, the Finance/Administration function will accomplish the following during a disaster/emergency:

For incidents/events where the City of Campbell's computer systems and bank are accessible and usable:

- Notify the other parts of the incident management organization and City departments that incident management accounting procedures will be initiated and used for the event
- Determine (in collaboration with technical staff) the extent to which the City's computer systems are accessible and/or usable
- Determine if the City's banking institutions can continue handling financial transactions
- Inform the incident management organization and City departments that the payroll and payments processing will be handled on a "business-as-usual" basis except that incident management accounting procedures will be used for incident/event-related costs
- Disseminate information about the incident management accounting procedures to other sections and departments as necessary
- Upon proclamation or declaration of a disaster by the State and/or Federal Governments, coordinate to initiate the recovery process of the City's costs
- Coordinate with the other sections and departments on the collection and documentation of costs pertaining to the incident/event
- Coordinate with the State and Federal disaster assistance agencies for the required inspections, documentation, audits, and other necessary work in order to recover costs

For incidents/events where the City's computer systems and/or banking institutions are either inaccessible or unusable

- Notify the other parts of the incident management organization and City departments that incident management accounting procedures will be initiated and used for the event
- Determine (in collaboration with technical staff) the extent to which the City's computer systems are accessible and/or usable
- Determine if the City's banking institutions can continue handling financial transactions
- Inform the incident management organization and City departments that payroll and payments will be on hold for a short time and that processing will continue on a normal basis as of a specified date
- Activate other Finance/Administration functions as necessary
- Maintain, as best possible, the financial continuity of the City (payroll, payments and revenue collection)
- Disseminate information about the incident management accounting procedures to other sections and departments as necessary
- Upon proclamation or declaration of a disaster by the State and/or Federal Governments, coordinate with those agencies to initiate the recovery process of the City's costs
- Coordinate with the other sections and departments on the collection and documentation of costs pertaining to the incident/event
- Coordinate with the State and Federal disaster assistance agencies for the required inspections, documentation, audits, and other necessary work in order to recover costs

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).

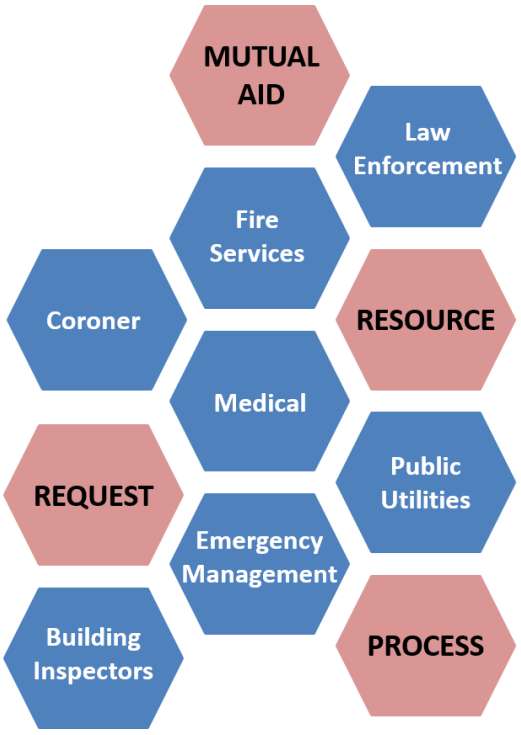
The MMAA was developed in 1950 and has been adopted by the state, all 58 counties, and most incorporated cities in the state. The agreement creates a formal structure wherein each jurisdiction retains control of its own facilities, personnel and resources, but may also receive or render assistance to other jurisdictions within the state. State government is obligated to provide available resources to assist local jurisdictions in emergencies. It is the responsibility of the local jurisdiction to negotiate, coordinate, and prepare mutual-aid agreements.

Mutual-aid agreements exist for:

- Law Enforcement
- Fire Services
- Emergency Medical Services
- Emergency Management
- Public Utilities
- Building Inspectors
- Coroner
- Transit Operators

MUTUAL AID SYSTEMS

A statewide mutual-aid system, operating within the framework of the MMAA allows for the progressive mobilization of resources to and from emergency response agencies, local governments, OAs, and state regions with the intent of provide requesting agencies with adequate resources. Emergency mutual-aid response and recovery activities are generally conducted at the request and under the direction of the affected local government.



