

**RESOLUTION NO. 16138**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF REDWOOD CITY ADOPTING THE REDWOOD CITY EMERGENCY OPERATIONS PLAN**

**WHEREAS**, the protection of life, property and natural resources is an inherent function of government; and

**WHEREAS**, Redwood City desires to ensure the most efficient use of resources to protect its people and property before, during and after a natural, technological, or man-made emergencies by adoption of an up-to-date emergency operations plan; and

**WHEREAS**, to protect life and property and retain compliance with both federal and state law, the Redwood City Emergency Operations Plan has been prepared to confirm Redwood City's emergency organization, assigns tasks, presents policies and general procedures, and coordinates planning within various emergency management functions utilizing the Standard Emergency Management System in alignment with the National Incident Management System; and

**WHEREAS**, the Redwood City Emergency Operations Plan is an extension of the State Emergency Plan and the San Mateo County Operational Area Plan.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF REDWOOD CITY AS FOLLOWS:**

1. The City of Redwood City Emergency Operations Plan, attached hereto as Exhibit A and incorporated by reference, is hereby adopted.
2. The National Incident Management System (NIMS) is the City standard for incident management.
3. This Resolution will be effective upon adoption.

\* \* \*

Passed and adopted by the Council of the City of Redwood City at a  
Joint City Council/Successor Agency Board/Public Financing Authority Meeting  
thereof held on the 22nd day of May 2023 by the following votes:

AYES: Aguirre, Eakin, Howard, Martinez Saballos, Sturken,  
Espinoza-Garnica and Mayor Gee

NOES: None

ABSENT: None

ABSTAINED: None

RECUSED: None



Jeff Gee  
Mayor of the City of Redwood City

Attest:

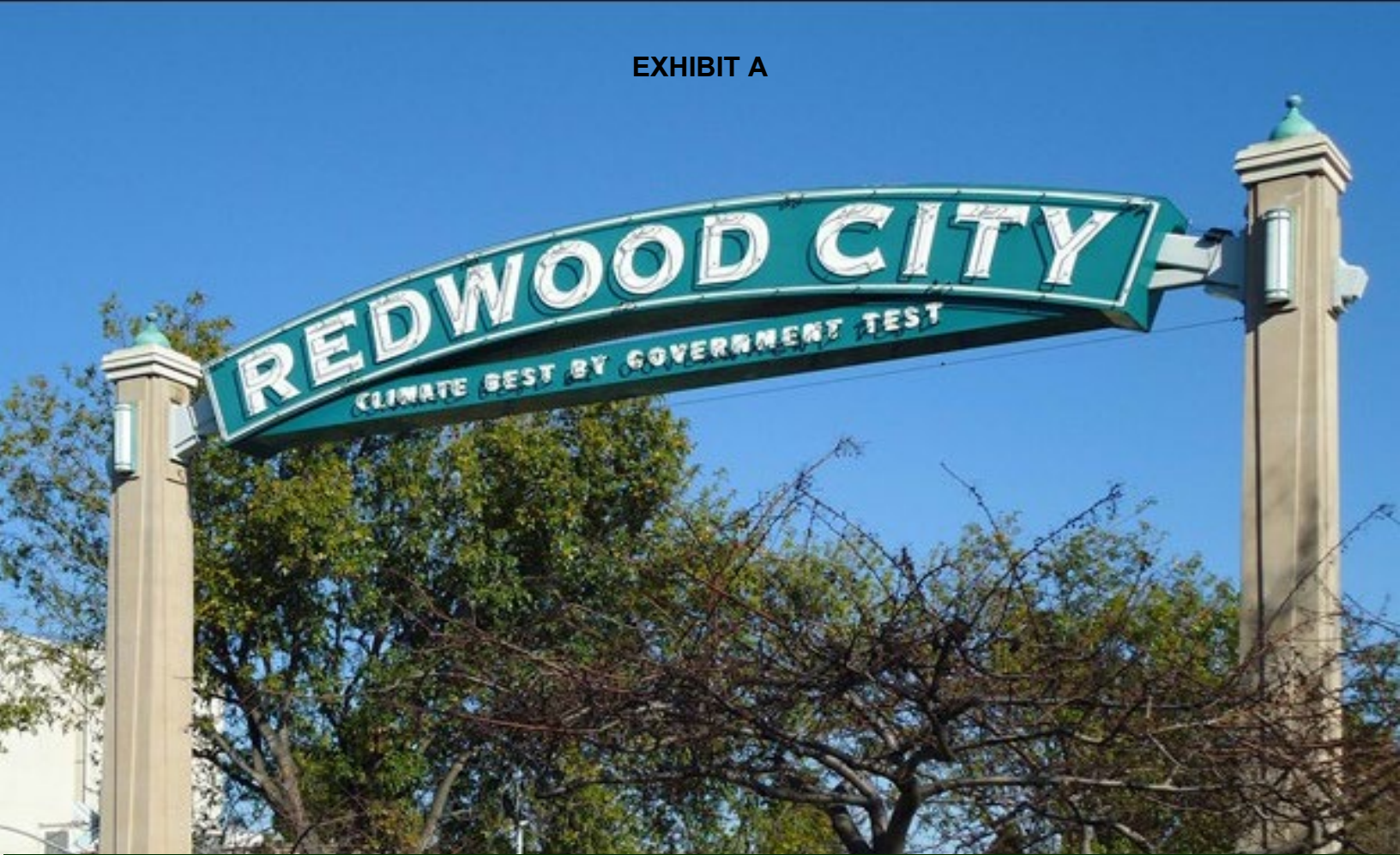


Pamela Aguilar, CMC  
City Clerk of Redwood City

I hereby approve the foregoing resolution this  
24<sup>th</sup> day May 2023.



Jeff Gee  
Mayor of the City of Redwood City



**EMERGENCY  
OPERATIONS PLAN**





## *City of Redwood City*

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***Prepared for:***

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## PREFACE

The Emergency Operations Plan (EOP) outlines how the City of Redwood City (“City or Redwood City) – its government, stakeholder agencies, community groups, business community, and residents – coordinate their response to major emergencies and disasters. This plan is regularly reviewed and updated by staff and approved by the City Council.

The EOP identifies operational strategies and plans for managing inherently complex and potentially catastrophic events. City assets, resources, and departments are potentially vulnerable and may become overwhelmed. With this in mind, a primary goal of the EOP is to promote flexibility whenever possible and is not intended to limit the use of good judgement and common sense. This document is intended to facilitate emergency response and short-term recovery functions for emergencies and disasters which are outside of the scope of normal City operations.

Redwood City has officially adopted and integrated the following emergency management, response, and coordination systems:

- Incident Command System (ICS)
- Standardized Emergency Management System (SEMS)
- National Incident Management System (NIMS)
- National Response Framework (NRF)

This EOP addresses the phases of emergency management:

- Preparedness
- Response
- Recovery
- Mitigation

The City has adopted a “Whole Community” approach in which the inclusion and integration of community partners, neighbors, residents, people with disabilities and access and functional needs, and those with language or cultural differences, and other stakeholders are actively promoted in all phases of emergency management planning efforts. Through these collaborative efforts, the City will be better prepared to meet the needs of its residents and daytime populace alike.

The City’s Emergency Operations Center (EOC) provides a centralized location where emergency management coordination and decision making can be supported during a critical incident, major emergency, disaster, or significant event. When activated, the EOC provides support for a number of critical tasks related to communications, coordination, resource management, and executive leadership.

If the City of Redwood City determines the effects of an emergency are, or may become, beyond the capability of local resources, a local emergency can be proclaimed. A local proclamation of emergency allows the City Manager as the Director of Emergency Services to take measures necessary to protect and preserve public health and safety and supports requests for county, state and federal assistance. A proclamation also provides City staff with

additional powers and authorities to increase the speed and effectiveness of City response activities.

Attachments to this EOP include a summary of authorities and references, a sample proclamation of local emergency, a summary of the hazards facing the City, selected acronyms, and a glossary.

The EOP is organized and defined as follows:

- Basic Plan (also referred to as EOP in this document) presents the planning assumptions, policies, and concept of operations that guide the responsibilities for emergency preparedness, response, recovery, and mitigation for Redwood City.
- Annexes - including informational, functional and hazard specific

There are a number of City plans, procedures, and other documents that support or relate to this Basic Plan and Annexes.

## **AUTHORITY, APPROVAL & DISTRIBUTION**

This Emergency Operations Plan is sanctioned under the authority of the Redwood City Municipal Code and promulgated under the authority of the City Manager as Director of Emergency Services. State Authority can be found, in part, in the California Emergency Services Act and various other codes and regulations. Federal Authority is found in The Robert T. Stafford Act, and Homeland Security Presidential Directive 5 and Presidential Policy Directive 8. The system used nationally is NIMS (National Incident Management System) as well as the National Response Framework (NRF).

This document shall be the official Emergency Operation Plan for the City of Redwood City and shall supersede all previous plans for this purpose. Nothing in this plan shall be construed in a manner that limits good judgment and common sense in matters not foreseen or covered by the elements of the plan or any appendices hereto.

This plan is approved by the Redwood City City Manager acting as Director of Emergency Services and adopted via resolution by the City Council of the City of Redwood City. Electronic copies of the plan will be distributed to each City Department, the EOC, and EOC Section Chiefs.

### ***City of Redwood City***

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City Manager

Date



# BASIC PLAN

## 1.0 INTRODUCTION

The EOP serves as a significant document for Redwood City's emergency management activities. While resources may be called upon as needed, responsibilities are outlined in the EOP Basic Plan and associated annexes. To ensure adequate preparedness, City departments should actively participate in preparedness and planning activities including the development of departmental plans, policies and procedures as necessary to fulfill assigned roles and obligations.

The EOP embraces the Federal Emergency Management Agency's (FEMA) "whole community" approach to emergency management and, in addition to Redwood City's resources, recognizes the role of non-governmental organizations (NGOs), community-based organizations (CBO), faith-based organizations (FBO), private-sector businesses, educational institutions, and other stakeholders. Additionally, the EOP is intended to reflect the wide variety of support that may be required by residents, visitors, and businesses, including people with disabilities and others with access or functional needs. Consideration for people with disabilities, access or functional needs will be given in emergency planning. The City's emergency management program embraces the whole community approach.

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

Members of the community should be aware of the potential risks and hazards that are present and the responsibility to be prepared.

### 1.1 Purpose

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The purpose of this EOP is to provide and outline the framework, concepts, and policies of Redwood City's emergency procedures and operations to ensure effective management and coordination of the City's response to emergencies and disasters. It identifies roles and responsibilities for various individuals and departments as they pertain to preparedness, response, recovery, and mitigation activities. This EOP serves as a foundational document for other City plans, as well as a reference document for other government and non-government organizations and entities. It is intended to be used in concert with other related plans, such as mitigation, recovery, and continuity of operations. This EOP complies with current federal, state, and local laws and regulations as well as best practices.

### 1.2 Goals and Objectives

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The overall objective of emergency management is to ensure the effective coordination of response forces and resources in preparing for and responding to situations associated with natural disasters, technological incidents and national security emergencies. To carry out its

responsibilities, the emergency management organization will accomplish the following objectives during an emergency/disaster:

- **Goal 1: Save Lives**
  - Objective 1.1: Prepare and disseminate emergency public information to alert, warn, and inform the public
  - Objective 1.2: Provide effective life safety measures.
- **Goal 2: Incident Stabilization and Restoration of Essential Services**
  - Objective 2.1: Maintain overall coordination/support of emergency response and recovery operations.
  - Objective 2.2: Coordinate and liaise with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies
  - Objective 2.3: Establish priorities and resolve conflicting demands for support.
  - Objective 2.4: Provide accurate documentation and records required for cost recovery efforts.
  - Objective 2.5: Provide for the rapid resumption of impacted businesses and community services.
- **Goal 3: Protection of Property and the Environment**
  - Objective 3.1: Provide effective response efforts to reduce property loss and damage to the environment.

### **1.3 Scope**

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The EOP serves as the foundational document for the City's emergency management activities. The EOP applies to any significant emergency association with any hazard or threat, natural, technical, or human-caused, which may affect the City and result in a planned, coordinated response effort by City agencies. While all City resources may be called upon as needed, specific departmental responsibilities are outlined in the EOP Basic Plan and associated annexes. To ensure the City is adequately prepared, all City departments are required to actively participate in preparedness and planning activities to include the development and review of departmental plans, policies, procedures, resource information and contact information as necessary to fulfill their assigned roles and obligations.

### **1.4 Limitations**

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While many of the elements outlined in the EOP are designed for flexibility and can be utilized as needed to address a number of emergency and non-emergency events, some activities require special activation or a formal disaster declaration by the City Council. Similarly, the EOP is not meant to outline procedures for routine incidents or minor emergencies which are adequately addressed through existing processes.

The EOP identifies operational strategies and plans for managing inherently complex and potentially catastrophic events. Assets, resources, and departments are potentially vulnerable

and may become overwhelmed. Deviations from the organizational and response structures outlined in the EOP may be required, based upon evolving needs and available resources.

With this in mind, the EOP is designed to promote flexibility whenever possible and is not intended to limit the use of good judgment and common sense in matters not foreseen or adequately addressed by elements of the EOP and its associated annexes, appendices, or plans.

### **1.5 Situation / Hazard Assessment**

Redwood City is a community located on the bayside of the San Francisco Peninsula in San Mateo County, California. Primary transportation routes into and out of the City include US Highway 101 and California Highways 82 (El Camino Real) and 84 (woodside Road). Emergency management is based on an understanding of a jurisdiction’s risk. The City has undergone multiple hazard analysis processes per FEMA’s “Comprehensive Preparedness Guide 201 (CPG 201).” The City has an approximate population of 85,182 (State of California - Department of Finance, n.d.) (2021 Estimate) and covers a geographic area of approximately 35 square miles.

Redwood City will provide a response which is commensurate with the available staffing and resources at its disposal. Redwood City does not have the capability and resources to provide adequate response for all emergencies and incidents during disasters. As warranted, the City can request additional assistance through the San Mateo County Operational Area.

This current best practice places risk into three categories: natural, technological (accidental), and human-caused (deliberate).

The current Hazard Mitigation Plan (San Mateo County , 2021) identifies the following as the high natural hazards for the City:

<b>Sea Level Rise / Climate Change</b>	High
<b>Flood</b>	High
<b>Earthquake</b>	High
<b>Landslide / Mass Movement</b>	High
<b>Dam Failure</b>	High

### **1.6 Planning Assumptions**

The following assumptions may be viable during emergency and/or disaster operations:

- Redwood City is susceptible to a number of hazards and risks that may result in critical incidents which may include natural, technological, or human caused.
- Emergencies may occur at any time with little or no warning and may exceed the capabilities of local, state, and federal governments, and the private sector in the affected areas.

- All City departments will participate in planning and preparedness activities as required.
- City personnel will be adequately trained to perform the emergency roles to which they are assigned.
- The City's EOC may be partially or fully activated to support operations during critical incidents.
- The City is primarily responsible for emergency action within their municipality and will commit all available resources to save lives, minimize injuries to persons, and minimize damage to property and the environment.
- City departments will participate during a significant emergency or disaster; however, personnel may be unavailable or unable to report to work.
- Redwood City will utilize SEMS, ICS, and NIMS in emergency response and management of operations.
- The City will commit their resources to a reasonable degree before requesting mutual aid assistance.
- Non-essential City operations may be reduced or cancelled in order to prioritize resources.
- Following a major disaster or catastrophic incident, Redwood City may have to rely on their own resources to be self-sustaining until mutual aid is available.
- Transportation infrastructure may be disrupted and access to critical facilities may be blocked.
- Critical infrastructure and utilities (natural gas, water, electricity, sanitary sewer, garbage, recycling, communications, etc.) may be severely impacted.
- Residents, businesses, and other entities may need to be self-sufficient for one week or more.
- Reasonable accommodations will be made for people with disabilities and/or access and functional needs, but additional planning, resources, and support may be required during emergencies.

## **2.0 CONCEPT OF OPERATIONS**

In accordance with state and federal laws and guidance, the City of Redwood City has officially adopted and integrated the following emergency management, response, and coordination systems into the current emergency management operations:

- Incident Command System (ICS)
- Standardized Emergency Management System (SEMS)
- National Incident Management System (NIMS)

Collectively, the congruent operational systems outline how critical incidents, emergency, and disasters will be coordinated in the field, and all levels of government – local, county, regional, state and federal.

### **2.1 Field-Level Coordination**

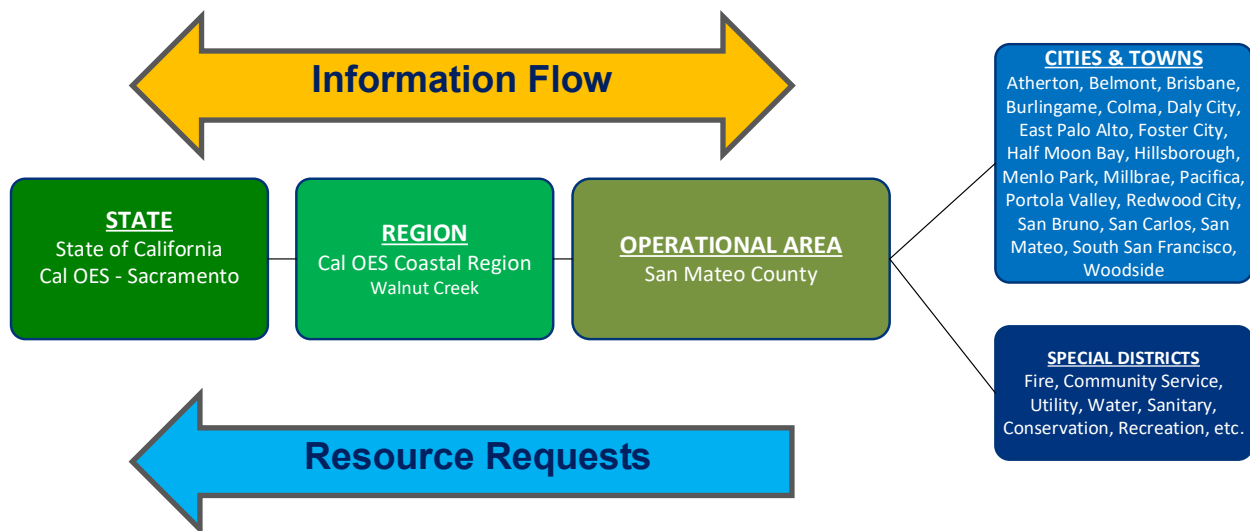
As mandated by both SEMS and NIMS, Redwood City utilizes the Incident Command System (ICS) to manage response activities in the field. ICS provides for common terminology, processes, and position titles, while allowing the delegation of functions (or tasks) to subordinate positions in order to promote proper span of control and unity of command. ICS is applicable to any size incident and is designed to be scalable as the needs of an incident expand

or contract. When utilized, the standardization of ICS principles and nomenclature is capable of integrating large numbers of personnel from disparate organizations.

## 2.2 Local, Regional, and State-Level Coordination: SEMS

Standardized Emergency Management System (SEMS) is intended to standardize response in emergencies and is intended to be flexible and adaptable to the needs of the emergency responders. SEMS forms the foundation of emergency management organization throughout the State of California and its use is required by all jurisdictions. SEMS requires agencies use basic principles and components of emergency management including Incident Command System, multi-agency coordinator, operational area concept and established mutual aid systems. Local government must use SEMS to be eligible for state funding of response-related personnel costs. SEMS utilizes five organizational tiers which are activated as need be and they consist of: field response, local government, operational area, regional, and the state.

Redwood City has incorporated the use of SEMS into its emergency management program.



### Multi-Agency Coordination System (MACS)

The Multi-Agency Coordination System (MACS) is a part of NIMS and provides the basic architecture for facilitating the allocation of resources, incident prioritization, coordination and integration of multiple agencies for large-scale incidents and emergencies. A MAC group is made up of administrators or designees authorized to represent or commit agency resources and funds. MAC groups do not have direct involvement in the incident(s) and may function virtually. The principal functions and responsibilities associated with MACS include:

- Situation awareness / assessment
- Incident priority determination
- Critical resource acquisition and allocation
- Anticipating / identifying future resource requirements
- Coordinating policy issues
- Providing strategic coordination

- Joint Information Systems

Examples of a MAC Group include policy groups (elected or appointed officials), emergency management committees (emergency managers, first responders and allied agencies), or multiagency committees such as Incident Management Teams (IMT) or Emergency Management Planning Committees.

### **2.2.1 Field Response**

Field response includes on-scene activities and coordination, consistent with ICS, to make tactical decisions in direct response to the emergency of disaster. The field response is managed through an Incident Command Post (ICP). Resource requests and situation reports are routed from the field to the next SEMS organizational level, either through participating response agencies or the local EOC if activated.

### **2.2.2 Local Government**

The City of Redwood City, as the local government, retains the responsibility and authority for managing response activities within its jurisdiction. To support these efforts, the City may activate its EOC and Departments may activate respective Department Operations Center (DOCs). The EOC provides agency coordination, provides logistical support, establishes common operating procedures, identifies overarching priorities, and prioritizes available resources. Additionally, the EOC coordinates with San Mateo County Operational Area (OA)/County EOC.