The statewide mutual-aid system includes several discipline-specific mutual aid systems, such as fire rescue and law. The adoption of SEMS/NIMS does not alter existing mutual-aid systems. These systems work through local government, OAs; regional and state levels consistent with SEMS/NIMS guidelines.

During a proclaimed emergency, mutual aid will be coordinated at the local government, OA, or mutual aid regional level. The City of Campbell has to make mutual aid requests through the OA EOC for resources not covered under the MMAA.

During and following an incident, the coordination of resources is critical when there are multiple requests for similar resource or when resources are scarce. It is anticipated that a Mutual Aid MAC Group will be established to coordinate mutual aid resources. The 2013 California Statewide MACS Guide provides the architecture to support coordination for incident prioritization, scarce resource allocation, communications systems integration, and information coordination.

VOLUNTEER AND PRIVATE SECTOR AGENCIES IN MUTUAL AID

Volunteer and private sector agencies may participate in the mutual aid system along with governmental agencies. For example, the disaster medical mutual aid system relies heavily on private sector involvement for medical/health resources. Some volunteer agencies such as the American Red Cross, Salvation Army, and others are an essential element of the statewide emergency response to meet the needs of disaster victims. Volunteer agencies mobilize volunteers and other resources through their own systems. They may identify resource needs that are not met within their own systems that would be requested through the mutual aid system. Volunteer agencies with extensive involvement in the emergency response should be represented in the Campbell EOC.

Some private sector agencies have established mutual-aid arrangements to assist other private sector agencies within their functional area. For example, electric and gas utilities have mutual aid agreements within their industry and established procedures for coordinating with a governmental EOC. In some functional areas, services are provided by a mix of special district, municipal, and private sector agencies. Mutual aid arrangements may include both governmental and private sector agencies. Liaison should be established between an activated EOC and private sector agencies involved in a response. Where there is a need for extensive coordination and information exchange, private sector agencies should be represented in an activated EOC at the appropriate SEMS level.

SPECIAL MUTUAL AID CONSIDERATIONS FOR TERRORISM INCIDENTS

Terrorism incidents require response by law enforcement at many levels and require crime scene management. As such, the information flow, command structure, and mutual aid processes can be different from those in the management of other emergency situations.

A terrorist activity emergency has its own unique threat and crisis characteristics and must be dealt with in accordance to its magnitude and with an appropriate level of response. Plans and procedures have been created, exercised and revised for both the most likely and worst case scenarios.

MUTUAL AID AUTHORITIES, PLANS, AND GUIDANCE DOCUMENTS

Mutual-aid assistance may be provided under one or more of the following authorities:

- California Master Mutual Aid Agreement (MMAA)
- California Law Enforcement Mutual Aid Plan
- Emergency Managers Mutual Aid Plan
- Santa Clara County Law Enforcement Mutual Aid Protocol
- California Statewide Multi-Agency Coordination System Guide