### **2.2.3 Operational Area**

The Operational Area (OA) provides response coordination for all political subdivisions within the county's jurisdiction. The OA coordinates response activities within the county's jurisdiction through the County EOC, if activated. The OA serves as a link to the regional level and other OAs within the region.

Redwood City is part of the San Mateo County Operational Area and coordinates with the San Mateo County Department of Emergency Management (DEM). The City participates in San Mateo County OA planning and during a critical incident, coordinates with the OA, through either the San Mateo County DEM or the San Mateo County EOC, if activated.

### **2.2.4 Regional**

The State of California is divided into three regions that each maintains Regional Emergency Operations Centers (REOC) to coordinate resource requests, support mutual aid, and promote situational awareness between their respective OAs. The City of Redwood City and San Mateo County are in the Coastal Region.

### **2.2.5 State**

The Governor, through California Office of Emergency Services (Cal OES) and its Mutual Aid Regions, will coordinate statewide operations to include the provision of mutual aid and other support to local jurisdictions and the redirection of essential supplies and other resources as required. San Mateo County is part of the OES Coastal Region. Requests that exceed the capabilities of the Operational Area will be forwarded to the Region.

The Cal OES Director, assisted by State agency directors, their staff, and volunteer agency staff will constitute the State emergency management staff.

**Mutual Aid**

The California Mutual Aid System operates within the framework of the California Master Mutual Aid Agreement (MMAA) and under the authority of the California Emergency Services Act. The system allows for the mobilization of resources to and from emergency response agencies, local governments, operational areas, regions, and the state with the intent to provide requesting agencies with adequate resources. Mutual aid is utilized by primary response disciplines:

- Fire and Rescue
- Law Enforcement
- Coroner / Medical Examiner
- Emergency Management
- Medical & Health

<b>Fire Rescue Branch</b>	<b>Law Enforcement Branch</b>	<b>Emergency Management</b>	<b>Medical &amp; Health Disaster Medical &amp; Health Mutual Aid</b>
<ul style="list-style-type: none"> <li>• Fire &amp; Rescue Mutual Aid</li> <li>• Urban Search &amp; Rescue Mutual Aid</li> </ul>	<ul style="list-style-type: none"> <li>• Law Enforcement Mutual Aid</li> <li>• Coroner/Medical Examiner Mutual Aid</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Management Mutual Aid</li> <li>• Public Utilities Mutual Aid</li> <li>• Water/Wastewater Agency Response Network (WARN)</li> </ul>	
Hazardous Material Mutual Aid	Search & Rescue Mutual Aid		

The California Mutual Aid System includes six mutual aid regions in order to facilitate the coordination and flow of mutual aid requests. As part of the Cal OES Coastal Region, the San Mateo (County) Operational Area and Redwood City are part of Mutual Aid Region II.

The system includes a number of discipline-specific mutual aid systems that operate through designated mutual aid coordinators at the Operational Area, regional, and State levels. Mutual aid requests are coordinated within their geographic area before unfilled requests are forwarded to the next level. Mutual aid requests that do not fall into one of the discipline-specific mutual aid

systems are handled through the emergency services mutual aid system and by emergency management staff at the local government, operational area, regional, and state levels.

### **2.3 National Incident Management System (NIMS) and National Response Framework (NRF)**

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NIMS provides a comprehensive national framework for incident management applicable at all jurisdictional levels and across all functional disciplines. The majority of NIMS requirements are applicable to Redwood City, including the adoption of ICS. Additional elements of NIMS outline coordination between federal agencies and the use of federal assets and resources.

NIMS is built on the following three components:

- Resource Management
- Command and Coordination, including the Incident Command System
- Communications and Information Management

The NRF is built upon the premise that incidents are typically handled at the lowest jurisdictional level. 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.

Redwood City has adopted the use of NIMS and ICS into its emergency management program.

## **3.0 EMERGENCY MANAGEMENT ORGANIZATION**

The City's Municipal Code outlines the purpose of emergency services for the preparation and carrying out of plans for the protection of people and property within respective city in the event of an emergency; the direction of the emergency organization; and the coordination of the emergency functions with all other public agencies, corporations, organization, and affected persons.

### **3.1 Director of Emergency Services**

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Redwood City's Municipal Code designates the City Manager as the Director of Emergency Services who has the responsibility and authority for managing the emergency organization with their city. The Director of Emergency Services is responsible for the coordination of "services and staff of the emergency organization of the city and resolve questions of authority and responsibility." The City Manager may serve as the primary EOC Director.

The Municipal Code designates the Fire Chief to be the Emergency Operations Manager.

### **3.2 City Employees**

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One of the greatest resources for the City is its employees. California Government Code designates that all public employees are Disaster Services Workers (DSWs). (State of California, 2013) Any employee of the City may be assigned to perform activities which promote the protection of public health and safety or the preservation of lives and property. Such

assignments may require services at locations, times, and under conditions that are significantly different than normal work assignments and may continue into the recovery phase of emergency.

### **3.3 San Mateo County Department of Emergency Management**

San Mateo County Department of Emergency Management [DEM] (formerly Office of Emergency Services [OES]) provides Operational Area (OA) coordination during disasters and emergencies and assists jurisdictions with preparedness, mitigation, recovery, and response efforts.

DEM would be the next SEMS level of providing the City with support and resources during an emergency or disaster.

### **3.4 Area Disaster Council (San Mateo County)**

The San Mateo County Operational Area Emergency Services Council is a Joint Powers Authority that serves as the countywide Disaster Council and is comprised of representatives of all municipalities within the County. Its purpose is to provide coordinated plans for the protection of persons and property based on the emergency management principals and operate pursuant to Homeland Security Presidential Directive 5 (NIMS) and 8, SEMS, and the local adopted EOPs.

## **4.0 EMERGENCY MANAGEMENT PHASES**

Emergency management is divided into various phases with each of these phases bending in to the next one. There is no clear demarcation of when one phase starts and another one ends. Elements from each phase may be used to support or augment elements from another phase.



### **4.1 Preparedness Phase**

The preparedness phase involves activities undertaken in advance of an emergency. These activities develop operational capabilities and effective responses to a disaster. These activities focus on maintaining or improving capabilities that will be used in the response or recovery phases. Preparedness actions might include mitigation activities, emergency/disaster planning, training, exercises and public education. Members of the emergency management organization should prepare checklists detailing assignments, notification rosters, resource lists and other useful documents. Personnel should be acquainted with these documents through periodic training and reviews.

#### **4.1.2 Planning**

Emergency planning includes a wide variety of plans at the strategic, operational, and tactical levels. Strategic plans include the EOP and many of its associated hazard-specific or functional annexes, while operational and tactical planning includes more detailed information such as

standard operating procedures (SOP), checklists, personnel assignments, notification rosters, resource lists, and forms.

All City departments are required to participate in the development of relevant strategic and operational plans while ensuring that internal tactical planning is sufficient to meet the needs of their outlined roles and assigned objectives. This includes the development of department-specific SOPs required to meet the objectives outlined for each department.

#### **4.1.2.1 Continuity Planning**

Disasters or major emergencies have the potential to disrupt or interrupt critical and essential City services that are vital to the health and welfare of its residents. Planning for such possibilities addresses the continuation of government and succession of officers. To ensure this continuity the City will address the following:

- Identification and prioritization of essential services
- Establishment, promulgation and maintenance of orders of succession
- Identification of delegation of authority
- Identification of continuity of communication
- Identification and maintenance of continuity of facilities
- Maintenance of vital records
- Establishment of process of reconstruction
- Development of an effective test, training and exercise program to support continuity efforts
- Development of a Continuity of Operations Plan (COOP) – detailed and comprehensive information is contained in the COOP plan; the COOP Plan should be used in concert with the EOP

#### **4.1.3 Training**

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

The City facilitates trainings and regularly communicates opportunities to city and fire staff members. Additionally, the cities prioritize trainings that promote staff understanding and familiarity with the following concepts:

- Incident Command System (ICS)
- California Standardized Emergency Management System (SEMS)
- National Incident Management System (NIMS)
- California Disaster Service Worker (DSW) [CA Government Code 3101]
- EOC Functions

The City Manager or designee will ensure that staff members assigned to the EOC are properly trained and competent to fulfill their designated responsibilities. Staff members are encouraged to engage in on-going emergency management training to be familiar with current plans and guidance and capable of fulfilling the EOC role to which they are assigned.

#### **4.1.4 Exercises**

Exercises are a primary tool for assessing preparedness and identifying areas for improvement. They are a valuable method to validate plans and train personnel. Redwood City follows the Homeland Security Exercise and Evaluation Program (HSEEP) including seminars, tabletop and functional exercises.

A variety of exercises and trainings are used to assess capabilities and prioritize future planning and training needs. By simulating potential response and recovery scenarios, Redwood City is able to validate existing plans and determine where additional training might be needed. The Fire Department will develop a Training and Exercise Program that incorporates a building block approach in the development of planned exercises to facilitate increasing awareness and knowledge.

#### **4.1.5 Public Awareness & Education**

The Fire Department, other City departments, and their partners promote public awareness and education in order to strengthen overall preparedness and community resilience. By providing community education, outreach, training, and coordination, the City increases the ability of community members and organizations to adequately prepare for and meet their own needs. By promoting self-reliance and preparedness, the cities reduce the overall burden on limited resources and competing needs that may arise during critical incidents.

Public Education is an essential tool to teach residents how to prepare for, react to and recover from a major emergency or disaster. Outreach efforts will include the awareness that the City has two threshold languages – English and Spanish.

### **4.2 Response Phase**

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The response phase includes any actions taken immediately before, during, or directly after a critical incident in order to minimize the potential or existing impacts of the incident.

#### **4.2.1 Pre-Event**

Some incidents may provide sufficient warning to allow for pre-event or precautionary measures. Depending on the likelihood of significant impacts, pre-event response may include:

- Public warning
- Evacuations
- Resource Mobilization
- Staging
- Mutual Aid Requests
- Proclamation of a Local Emergency

#### **4.2.2 Emergency Response**

Emergency response activities are actions taken during or immediately after a critical incident to reduce or minimize actual impacts. While these activities are often associated with traditional response units – Fire, law enforcement, emergency medical service (EMS), and Public Works Services – the size and complexity may require support from additional governmental agencies, non-government organizations (NGOs), businesses, community and faith-based organizations (CBOs FBOs) and other partners.

During emergency responses, some incidents may escalate beyond the capabilities of field operation management that may necessitate the need for additional support and coordination requiring the activation of a Department Operations Center (DOC). When an incident or multiple incidents exceed the capabilities of a DOC, or when multiple department DOCs have been activated and more coordinated efforts are needed, the EOC should be activated.