RESOURCE MANAGEMENT

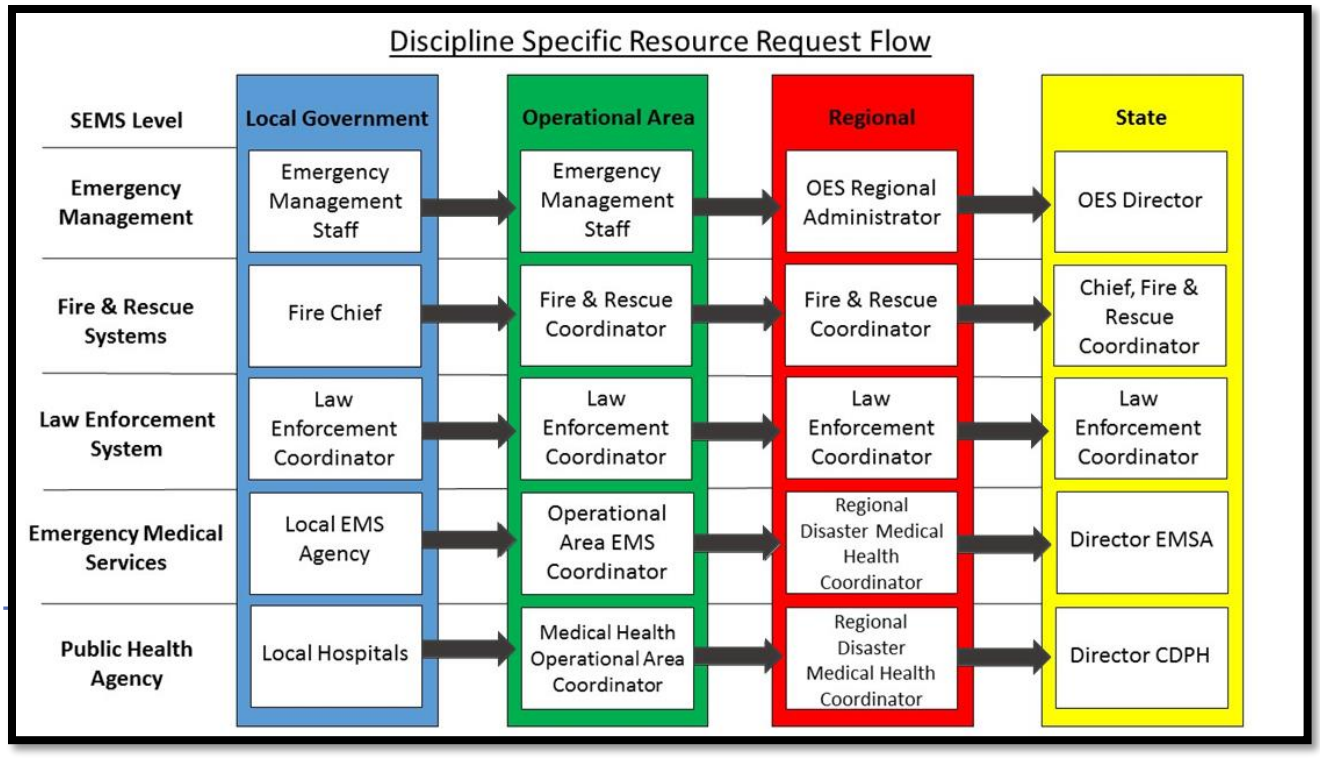
It is state policy that resource requests for emergency response and disaster repair and restoration be entered into by the lowest level of government. When the City of Campbell's local resources are exhausted and additional resources are required, resource requests will follow an established process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

Maintenance of resources is important throughout all aspects of resource management. Maintenance prior to deployment ensures their availability and capability. Maintenance during the deployment phase ensures continued capabilities (e.g., ensuring adequate fuel supplies during use). Post-operational inspection and maintenance ensures future availability.

INTEGRATION OF MUTUAL AID RESOURCES

In order to receive County, State, and federal resources coordination needs to be done through the OA EOC, and field level command structures. The City of Campbell is responsible to report to OA EOC the number and status of resources deployed on a mission on a daily basis. The discipline specific OA Mutual Aid Coordinators will be in charge of tracking requests for equipment, resources, and manpower under existing mutual aid protocols. Resources requested through the OA EOC will be done following the prescribed county resource requesting process below:

> Resource typing of equipment will be handled by individual disciplines—law, fire, EMS, public works, and others—under the guidance issued by Cal OES regarding NIMS implementation.



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PLAN DEVELOPMENT AND MAINTENANCE

PLAN DEVELOPMENT

This City of Campbell Emergency Operations Plan (EOP) was developed in collaboration with stakeholders in a whole community approach in compliance with *Comprehensive Preparedness Guide (CPG) 101: Developing and Maintaining Emergency Operations Plans*. Additionally, internal and relevant external nationwide after-actions-reports from exercises and real-world events (Stafford Act and non-Stafford Act), other county and jurisdictional EOPs, and current incident management trends were reviewed and taken into account in an effort to address common issues and systemic operational hindrances. 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. The composition and planning priority of these annexes is determined by the City of Campbell Emergency Manager, in conjunction with the Santa Clara County Fire Department and County OES.