When coordinating emergency response activities and prioritizing needs and objectives, the following hierarchy is utilized:

1. Life Safety
2. Incident Stabilization
3. Protection of property and infrastructure and restoration of essential services
4. Reduce impacts to the environment

Emergency response may include activities related to short-term recovery and often overlaps with long-term recovery operations.

### **4.2.3 Prolonged Emergency**

In addition to continuing life and property protection; operations, mass care, relocation, public information, situation analysis, status and damage assessment operations will be initiated.

## **4.3 Recovery Phase**

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The Recovery Phase includes short and long-term activities focused on returning the community to pre-incident or improved conditions. In some situations, when a disaster declaration has been made, recovery activities may include the critical task of identifying, documenting and quantifying response and recovery costs eligible for reimbursement.

The Recovery Phase may begin during the Response Phase or as directed by the EOC Director. Depending on the incident the recovery process may be short or be a sustained operation lasting several years. A comprehensive recovery plan may provide more detailed actions for a prolonged recovery period. A separate and detailed Recovery Plan would contain specific procedures and protocols., roles and responsibilities. The EOP is intended to be used mostly during the response phase of an incident; it is not intended to be a comprehensive recovery plan. The City may set priorities and secure resources. The following actions may assist and facilitate recovery efforts:

- Conducting damage assessments
- Assessing housing needs – both support and solutions
- Issuing permits for repairs and demolition
- Debris removal
- Opening roadways and transportation routes
- Restoring utilities – water, electricity, gas, communications, sewer, internet, cable
- Opening local assistance centers (LACs)
- Resume government functions
- Coordinating efforts with County DEM
- Working with local businesses to restore operations
- Coordinating with County, State and Federal officials regarding financial recovery for

the City

- Coordinate with San Mateo County Health efforts for disasters that included health issues
- Identify and prioritize essential functions and services

#### **4.3.1 Short-term Recovery**

Short-term recovery operations begin during the response phase and may include activities such as the restoration of essential services, rapid debris removal, and the re-establishment of City services.

#### **4.3.2 Long-term Recovery**

Long-term recovery operations are often required to address extensive damage to infrastructure or widespread devastation. Activities include the restoration and reconstruction of public facilities and disaster response cost recovery.

The recovery period has major objectives that may overlap with other phases of the emergency management cycle, including:

- Reinstatement of family and individuals' autonomy
- Provision of essential public services
- Permanent restoration of private and public property
- Identification of residual hazards
- Plans to mitigate future hazards
- Recovery of costs associated with response and recovery efforts
- Coordination of state and federal, private and public assistance

As the immediate threat to life, property, and environment subsides, the rebuilding of Redwood City will begin through various recovery activities. Long-term planning efforts, including public safety and infrastructure sustainability, are included in the Redwood City General Plan. Recovery activities involve the restoration of services to the public and rebuilding the affected area(s). Examples of recovery activities may include:

- Restoring all utilities
- Establishing and staffing Local Assistance Centers (LACs) and Disaster Assistance Centers (DACs)
- Applying for state and federal assistance programs
- Conducting hazard mitigation analysis
- Identifying residual hazards
- Determining recovery costs associated with response and recover

#### **4.3.3 Damage Assessment**

Damage Assessment activities involve identifying, recording, compiling, and analyzing damage information in order to determine the type of recovery assistance needed. Following major disasters, a process known as Preliminary Damage Assessment (PDA) is employed to determine preliminary eligibility for certain state and federal financial assistance and reimbursement programs.

#### 4.3.4 Disaster Assistance Programs

If the disaster is significant enough to warrant a gubernatorial and a presidential disaster declaration, additional state and federal assistance may become available. A local disaster proclamation does not automatically warrant the provisions of state or federal assistance. The City will have to qualify for these additional resources. If determined to be eligible, the City and its residents may be able to participate in state and federal disaster assistance programs for the following:

- **Individuals** – may be eligible for loans and grants for housing assistance programs (for homeowners and renters), and uninsured disaster-related necessities (including personal property, medical, dental, and transportation expenses). Other Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) programs include crisis counseling, disaster unemployment assistance, and legal services, may be available.
- **Businesses** – may be eligible for low-interest loans to assist with uninsured physical damaged through the United States Small Business Administration (SBA).
- **Government** – assistance may be available through state assistance under the California Disaster Assistance Act (CDAA), as well as sever federal programs including the FEMA Public Assistance (PA) Grant Program, and the Hazard Mitigation Grant Program (HMGP).
- **Non-profit Organizations** - assistance may be available through the state CDAA, as well as several federal programs including FEMA PA Grant Program for eligible non-profit organizations.

#### 4.3.5 Recovery Documentation

Documentation is the key to recovering eligible response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs. Various state and federal assistance programs require different types of documentation for eligible costs and in addition to structural damage, may include staff time, equipment, and materials utilized in response to the incident. To support the maximum recovery of eligible reimbursement, city departments must identify and support internal mechanisms for tracking and documenting appropriate costs.

#### 4.3.6 After Action Report

As part of the recovery phase, and in accordance with SEMS, the State of California requires any city declaring a local emergency for which the governor proclaims a state of emergency, to complete and transmit an after-action report to the California Office of Emergency Services (Cal OES) within 90 days of the close of the incident period. The after-action report should include the following information:

- Documentation of response activities including the awareness of addressing various socially vulnerable population areas
- Identification of problems and successes during emergency operations
- Analysis of the effectiveness of SEMS components
- Plan of action for implementing improvements
- Cal OES After-Action Questionnaire

## 4.4 Prevention Phase

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The Prevention Phase encompasses actions taken to avoid an incident or to intervene to stop an incident from occurring. This involves action meant to protect lives and property. It may also include applying intelligence and other activities including countermeasures such as:

- Deterrence operations
- Heightened inspections
- Improved surveillance
- Interconnection of health and disease prevention among people, domestic animals, and wildlife

## 4.5 Mitigation Phase

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Preventing damage and losses from disaster includes those efforts known as mitigation activities. Mitigation efforts occur both before and following disastrous events. Post-disaster mitigation is part of the recovery process. Preventing, eliminating, or reducing the impact of hazards that exist within Redwood City and that are a threat to life and property are part of the mitigation efforts.

The current Multijurisdictional Hazard Mitigation Plan identifies mitigation action items. These documents identify which department is responsible as the lead managing these actions. The current Multijurisdictional Hazard Mitigation Plan is reviewed annually and updated every five years.

A number of mitigation activities may include the implementation, augmentation or promotion of the following:

- Local ordinances and statutes (zoning ordinance, building codes, ordinances and enforcement)
- San Mateo County Multijurisdictional Hazard Mitigation Plan
- Structural measures
- Disaster, earthquake or flood insurance
- Public information and outreach and community relations
- Risk mapping
- Structural retrofitting
- Monitoring and inspection
- Land use planning
- General Plans
- Public outreach and education

## 4.6 Whole Community Approach

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Redwood City's ability to respond and recover from significant emergencies and major disasters is highly dependent upon planning for the unique needs and specific requirements of the residents and non-resident, commuters, and visitors. To further identify and meet these needs, a "Whole Community" approach has been adopted to include and integrate community partners, neighbors, and other stakeholders in all phases of emergency management. Through these

collaborative efforts, Redwood City will become more resilient and better prepared to meet the needs of its residents and any daytime population increase, those with disabilities, access and functional needs and cultural consideration.

The City will include the Whole Community Approach when preparing for, responding to, recovering from, and mitigating against major emergencies and disasters. FEMA outlines the Whole Community Approach as attempts to engage the full capacity of the private and non-profit sectors, including businesses, faith based and disability organizations, and the general public, in conjunction with the participation of local, state, and federal government partners.

#### **4.6.1 Residents**

Residents of Redwood City play a fundamental role in emergency management by ensuring that they are prepared for emergencies and disasters. In most disasters, City residents will be the first to respond—family members caring for one another, neighbor helping neighbor. In a major disaster, residents may not have access to City services for days. Individual preparedness will ensure that the City's limited resources can go where they are most needed.

The City recommends that all residents prepare for disaster by taking first aid and CPR training, maintaining disaster supplies of food and water, and safekeeping personal documentation (e.g., personal identification and individual medical records). These actions will better prepare residents to evacuate or shelter-in-place for up to a week. Those families or residents with disabilities and others with access and functional, and language consideration needs may require additional personal planning before, during, and after an emergency to accommodate their need for assistance with communication, maintaining health and medical supplies, independence, support and safety, or transportation.

#### **4.6.2 Community Organizations / Volunteer Groups**

Redwood City has several volunteer organizations that promote emergency preparedness and assist during emergencies and disasters. These include Community Emergency Response Teams (CERT), Redwood City Amateur Radio Emergency Services, and other key organizations. These organizations can play a vital role in assisting neighborhoods prepare for and assist with disasters and emergencies. The Amateur Radio Groups can assist with auxiliary forms of communication from neighborhoods CERT volunteers can activate and serve as role in providing basic assistance and support throughout various communities.

#### **4.6.3 Private Sector**

Redwood City has a vibrant business community that includes traditional retail, recreational, entertainment, and corporate businesses. The City engages with the private sector to better understand their needs, identify resources, and develop partnerships. Much of the City's private sector partners address preparedness planning internally as a way to minimize business disruptions and to support the wellbeing of their employees and also offer their resources and technical capabilities to the larger community. The City acknowledges this valuable support and will continue collaborative efforts with the private sector as a component of the overarching emergency management program. In its efforts to engage the private sector, the City may solicit agreements, arrangements, memorandums of understanding and the like with various business

and or business groups, such as the Chamber of Commerce. The nature of these relationships and roles and responsibilities will be outlined any provisions and/or documents.

#### **4.6.4 People with Disabilities**

People with disabilities often require additional planning and support to ensure they receive equal access and coverage as required under the Stafford Act as well as other state and federal legislation such as the Americans with Disabilities Act (ADA) of 1990. Covered disabilities are not always apparent and may include impairments of mobility, vision, and hearing as well as some cognitive disorders and mental illnesses. To meet the needs of these individuals, Redwood City is committed to supporting efforts and activities designed to improve and validate capabilities in support of people with disabilities, including but not limited to:

- Notifications and warning procedures
- Evacuation, transportation and sheltering considerations
- Accommodations for service animals
- Accessibility to information

#### **4.6.5 Individuals with Access & Functional Needs**

Redwood City recognizes that additional support may be necessary to support those with disabilities, access, and functional needs.. These are not necessarily related to a specific condition, diagnosis, impairment and are based upon functional areas such as:

- Maintaining independence
- Effective communication
- Transportation
- Supervision
- Medical care

Individuals with access and functional needs may not have access to support networks outside of their immediate communities or be able to self-evacuate. As a result, they may have additional needs before, during, and after an incident. Those with functional needs often include children, the elderly, tourists, and other segments of the population, such as:

- People with disabilities
- People living in institutionalized settings
- People from diverse cultures
- People with limited English proficiency
- People without transportation
- People who are economically disadvantaged
- Women who are pregnant

#### **4.6.6 Considering Diversity, Equity, and Inclusion (DEI)**

Inherent in emergency management is the knowledge that it does not exist independently from the issues that exist in a society the moment before an incident occurs. Social conditions that cause inequity, injustice, and lack of access to essential services can be exacerbated in readiness, response, and recovery operations. Disasters lead to disparate outcomes. Therefore, it is important for emergency managers to take deliberate action and make conscious decisions to look at the structure of emergency management programs. Examining policies, laws,

regulations, and assumptions that may have unintended constraints is important before incidents occur.