PLAN MAINTENANCE

This EOP is reviewed, updated, republished, and redistributed on a 2 year review, 5 year revision cycle in accordance with our plan maintenance policy. 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. The City of Campbell also recognizes it is obligated to inform County OES when changes are needed to reflect current process. County 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

The City of Campbell's training and exercise plan/process exists based on the Homeland Security Exercise and Evaluation Program (HSEEP). A progressive, multi-year exercise plan enables City of Campbell to develop a series of increasingly complex exercises, with each successive exercise building upon the previous one until mastery is achieved. Regardless of exercise type, each exercise within the progressive series is linked to a set of common program priorities and designed to test associated capabilities. Further, by defining training requirements in the planning process, the City can address known shortfalls prior to exercising capabilities. Below is a list of the different progressive exercise types:

Seminar – Seminars generally orient participants to, or provide an overview of, authorities, strategies, plans, policies, procedures, protocols, resources, concepts, and ideas. As a discussion-based exercise, seminars can be valuable for entities that are developing or making major changes to existing plans or procedures. Seminars can be similarly helpful when attempting to assess or gain awareness of the capabilities of interagency or inter-jurisdictional operations.

Workshop – Although similar to seminars, workshops differ in two important aspects: participant interaction is increased, and the focus is placed on achieving or building a product. Effective workshops entail the broadest attendance by relevant stakeholders. Products produced from a workshop can include new standard operating procedures (SOPs), emergency operations plans, continuity of operations plans, or mutual aid agreements. To be effective, workshops should have clearly defined objectives, products, or goals, and should focus on a specific issue.

Tabletop Exercise – A tabletop exercise (TTX) is intended to generate discussion of various issues regarding a hypothetical, simulated emergency. TTXs can be used to enhance general awareness, validate plans and procedures, rehearse concepts, and/or assess the types of systems needed to guide the prevention of, protection from, mitigation of, response to, and recovery from a defined incident. Generally, TTXs are aimed at facilitating conceptual understanding, identifying strengths and areas for improvement, and/or achieving changes in perceptions.

During a TTX, participants are encouraged to discuss issues in depth, collaboratively examining areas of concern and solving problems. The effectiveness of a TTX is derived from the energetic involvement of participants and their assessment of recommended revisions to current policies, procedures, and plans.

TTXs can range from basic to complex. In a basic TTX (such as a facilitated discussion), the scenario is presented and remains constant—it describes an emergency and brings discussion participants up to the simulated present time.

Participants apply their knowledge and skills to a list of problems presented by the facilitator; problems are discussed as a group; and resolution is reached and documented for later analysis.

In a more advanced TTX, play advances as participants receive pre-scripted messages that alter the original scenario. A facilitator usually introduces problems one at a time in the form of a written message, simulated telephone call, videotape, or other means. Participants discuss the issues raised by each problem, referencing established authorities, plans, and procedures for guidance. Participant decisions are incorporated as the scenario continues to unfold.

During a TTX, all participants should be encouraged to contribute to the discussion and be reminded that they are making decisions in a no-fault environment. Effective TTX facilitation is critical to keeping participants focused on exercise objectives and associated capability targets.

Games – A game is a simulation of operations that often involves two or more teams, usually in a competitive environment, using rules, data, and procedures designed to depict an actual or hypothetical situation. Games explore the consequences of player decisions and actions. They are useful tools for validating plans and procedures or evaluating resource requirements.

During game play, decision-making may be either slow and deliberate or rapid and more stressful, depending on the exercise design and objectives. The open, decision-based format of a game can incorporate "what if" questions that expand exercise benefits. Depending on the game's design, the consequences of player actions can be either pre-scripted or decided dynamically. Identifying critical decision-making points is a major factor in the success of evaluating a game.

Drill – A drill is a coordinated, supervised activity usually employed to validate a specific function or capability in a single agency or organization. Drills are commonly used to provide training on new equipment, validate procedures, or practice and maintain current skills. For example, drills may be appropriate for establishing a community-designated disaster receiving center or shelter. Drills can also be used to determine if plans can be executed as designed, to assess whether more training is required, or to reinforce best practices. A drill is useful as a stand-alone tool, but a series of drills can be used to prepare several organizations to collaborate in an FSE.