The goal of examining diversity, equity, and inclusion is to consider how the structure of emergency management program impacts who is and is not participating in or being served by the program. The first step is to examine taken for granted structures that could encourage citizen engagement, or cause tokenism, or even nonparticipation. Efforts should be ongoing to apply and operationalize principles of DEI to leading more resilient communities.

Redwood City is committed to the four principles for a just emergency management program (Jeolleman., 2019):

- AGENCY – The whole community is able to make informed choices about their personal well-being because engagement and information is available, understood, and accessible.
- EQUALITY – Individuals and community members impacted by risk and disasters do not have to prove or justify their deservedness or need for equal treatment.
- COMMUNITY– Embracing how community members define risk, recovery, and resilience is part of mitigation. Risk reduction begins by acknowledging and working to eliminate existing patterns of unequal distribution of risk so underlying structures and patterns are openly questioned. Historic elements of race, class, and gender can influence inequality, and should be addressed with new policies.
- ACCESS – All community members have equitable access to resources and programs, including full participation in decision making processes that govern resource allocation, future development, and related functions.

#### **4.6.7 Cultural Consideration**

CA Senate Bill 160 (2019) charged Cal OES and local governments to address culturally diverse communities in its emergency planning efforts. In consideration, the City will consider communities in its planning efforts. Culturally diverse communities may include:

- Race and ethnicity
- Indigenous people
- Communities of color
- Immigrant and refugee communities
- Gender
- Age (including the elderly and youth)
- Sexual and gender minorities
- People with disabilities
- Occupation and income level (including low-income individuals and unhoused)
- Education level
- People with no or limited English language proficiency
- Geographic location

In addition to the above considerations, the City may also include language diversity.

#### **4.6.8 Consideration for Pets and Animals**

In 2006, the federal government passed the Pets Evacuations and Transportation Standards (PETS) Act as an amendment to the Stafford Act. The PETS Act directs state and local

emergency preparedness plans address the needs of individuals with pets and companion animals during a disaster or emergency. American Red Cross procedures allow for assigned service animals to accompany individuals.

Redwood City works to include consideration for the needs of pets and companion animals in plans as appropriate. Peninsula Humane Society maintains shelters including mobile ones for various pets and can be potentially located near a designated shelter. Additional resources for the evacuation of larger animals, such as horses and cows, may be available for coordination and request in San Mateo County such as the Large Animal Evacuation Group (<https://smclaeg.org/>).

## 5.0 EMERGENCY OPERATIONS CENTER

Redwood City operates an Emergency Operations Center (EOC) that provides a centralized location where emergency management coordination and decision-making occur and can support field operations during critical incident, major emergency, or disaster. When activated, the EOC provides support for a number of critical tasks related to communication, coordination, resource management and executive leadership.

### 5.1 EOC Locations

The **primary EOC** location is: 1301 Maple St., Redwood City, CA 94063

The **alternate EOC** location is: 755 Marshall St., Redwood City, CA 94063

Alternate locations would be used when the primary EOC would or might be unsafe or unusable.

Situations and circumstances may arise in which staffing an in-person EOC fully or partially may be impractical or unwise, such as with the recent COVID-19 pandemic. Alternative staffing options may be considered and implemented and may include remote, virtual, or a combination of in-person and remote. Staff will be provided with appropriate tools, equipment, and training in order to perform their assigned responsibilities. The City's Director of Emergency Services will determine if alternate options will be implemented.

### 5.2 Activations & Deactivation

The EOC equipment is maintained by Redwood City Fire Department staff and may be used for coordination and monitoring activities at any time without the need for a formal activation. However, depending upon the need and circumstances, an official EOC activation may be appropriate to support a number of activities, including:

- Field response (disaster or major emergency)
- Pre-planned events (conventions, parade, city-wide event)
- Local proclamation of emergency
- Governor's declaration of emergency
- Presidential declaration of a national emergency
- State of War

Depending on the conditions and impact, a DOC activation may be sufficient to manage the situation.

### 5.2.1 DOC Activation

A Department Operations Center (DOC) may activate at the discretion of a senior City Fire, Police or Public Works Services official based upon current or impending conditions that may substantially alter normal operations for a temporary time period. DOCs may also activate in support of EOC and field operations during a disaster.

A DOC is managed by a senior department official and primarily supports field operations in operations, logistics, and planning.

### 5.2.2 EOC Activation Authority

The following municipal positions have the authority to activate the City’s EOC:

- Redwood City City Manager
- Redwood City Assistant City Manager
- Redwood City Public Works Director or designee
- Redwood City Police Chief or designee
- Redwood City Fire Chief or designee

Individuals serving in an acting role or empowered to act on behalf the above positions may activate the EOC.

As situations and conditions warrant, City Manager will communicate appropriate information to the City Council of escalating or anticipated incidents or events which may have a significant impact on Redwood City and efforts being made to address the situation.

EOC activation may occur based upon escalating incidents or in anticipation of an incident or event. Activation of multiple DOCs may warrant the activation of the EOC. DOC commanders should be communicating with respective department heads of current and projected situation status.

### 5.2.3 EOC Activation Levels

When the EOC is activated, the County Operational Area DEM/EOC will be notified.

The City may also establish Departmental Operations Centers (DOCs) for specific departments (e.g., Fire, Public Works or Police) as required to support field operations and coordinate other functions within their respective departments. Activation of multiple DOCs may warrant or necessitate the activation of the EOC.

EOC activation levels are scalable based in the evolving needs and may include full or partial staffing as required. See table below:

Level	Operational Status (Minimum Positions)	Trigger Event/Situation <i>(examples include but not limited to)</i>	Activities
<b>Level 3</b> Minimal Staffing	EOC Coordinator	<ul style="list-style-type: none"> <li>• Small incident or event</li> <li>• One site</li> <li>• Potential threat of:                             <ul style="list-style-type: none"> <li>○ Flood</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Situation</li> <li>• al Analysis</li> <li>• Public</li> <li>• Information</li> <li>• Respons</li> </ul>

		<ul style="list-style-type: none"> <li>○ Severe storm</li> <li>• Escalating incident</li> </ul>	<ul style="list-style-type: none"> <li>• e Coordination</li> <li>• Resource</li> <li>• Coordination</li> <li>• Reporting</li> <li>• to State</li> </ul>
<p><b>Level 2</b> Partial Staffing</p>	<p>Management, EOC Section Coordinators Branches/Divisions/Units Liaison/Agency reps</p>	<ul style="list-style-type: none"> <li>• Large scale evacuations</li> <li>• 2+ incident sites</li> <li>• Severe Weather Warning</li> <li>• Earthquake with minor damage</li> <li>• Major scheduled event</li> </ul>	<ul style="list-style-type: none"> <li>• Situational Analysis</li> <li>• Public Information</li> <li>• Response Coordination</li> <li>• Resource Coordination</li> <li>• Logistics Support</li> <li>• Reporting to State</li> </ul>
<p><b>Level 1</b> Full Staffing as needed</p>	<p>All positions (as required)</p>	<ul style="list-style-type: none"> <li>• Large Winter Storm</li> <li>• Terrorist incident</li> <li>• Major Earthquake</li> <li>• Regional Disaster</li> <li>• Major Wildland Fire in Urban interface</li> </ul>	<ul style="list-style-type: none"> <li>• Situational Analysis</li> <li>• Public Information</li> <li>• Response Coordination</li> <li>• Resource Coordination</li> <li>• Logistics Support</li> <li>• Recovery Operations</li> <li>• Sustained Operations</li> <li>• Reporting to State</li> </ul>

Similarly, the deactivation of the EOC will be scalable based on the decreasing needs of Redwood City. Appropriate EOC functions and roles will be deactivated as the situation allows and as directed by the EOC Director.

### 5.3 EOC Communication & Coordination

The EOC has the capability to communicate and coordinate with field personnel, incident commanders, DOCs, external stakeholders, volunteer community groups, and other government agencies.

Coordination with field elements from the EOC may be coordinated through relevant DOCs or directly with an Incident Commander. If a DOC is not activated, the Incident Commander may communicate directly with their department specific representative, sometimes located in the Operations Section of the EOC.

The EOC will communicate and coordinate with the San Mateo County EOC, when activated, or County DEM, and other cities in the Operational Area. Affected cities will provide situational awareness and relevant resource status to the County EOC.

Communication may be by cell phone, internet, or other viable means.

Additionally, the EOC may communicate with designated volunteer community groups may occur through alternative methods such as amateur radios.

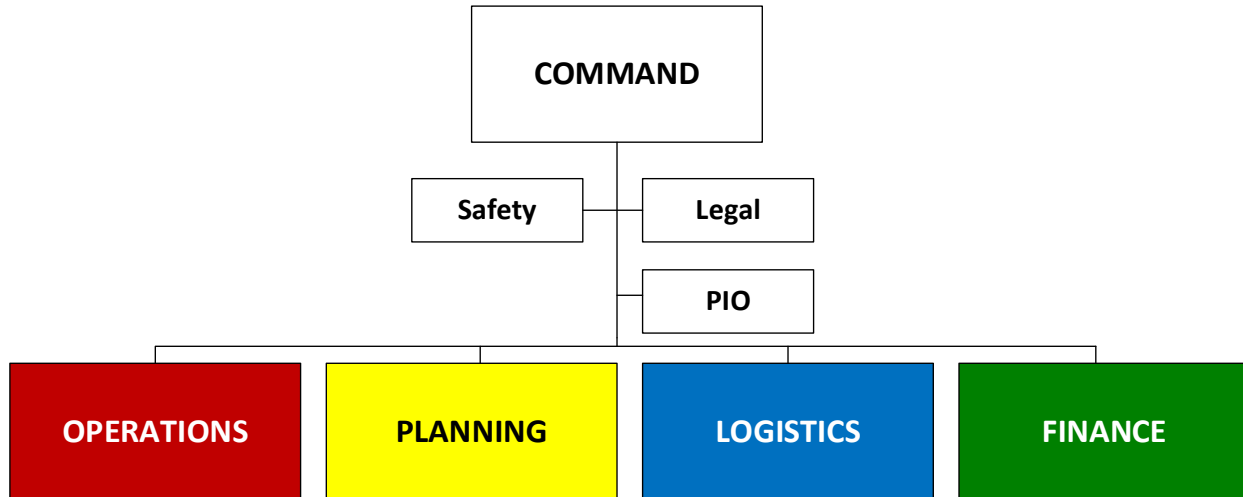
### 5.4 EOC Structure – Hierarchy of Command and Span-of-Control

As outlined in ICS the EOC will be organized in to five major areas:

- Management
- Operations
- Planning

- Logistics
- Finance

Below is a basic ICS chart that can be expanded and reduced based on the scale of the incident.



Management of personnel within the EOC will be accomplished through the assignment of Section Chiefs for Operations, Planning, Logistics, and Finance functions. Section Chiefs report to the EOC Director in the Management Section.

The essential ICS functions in SEMS and NIMS are identified as “sections” in the EOC. All other functions are organized as branches, groups or units within these sections. Only functional elements that are required to meet current objectives will be activated.

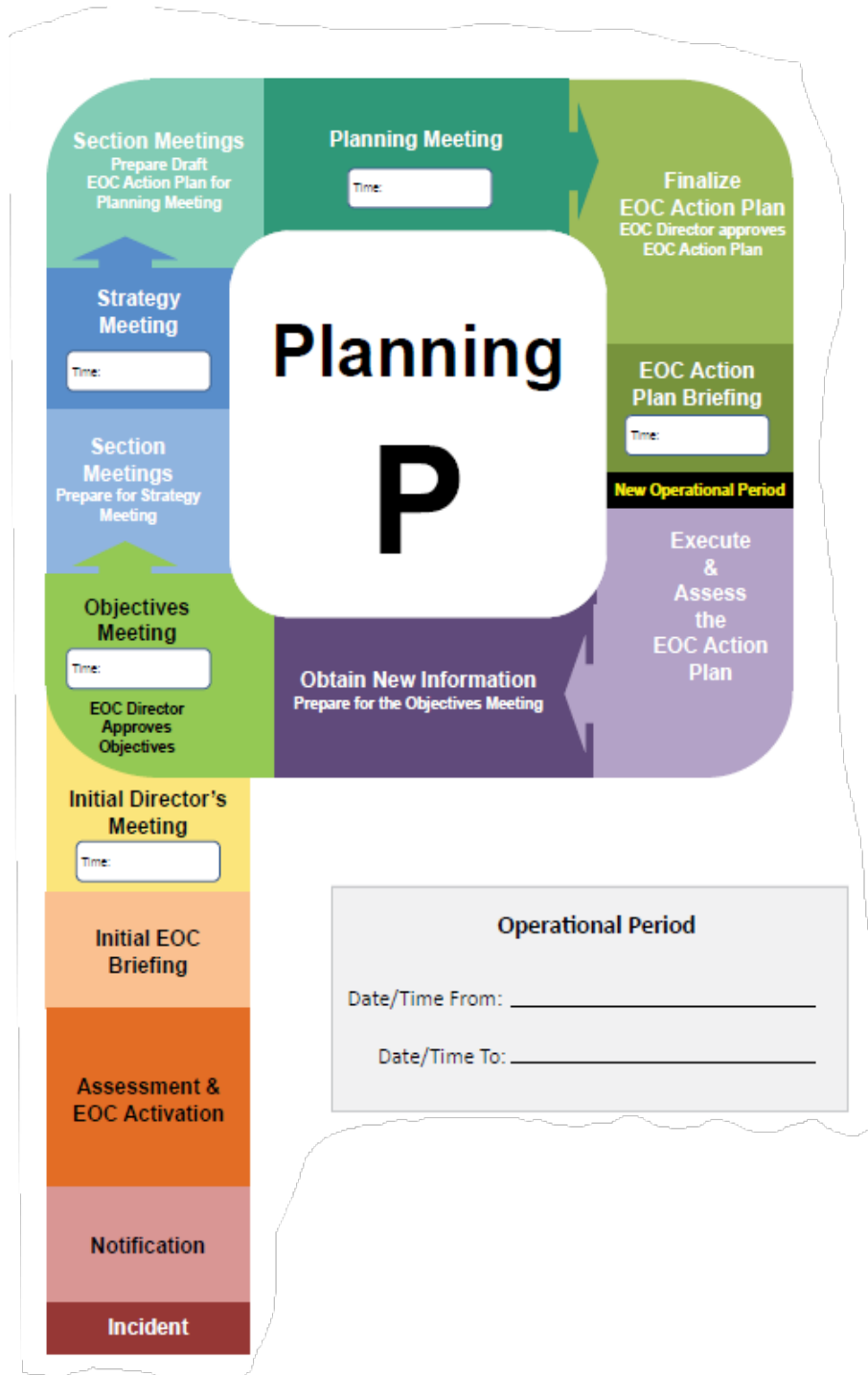
- **Management** - Responsible for overall emergency policy and management coordination
- **Operations** - Responsible for supporting operations, coordinating emergency response efforts and shelter operation support
- **Planning** - Responsible for collecting, evaluating and disseminating information; assist in developing Emergency Action Plan; and responsible for the collection of all documentation material
- **Logistics** - Responsible for providing facilities, services, personnel, equipment, materials, and resources
- **Finance** - Responsible for financial expenditures, records, and other administrative aspects

## 5.5 EOC Action Plans

At local, operational area, regional and state levels, the use of EOC action plans (EAP) provide designated personnel with knowledge of the objectives to be attained and the steps required for achievement. Action plans give direction and provide a basis for measuring achievement of objectives and overall system performance in the EOC. The EOC Director will determine and

direct the drafting of EAPs. The Planning Section shall be responsible for overseeing EAPs development and drafting.

Planning strategy may include the incorporation of the Planning P as outlined below. The Planning P serves as a useful tool to provide planning guidance during EOC activations.



## 6.0 EMERGENCY DECLARATIONS

### 6.1 Local Proclamation

The California Government Code allows a local emergency to be proclaimed by the City Council or an official designated by ordinance adopted by the City Council.

If the City Council or designated official determines that the effects of an emergency are or may exceed the capabilities of local resources, a local emergency can be proclaimed. The Redwood City Municipal Code has empowered the Council or the City Manager as Emergency Services Director to issue a proclamation for the City. The California Disaster Assistance Act (CDAA) specifies the requirements for proclaiming and, when necessary, maintaining, a local emergency. Compliance with the CDAA is required in order for the City to qualify for assistance.

### 6.2 State of Emergency

After a proclamation of a local emergency, the City, having determined that local resources are not sufficient to mitigate the situation, may request by letter or resolution that the Governor proclaim a state of emergency in the area to fully commit state and mutual aid assistance and provide resources to assist local government.

To support its request for a gubernatorial proclamation, it is essential that the City forward an estimate of damage and financial loss to Cal OES through the San Mateo County DEM as quickly as possible. Estimates of loss are an important part of the criteria that Cal OES considers when making a determination to proclaim a state of emergency and request a Presidential Declaration of Emergency or Disaster. A copy of the request for a Governor's proclamation, with the following supporting data, must be forwarded, to the San Mateo County DEM Director for transmission to the Cal OES Director:

- Copy of the local emergency proclamation
- Initial damage estimate summary that estimates the severity and extent of the damage

Cal OES prepares a recommendation as to the action that should be taken by the Governor. If the action recommends a Governor's proclamation, Cal OES prepares the proclamation.

The Governor may also proclaim a state of emergency without a local request if the safety of persons and property in the state are threatened by conditions of extreme peril, or emergency conditions are beyond the emergency response capacity and capabilities of local authorities. Local damage assessment documentation and submission may be required for reimbursement.

### 6.3 State of War Emergency

In addition to a State of Emergency, the Governor can proclaim a State of War Emergency whenever the state or the nation is attacked by an enemy of the United States, or upon receipt by the state of a warning from the federal government indicating that such an enemy attack is probable or imminent. The provisions of the Governor granted under a State of War Emergency are the same as those granted under a State of Emergency.

## 6.4 Presidential Declaration

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Following the proclamation of a state of emergency, the Cal OES Director may recommend that the Governor request a Presidential Declaration of a major disaster under the authority of Stafford Act. The Governor's request to the President is submitted through FEMA. Supplementary justification data may be required to accompany the state and local proclamations and Initial Damage Estimate.

## 7.0 PUBLIC INFORMATION

During a major emergency, disaster, or significant event providing residents and the public with useful and updated information is essential. The EOC Public information Officer (PIO) will oversee messaging during an EOC activation. If the EOC is not activated, then either the lead department or City's PIO will be responsible.

- Alerts and Notifications – during an incident the City will utilize various communication tools to disseminate information and directions to its residents. Notifications may be coordinated with neighboring agencies and/or the County. Recognizing that some residents may have limited access or functional needs, the City will strive to address communication in various forms. The City has two threshold languages – English and Spanish. Communication tools include but are not limited to:
  - Social media
  - City alert system
  - City website
  - Local news stations
  - CERT Teams, volunteer groups, and community or faith-based organizations

Public education can be a useful tool to prepare residents in advance of incidents – how to prepare for, react to, and recover from various situations. Outreach efforts will include the awareness that the City has two threshold languages – English and Spanish.

### 7.1 Joint Information System

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The Joint information System (JIS) is the broad mechanism that organizes, integrates, and coordinates information to ensure timely, accurate, accessible, and consistent messaging activities across multiple jurisdictions and/or disciplines with the private sector and Non-governmental organizations (NGOs).

It includes the plans, protocols, procedures, and structures used to coordinate and share public information. Federal, State, tribal, territorial, regional, local, and private sector PIOs and established Joint Information Centers (JIC) at each level of SEMS are critical elements of the JIS.

The County / Operational Area will orchestrate JIS activities for larger or countywide incidents and events.

## 7.2 Joint Information Center

The Joint Information Center is the central location that facilitates the operations of the JIS during an emergency. This location houses personnel with public information responsibilities from multiple agencies, departments, and other local governments. They perform critical emergency information functions, crisis communications, and public affairs functions.

A JIC will be established at a suitable location in close proximity to provide for effective management of Public Information functions. When activated, the JIC will be staffed by personnel trained to conduct Public Information activities, including coordinating inter-jurisdictional media releases and management of rumor control and community communications functions. Regardless of where the JIC is established, Public Information functions will continue to be managed from the EOC.

## 8.0 CONTINUITY OF GOVERNMENT

Continuity of Government (COG) is an essential function of emergency management and is vital during an emergency/disaster situation. Continuity of government is defined as the preservation, maintenance, or reconstitution of the civil government's ability to carry out its constitutional responsibilities. All levels of government share a constitutional responsibility to preserve the life and property of their citizens. California Government Code Section 8643(b) provides the authority for state and local governments to reconstitute themselves in the event incumbents are unable to serve.