For every drill, clearly defined plans, procedures, and protocols need to be in place. Personnel need to be familiar with those plans and trained in the processes and procedures to be drilled.

Functional Exercise – Functional Exercises (FEs) are designed to validate and evaluate capabilities, multiple functions and/or sub-functions, or interdependent groups of functions. FEs are typically focused on exercising plans, policies, procedures, and staff members involved in management, direction, command, and control functions. In FEs, events are projected through an exercise scenario with event updates that drive activity typically at the management level. An FE is conducted in a realistic, real-time environment; however, movement of personnel and equipment is usually simulated.

FE controllers typically use a Master Scenario Events List (MSEL) to ensure participant activity remains within predefined boundaries and ensure exercise objectives are accomplished. Simulators in a Simulation Cell (SimCell) can inject scenario elements to simulate real events.

Full Scale Exercise – Full Scale Exercises (FSEs) are typically the most complex and resource-intensive type of exercise. They involve multiple agencies, organizations, and jurisdictions and validate many facets of preparedness. FSEs often include many participants operating under cooperative systems such as the ICS or Unified Command.

In an FSE, events are projected through an exercise scenario with event updates that drive activity at the operational level. FSEs are usually conducted in a real-time, stressful environment that is intended to mirror a real incident. Personnel and resources may be mobilized and deployed to the scene, where actions are performed as if a real incident had occurred. The FSE simulates reality by presenting complex and realistic problems that require critical thinking, rapid problem solving, and effective responses by trained personnel.

The level of support needed to conduct an FSE is greater than that needed for other types of exercises. The exercise site for an FSE is usually large, and site logistics require close monitoring. Safety issues, particularly regarding the use of props and special effects, must be monitored. Throughout the duration of the exercise, many activities occur simultaneously.

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AUTHORITIES AND REFERENCES

Authorities and References

Emergency response, like all governmental action, is based on legal authority. The City of Campbell's Emergency Operations Plan (EOP), follows federal, state, and local regulations and guidelines. Additionally, best practices and lessons-learned have also been integrated in to 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 events).

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
- 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)

LOCAL

- Campbell Municipal Code – Chapter 2.28

AFTER-ACTION REPORTS REVIEWED DURING PLAN DEVELOPMENT

- Yellow Command – Santa Clara County Operational Area, 2018
- Super Bowl 50 After-Action Report, County of Santa Clara, 2016
- San Diego Wildfires After Action Report, May 2014
- NYC Hurricane Sandy After Action Report, New York 2013
- Hurricane Sandy FEMA After-Action Report, Federal Emergency Management Agency, 2013
- After Action Report for the Response to the 2013 Boston Marathon Bombings, Massachusetts Emergency Management Agency

In addition to the above AAR's lessons learned from Operational Area practitioners deployed through the California Emergency Management Mutual Aid system to Lake County, Sonoma, Santa Barbara, and Butte County informed this document.

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GLOSSARY

ACRONYMS

ADA	Americans with Disabilities Act
ALERT	Automated Local Evaluation in Real Time
ARES	Amateur Radio Emergency Services
CADRE	Collaborating Agencies Disaster Relief Effort
CAL FIRE	California Department of Forestry and Fire Protection
Cal OES	California Governor's Office of Emergency Services
CBO	Community-Based Organization
CERT	Community Emergency Response Team
DOC	Department Operations Center
DPEC	Disaster Preparedness Executive Council
DSW	Disaster Service Worker
EMS	Emergency Medical Services
EAS	Emergency Alert System
EF	Emergency Function
EMPG	Emergency Management Performance Grant
EOAC	Santa Clara County Emergency Operational Area Council
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FE	Functional Exercise
FEMA	Federal Emergency Management Agency
FSE	Full-Scale Exercise
HSPD	Homeland Security Presidential Directive
HSEEP	Homeland Security Exercise and Evaluation Program
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IPAWS	Integrated Public Alert and Warning System
JIC	Joint Information Center
JIS	Joint Information System
MAC	Multi-Agency Coordination
MACS	Multi-Agency Coordination System
MMAA	California Master Mutual Aid Agreement
MSEL	Master Scenario Events List
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
PG&E	Pacific Gas and Electric Company
PIO	Public Information Officer
PL	Public Law
PNP	Private Non-Profit
PPD	Presidential Policy Directive
RACES	Radio Amateur Civil Emergency Services
REOC	Regional Emergency Operations Center
SCVWD	Santa Clara Valley Water District
SEMS	Standardized Emergency Management System
SimCell	Simulation Cell
SMS	Short Message Service
SOC	State Operations Center
SOP	Standard Operating Procedures
SVIRA	Silicon Valley Interoperability Radio Authority
TTX	Tabletop Exercise
VOAD	Voluntary Organizations Active in Disasters
VTA	Santa Clara Valley Transportation Authority
WEA	Wireless Emergency Alert