A major emergency or disaster could result in great loss of life and property, including the death or injury of key government officials. At the same time, there could be partial or complete destruction of established seats of government, and the destruction of public and private records essential to continued operations of government and industry.

In the aftermath of a major emergency, law and order must be preserved and essential government services must be maintained. To this end, it is particularly essential that local units of government continue to function.

### *Line of Succession – Redwood City Emergency Services*

The Municipal Code designates the City Manager or their designee to be the Director of Emergency Services and the Fire Chief or their designee to serve as the Emergency Operations Manager. In the event that the Director of Emergency Services is not available to perform their duties, that role may be performed by the Fire Chief, Police Chief, or Director of Public Works Services or their designee if unavailable.

Mayor	<ul style="list-style-type: none"> <li>▪ Vice Mayor</li> </ul>
City Manager	<ul style="list-style-type: none"> <li>▪ Assistant City Manager</li> <li>▪ Deputy City Manager</li> </ul>
City Attorney	<ul style="list-style-type: none"> <li>▪ Senior Assistant City Attorney</li> <li>▪ Assistant City Attorney</li> </ul>

Community Development and Transportation Director	<ul style="list-style-type: none"> <li>▪ Assistant CDT Director</li> <li>▪ Chief Building Official</li> </ul>
Police Chief	<ul style="list-style-type: none"> <li>▪ Deputy Police Chief</li> <li>▪ Police Captain</li> </ul>
Fire Chief	<ul style="list-style-type: none"> <li>▪ Deputy Fire Chief</li> </ul>
Public Works Services Director	<ul style="list-style-type: none"> <li>▪ Assistant PWS Director</li> <li>▪ Public Works Superintendent</li> </ul>
Administrative Services Director	<ul style="list-style-type: none"> <li>▪ Assistant ASD Director</li> <li>▪ Principal Analyst for Finance and Revenue</li> </ul>
Library Director	<ul style="list-style-type: none"> <li>▪ Library Division Manager</li> </ul>
City Clerk	<ul style="list-style-type: none"> <li>▪ Assistant City Clerk</li> <li>▪ Management Analyst</li> </ul>
Parks, Recreation and Community Services Director	<ul style="list-style-type: none"> <li>▪ Assistant Director</li> <li>▪ Recreation Manager</li> </ul>

### **8.1 Essential Facilities-Alternate Government Facilities**

In the event an alternate location is needed to perform the day-to-day governmental functions, staff will be notified to report to one of several identified governmental facility locations where those functions can be carried out. Based upon current conditions and situation status, the alternate location will be determined by the department head or senior city official.

### **8.2 Preservation of Vital Records**

In Redwood City the City Clerk is responsible for managing the preservation of vital City records. Vital records are defined as those records that are essential to:

- Protect and preserve the rights and interests of individuals, governments, corporations and other entities. Examples documents may include:
  - vital statistics and public records
  - land and tax records
  - license registers
  - articles of incorporation
  - payroll information
  - contracts and leases
  - plans, policies, and procedures for critical processes
  - ordinances and resolutions
- Conduct emergency response and recovery operations. Records of this type include utility system maps, locations of emergency supplies and equipment, emergency operations plan and procedures, personnel rosters, etc.

- Re-establish normal governmental functions and protect the rights and interests of government: constitutions and charters, statutes and ordinances, court records, official proceedings and financial records.

Each department within Redwood City should identify, maintain, and protect its own essential records, plans, procedures, documents, and other important operating functions and coordinate efforts with the City Clerk.

## **9.0 PLAN DEVELOPMENT AND MAINTENANCE**

The Fire Department is responsible for the review, revision, management and distribution of the EOP.

The EOP’s Basic Plan is subject to periodic formal approval by the City Council, whereas the Annexes are revised as needed and are not subject to formal review and City Council approval.

The EOP Basic Plan and Annexes will be reviewed on a biennially by the City’s Emergency Operations Manager. The Basic Plan may be modified at any time as a result of a post-incident or post-exercise evaluation, or changes and/or modifications in responsibilities, laws, guidance, or regulations. Modifications to the Basic Plan require readoption by the City Council.

Annexes will be reviewed biennially or as conditions, responsibilities, guidelines and the like warrant or require. Annexes may be modified or added by the City’s Emergency Operations Manager.

## **10.0 AUTHORITIES AND REFERENCES**

### **10.1 Local Authorities and References**

- City of Redwood City Municipal Code
- San Mateo County Department of Emergency Management
- San Mateo County Emergency Operations Plan
- Local Multijurisdictional Hazard Mitigation Plan
- San Mateo County Operational Area Emergency Services Council Joint Powers Authority

### **10.2 State Authorities and References**

- California Government Code
- California Emergency Services Act
- California Disaster Assistance Act
- California Code of Regulations
- California Governor’s Office of Emergency Services
- Standardized Emergency Management Systems Guidelines
- Cal OES EOP Crosswalk (2020) local government
  - State of California Emergency Operations Plan
  - California Disaster and Civil Defense Master Mutual Aid Agreement
  - Orders and Regulations that may be promulgated by the Governor during a State of

- Emergency or a State of War Emergency
- California-Federal Emergency Operations Center Guidelines: Integrating Federal Disaster Response Assistance with California's Standardized Emergency Management System

### **10.3 Federal Authorities and References**

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- National Fire Protection Association (NFPA)
- Federal Emergency Management Agency (FEMA) / Department of Homeland Security
  - National Incident Management System (NIMS)
  - National Response Framework
  - Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG)
  - Homeland Security Presidential Directives (5, 8)

## GLOSSARY AND ABBREVIATIONS

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

**ADA:** American with Disabilities Act

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

**Agency:** An agency is a division of government with specific function, or a non-governmental organization (e.g., private contractor, business, etc.) which offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility of incident mitigation); or assisting by providing resources.

**Agency Representative:** An individual assigned to an incident or to an EOC from an assisting or cooperating agency who has delegated authority to make decisions on matters affecting that agency’s participation at the incident or at the EOC.

**American Red Cross:** A nationwide volunteer agency that provides disaster relief to individuals and families.

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

**Care and Shelter:** A phase of operations that meets the food, clothing, and shelter needs of people on a mass care basis.

**CDA:** California Disaster Assistance Act

**CERT:** Community Emergency Response Team – a volunteer group organized by a local government to assist during an emergency and/or disaster.

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

**Continuity of Government (COG):** All measures that may be taken to ensure the continuity of essential functions of governments in the event of emergency conditions, including line-of-succession for key decision makers.

**COOP:** Continuity of Operations Plan

**Coordination:** The process of systematically analyzing a situation, developing relevant information and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives.

**Cultural competence:** The ability to understand, value, communicate with, and effectively interact with people across cultures in order to ensure that the needs of all community members are addressed, with priority given to “culturally diverse communities.” “Cultural competence” includes, but is not limited to, being respectful and responsive to the cultural and linguistic needs of diverse population groups.

**Culturally diverse communities:** Includes, but is not limited to, race and ethnicity, including indigenous peoples, communities of color, and immigrant and refugee communities; gender, including women; age, including the elderly and youth; sexual and gender minorities; people with disabilities; occupation and income level including low-income individuals and the unhoused; education level; people with no or

limited or no English language proficiency; as well as geographic location.

**Damage Assessment:** The process utilized to determine the magnitude of damage and the unmet needs of individuals, businesses, the public sector, and the community caused by a disaster or emergency event.

**Dam Failure:** Part or complete collapse of a dam causing downstream flooding.

**Declaration:** The formal action by the President to make a State eligible for major disaster or emergency assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 3-288, as amended (the Stafford Act).

**Declaration Process:** When a disaster strikes, local authorities and individuals request help from private relief organizations and their State government, which give all assistance possible. If assistance is beyond their capability, the Governor requests a Presidential declaration of a major disaster or an emergency.

**Delegation of Authority:** A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints and other considerations or guidelines as needed.

**DEM:** San Mateo County Department of Emergency Management

**Department Operations Center (DOC):** A location used by a distinct discipline, such as fire, medical, hazardous materials, or a unit, such as Department of Public Works, Department of Health or local water district to manage and coordinate their departmental response functions in a disaster. Department operations centers may be used at all SEMS

levels above the field response level, depending upon the impact of the emergency.”

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

**DSW:** Disaster Service Worker

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

**EMS:** Emergency Medical Service

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

**Emergency Operations Plan (EOP):** The plan that each jurisdiction has and maintains for responding to relevant threats and hazards that defines the emergency management organization, structure and coordination.

**Essential Facilities:** Facilities that are essential for maintaining the health, safety, and overall wellbeing of the public following a disaster (e.g., hospitals, police and fire department buildings, utility facilities, etc.). May also include buildings that have been designated for use as mass care facilities (e.g., schools, churches, etc.).

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

**Exercise:** Maneuver or simulated emergency condition involving planning, preparation, and

execution; carried out for the purpose of testing, evaluating, planning, developing, training, and/or demonstrating emergency management systems and individual components and capabilities, to identify areas of strength and weakness for improvement of an emergency operations plan (EOP).

**Federal:** Of or pertaining to the Federal Government of the United States of America.

**Federal Emergency Management Agency (FEMA):** This agency was created in 1979 to provide a single point of accountability for all Federal activities related to disaster mitigation and emergency preparedness, response, and recovery.

**First Responder:** This term refers to individuals whose organizations specific and primary responsibility is to respond to life safety incidents.

**Hazard:** Natural or man-made source of danger or difficulty to people or property.

**Hazardous Material (Hazmat):** A substance or combination of substances, which, because of quantity, concentration, physical, chemical, radiological, explosive, or infectious characteristics, poses a potential danger to humans or the environment. Generally, such materials are classed as explosives and blasting agents, flammable and nonflammable gases, combustible liquids, flammable liquids and solids, oxidizers, poisons, disease-causing agents, radioactive materials, corrosive materials, and other materials including hazardous wastes.

**Hazard Mitigation:** A cost-effective measure that will reduce the potential for damage to a facility from a disaster event.

**Hazard Mitigation Plan (HMP):** The plan resulting from a systematic evaluation of the nature and extent of vulnerability to the effects

of natural hazards, including the actions needed to minimize future vulnerability to identified hazards.

**HSEEP:** Homeland Security Exercise and Evaluation Program

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

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

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

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

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

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

**Jurisdiction:** The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., special district city, county, state or federal boundary lines), or functional (e.g., police department, health department, etc.)

**Local Emergency:** The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, or earthquake or other conditions, other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and required the combined forces of political subdivisions to combat.

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

**Mitigation:** Pre-event planning and actions that aim to lessen the effects of potential disaster.

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

**Mutual Aid Region:** A subdivision of Governor's Office of Emergency Services established to assist in the coordination of Mutual Aid and other emergency operations within a geographic area of the state, consisting of two or more county (operational) areas. Sonoma County is in Mutual Aid Region II.