DEFINITIONS

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.

Community-Based Organization (CBO) – Non-profit organizations that operate within a single local community and constitute a subset of the wider group of NGOs. They are frequently run by volunteers and often self-funding. Some are formally incorporated with written charters and boards of directors, while others are much smaller and more informal.

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-Agency Coordination (MAC) – The participation of government and other organizations involved at any level of the SEMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

Multi-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. SMES 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 CAMPBELL EMERGENCY OPERATIONS PLAN ANNEXES

The list of annexes below will be considered a part of this plan as they are completed. The ones with asterisks have yet to be written and the others are currently in place.

CITY COUNCIL DUTIES AND RESPONSIBILITIES – THE City Council Duties and Responsibilities Annex provides direction to the City Council during an EOC activation.

ANIMAL AND PET CARE – The Animal and Pet Care Annex to the City of Campbell 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 Campbell 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 Campbell 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 City and OA using the Joint Information System as a foundational model.

DEBRIS MANAGEMENT – The Debris Management Annex to the City of Campbell Emergency Operations 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.

EVACUATION – The Evacuation Annex to the City of Campbell 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 Campbell 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.

*LOGISTICS AND RESOURCE MANAGEMENT** – *The Logistics and Resource Management Annex to the County of Santa Clara Emergency Operations Plan* 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.

*MASS CARE AND SHELTER** – *The Mass Care and Shelter Annex to the City of Campbell Emergency Operations Plan* defines the City's organization, operational concepts, and responsibilities to provide care and shelter during a disaster. The County of Santa Clara's Mass Care and Shelter Annex is the foundation of this annex.

*RECOVERY** – *The Recovery Framework Annex to the City of Campbell 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 AND DONATION MANAGEMENT** – *The Volunteer and Donation Management Annex to the City of Campbell Emergency Operations Plan* details volunteer and donations management related to outreach and education programs, guidance on volunteer integration, procedures to activate a Volunteer/Donations Coordination Team,

call centers, relevant points of contact, safety and security considerations, and a demobilization process.

APPENDIX B – LOCAL / STATE / FEDERAL CROSSWALK

FEDERAL / STATE / LOCAL CROSSWALK

The table below provides a crosswalk that approximates equivalent terms used by the City of Campbell EOC, the State of California, and the U.S. Federal Government.

Campbell EOC Section & Position Title	State of California (CalOES) Emergency Function (EF)	Federal Emergency Management Agency (FEMA) Emergency Support Function (ESF)	Description
Logistics Section Transportation Branch Coordinator	Transportation	ESF 1 – Transportation	Assists in the management of transportation systems and infrastructure during domestic threats or in response to incidents.
Logistics Section Communications Branch Coordinator	Communications	ESF 2 – Communication	Provides resources, support and restoration of government emergency telecommunications, including voice and data.
Operations Section Public Works Branch	Construction & Engineering	ESF 3 – Public Works & Engineering	Organizes the capabilities and resources of the government to facilitate the delivery of services, technical assistance, engineering expertise, construction management and other support to local jurisdictions.
Operations Section Fire Branch	Fire & Rescue	ESF 4 – Firefighting	Monitors the status of fire mutual aid activities. Coordinates support activities related to the detection and suppression of urban, rural and wild land fires and emergency incident scene rescue activities and provides personnel, equipment and supplies to support local jurisdictions.
Management Section All Positions in Section **Plans & Intelligence Section** Plans Chief Sit/Sat Unit	Management	ESF 5 – Emergency Management	Serves in an advisory capacity to the EOC Director while providing EOC personnel with guidance. Ensures accurate and timely situational awareness is provided to support staff in the form of a Common Operating Picture.
Operations Section Care & Shelter Coordinator	Care & Shelter	ESF 6 – Mass Care, Emergency Assistance, Housing & Human Services	Coordinates actions to assist responsible jurisdictions to meet the needs of victims displaced during an incident including food assistance, clothing, non-medical care and sheltering, family reunification and victim recovery.

Logistics Section All Positions in Section	Resources	ESF 7 – Logistics Management & Resource Support	Coordinates plans and activities to locate, procure and preposition resources to support emergency operations.

Crosswalk: Campbell EOC Position vs. CalOES Emergency Function vs FEMA Emergency Support Function

Campbell EOC Section & Position Title	State of California (CalOES) Emergency Function (EF)	Federal Emergency Management Agency (FEMA) Emergency Support Function (ESF)	Description
Operations Section Operations Section Chief Fire Branch	Public Health and Medical	ESF 8 – Public Health & Medical Services	Coordinates Public Health and Medical activities and services Statewide in support of local jurisdiction resource needs for preparedness, response, and recovery from emergencies and disasters.
Operations Section Operations Section Chief CERT	Search & Rescue	ESF 9 – Search & Rescue	Supports and coordinates response of personnel and equipment to search for and rescue missing or trapped persons. Supports and coordinates responses to search for, locate and rescue missing or lost persons, missing and downed aircraft, high angle rock rope rescue and investigations of missing person incidents that may involve criminal acts and water rescues. Supports and coordinates responses to search for, locate and rescue victims of structure collapse, construction cave-ins, trench, confined space, high angle structure rope rescue and similar emergencies and disasters and water rescues.
Operations Section Fire Branch	Hazardous Materials	ESF 10 – Oil & Hazardous Material Response	Coordinates resources and supports the responsible jurisdictions to prepare for, prevent, minimize, assess, mitigate, respond to and recover from a threat to the public or environment by actual or potential hazardous materials releases.
Operations Section Operations Section Chief	Food Agriculture	ESF 11 – Agriculture & Natural Resources	Supports the responsible jurisdictions and coordinates activities during emergencies impacting the agriculture and food industry and supports the recovery of impacted industries and resources after incidents.
Allied Agency Energy Representative **Operations Section** Public Works Branch	N/A	ESF 12 – Energy	
Operations	Law	ESF 13 – Public Safety &	Coordinates law enforcement personnel and equipment to

Section Law Enforcement Branch	Enforcement	Security	support responsible law enforcement agencies, coroner activities and public safety in accordance with Law Enforcement Plans.
As appointed by EOC Director	Long-Term Recovery	ESF 14 – Long-Term Community Recovery	Supports and enables economic recovery of communities and California from the long-term consequences of extraordinary emergencies and disasters.

Crosswalk: Campbell EOC Position vs. CalOES Emergency Function vs FEMA Emergency Support Function

Campbell EOC Section & Position Title	State of California (CalOES) Emergency Function (EF)	Federal Emergency Management Agency (FEMA) Emergency Support Function (ESF)	Description
Management Section PIO	Public Information	ESF 15 – External Affairs	Supports the accurate, coordinated, timely and accessible information to affected audiences, including governments, media, the private sector and the local populace, including the special needs population.
Operations Section L.E. Branch	Evacuation	N/A	Supports responsible jurisdictions in the safe evacuation of persons, domestic animals and livestock from hazardous areas.
Logistics Section Volunteer Coordinator CADRE	Volunteer and Donations Management	N/A	Supports responsible jurisdictions in ensuring the most efficient and effective use of affiliated and unaffiliated volunteers and organizations and monetary and in-kind donated resources to support incidents requiring a response.