**National Incident Management System (NIMS):** A system mandated by HSPD-5 that provides a consistent nationwide approach for Federal, State, local, and tribal governments; the private-sector, and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, tribal, and local capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; Multi-agency Coordination Systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

**National Response Framework (NRF):** A plan mandated by HSPD-5 that integrates Federal domestic prevention, preparedness, response, and recovery plans into one all-discipline, all-hazards plan.

**NWS:** National Weather Service

**Nongovernmental 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 American Red Cross.

**Office of Emergency Services (Cal OES):** The California Governor’s Office of Emergency Services.

**Operational Area:** An intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county’s geographic borders. An operational area is defined in law (Section 8559, California Government Code) as an organization (not a jurisdiction) whose boundaries are those of a county. This organization is not necessarily a county government; it could be several cities, or a city and a county, a county government or several county governments, willing to undertake to coordinate the flow of Mutual Aid and information within the defined area. The operational area concept is the backbone of SEMS.

**Plan:** As used by OES, 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 the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is a continuous process. Preparedness involves efforts at all levels of government and between government and private- sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification,

equipment certification, and publication management.

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

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

**Public Information Officer (PIO):** The individual at field or EOC level that has been delegated the authority to prepare public information releases and to interact with the media. Duties will vary depending upon the agency and SEMS level.

**RCFD:** Redwood City Fire Department

**RCPD:** Redwood City Police Department

**Recovery:** Activities traditionally associated with providing Federal supplemental disaster recovery assistance under a Presidential major disaster declaration. These activities usually begin within days after the event and continue after the response activities cease. Recovery includes individual and public assistance programs that provide temporary housing assistance, grants and loans to eligible

individuals and government entities to recovery from the effects of a disaster.

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

**Response:** Activities to address the immediate and short-term effects of an emergency or disaster. Response includes immediate actions to save lives, protect property and the environment, stabilize communities and meet basic human needs following an incident. Based on the requirements of the situation, response assistance will be provided to an affected State under the National Response Framework using a partial activation of selected Emergency Support Functions (ESF) or full activation of all ESF to meet the needs of the situation.

**Risk:** Potential for an unwanted outcome resulting from an incident, even, or occurrence, as determined by its likelihood and associated consequences.

**SMISO:** San Mateo County Sheriff’s Office

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

**Stafford Act:** Robert T. Stafford disaster Relief and Emergency Assistance Act, PL 100-707, signed into law April 23, 1988; amended the Disaster Relief Act of 1974, and the Sandy Recovery Improvement Act of 2013.

**Standard Operating Procedures (SOP):** A set of instructions having the force of a directive,

covering those features of operations that lends themselves to a definite or standardized procedure. Standard operating procedures support an annex by indicating in detail how a particular will be carried out.

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

**State of Emergency:** The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot,

**TEP:** Training and Exercise Plan – a plan that outlines a schedule of emergency management and related training courses for EOC and other support staff as well as a calendar of scheduled EOC and similar exercises

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

**Tsunami:** Also called a seismic sea wave. It is a large oceanic wave generated by earthquakes, submarine volcanic eruptions, or large submarine landslides in which sudden forces are applied to the water mass.

**Vulnerability:** Physical feature or operational attribute that renders and entity open to exploitation or susceptible to a given hazard

**Whole Community:** that preparedness is a shared responsibility calling for the involvement of everyone – not just government – in preparedness efforts. These groups include individuals, families, businesses, CBOs, FBO, academia, communities (including socially vulnerable ones), among others

## ANNEXES



## ANNEX 1 - REDWOOD CITY CITY PROFILE

- **Date of Incorporation** - 1867
- **Current Population** — 85,182 (2021 estimate – CA Department of Finance).

The City of Redwood City is located in the State of California on the San Francisco Peninsula approximately 25 miles south of San Francisco and 27 miles north of the City of San Jose. The City is located in San Mateo County and is approximately 19 square miles in land area with a mean elevation of 15 feet above sea level. Redwood City is bordered by Menlo Park to the east, North Fair Oaks to the south, Foster City to the north, and San Carlos to the east. The City additionally wraps partially around Emerald Lake Hills to the west. The San Francisco Bay borders Redwood City to the east. The City hosts a section of U.S. Route 101 along to the east and provides easy access to Highway 280. Additionally, California’s historic thoroughfare, the El Camino Real (as California State Route 82), passes through central Redwood City. Redwood City is considered densely populated, with an estimated 3,955 persons per square mile compared to the California state average of 239 persons per square mile.

Redwood City contains natural geographical features along its border with the East Bay. Specifically, the City contains Redwood Shores, a community located on a San Francisco Bay lagoon. In addition to the developed Redwood Shores Lagoon, Redwood City contains Bair Island, a marsh area consisting of three islands – Inner, Middle, and Outer. The California Department of Fish and Game’s Bair Island Ecological Reserve consists of approximately 2,000 acres of the Middle and Outer Island while the remainder of the area are part of the Don Edwards Wildlife Refuge. Bair Island represents the largest open space island in the San Francisco Bay and is home to a variety of animal species.

Redwood City’s location on the San Francisco Bay serves as key factor in water transportation. The Port of Redwood City is the only deep-water port in south San Francisco Bay with inland transportation access to the Union Pacific Railroad and U.S. Highway 101. Redwood City has a typically Mediterranean climate characterized by warm, dry summers and mild winters. Historically, July is the warmest month for the city, with average high temperatures reaching low 80s. December and November are typically the coolest months, with average lows reaching the low 40s. July 1972 and November 1949 experienced record high and low temperatures of 110 degrees Fahrenheit and 16 degrees Fahrenheit, respectively. Average precipitation for the city is approximately 20 inches per year, with the wettest month being February (4.1”) and the driest being July (0”).

Redwood City is the oldest city on the San Francisco Peninsula. Originally a port town during the Gold Rush, Redwood City became the County Seat of the newly formed San Mateo County in 1856. Redwood City was first incorporated 1867 and re-incorporated as a town in 1897.

The land that eventually became Redwood City was originally home of the Muwekma Ohlone Tribe. Later, the land was part of a vast Spanish rancho owned by the Arguello family, which was used for grazing cattle and horses and for providing missions in the area with supplies of food and animal hides. When California became part of the United States in 1850, the redwoods in the Santa Cruz Mountains were logged for use in construction to the north in rapidly growing



San Francisco. Initially, the logs, cut from the redwood forests along the peninsula skyline, were dragged overland by oxen teams. Soon, a deep-water channel off the bay was discovered in what is now downtown Redwood City. A wharf was established at the point furthest inland. The availability of water transport greatly increased the efficiency of the lumber trade.

Following World War II, the town expanded rapidly, annexing territory toward the Bay and inland toward the Santa Cruz Mountains. As San Mateo County grew, the county government built many large institutional buildings in the downtown area. Downtown became a vital center for commerce, government, and manufacturing in the early 20th Century. As regional shopping malls, freeways, and suburban sprawl developed, downtown began declining in the 1960s and 1970s. Many historic buildings fell into disrepair or were lost altogether. Beginning in the late 1900s, downtown Redwood City began revitalizing, and this revitalization continues today. The Port of Redwood City is now used for maritime commerce and recreation. In 2017, FEMA designated the Port as a Federal Staging Area (FSA) to support regional emergency response.

City Demographics – (U.S. Census)

<b>Age</b>	
Population (July 1, 2021, estimate)	81,643
Persons under 18 years	21.6%
Persons 65 years and over	12.8%
<b>Race and Origin</b>	
White alone	50.9%
Black or African American alone	2.2%
Hawaiian or Pacific Islander	0.9%
American Indian	1.3%
Two or more races	11.2%
Hispanic or Latino	35.3%

The City has two threshold languages – English and Spanish.



## **ANNEX 2 - DEPARTMENT ROLES & RESPONSIBILITIES**

### **Administrative Services**

- Staff the Plans Section during EOC activations
- Information Technology
- Protect, restore, and sustain cyber and information technology resources
- Oversee and manage telecommunication infrastructure
- Provide additional technology support as needed
- Human Resources
- Protect, restore, and sustain city staff
- Ensure city safety procedures
- Develop and coordinate human resources including contractors
- Identify any employee needs (e.g., childcare, shelter)
- Screen and track volunteers
- Finance & Revenue Services
- Provide emergency procurement support
- Anticipate and track financial resources for staff, mutual aid requests, volunteers
- Develop financial mechanisms, procurement applications and contracts to support procurement
- Oversee staff timekeeping
- Oversee compensations and claims
- Provide fiscal oversight and tracking of expenses
- Ensure correct FEMA forms are utilized for potential reimbursement

### **City Attorney**

- Support proclamations of local emergencies
- Assess City operations and provide legal counsel as needed
- Ensure procurement process comply with necessary regulations

### **City Clerk**

- Facilitate and administer proclamations of local emergencies
- Oversee and ensure preservation of vital City documents and records
- Monitor continuity of government
- Administer loyalty oath to Disaster Service Workers volunteers as needed

### **City Manager**

- EOC Director
- Establish EOC operational priorities
- Lead incident action planning, support, and coordination
- Authorize proclamations of local emergencies
- Develop and maintain communication with city council
- Approve public information release
- Support public warnings and alerts
- Primary liaison to City Council



## **Community Development and Transportation**

- Staff the Plans Section during EOC Activations
- Building Inspection and Code Enforcement
- Engineering and Transportation
- GIS and Analytics
- Planning

## **Fire Department**

- Staff the Operations Section During EOC Activations
- Emergency management
- May provide support to the Plans Section During EOC Activations
- Orchestrate all firefighting and fire rescue operations
- Lead EMS operations and coordinate with EMS ambulance provider agency
- Manage emergency management program and operations
- Manage and facilitate City's EOC
- Conduct hazardous material response operations
- Support emergency public warning and alerts
- Support evacuation and re-entry operations
- Support damage assessment efforts
- Provide incident planning and management support as needed
- Support and facilitate CERT activities

## **Library**

- Staff the Plans Section During EOC Activations

## **Parks, Recreation, and Community Services**

- Manage emergency care and shelter operations
- Support infrastructure restoration
- Assist in tree clearance from public rights of way
- Support re-entry operations

## **Police**

- Staff the Operations Section During EOC Operations
- Conduct law enforcement operations
- Lead evacuations operations
- Conduct emergency public warning and alerts
- Provide facility and resource security
- Impose and enforce curfew as directed
- Provide public safety and security support
- Provide traffic control
- Provide access and control to affected areas



## **Port of Redwood City**

- Coordinate with the City EOC during activations

## **Public Works**

- Staff the Logistics Section During EOC Activations
- May Staff the Operations Section During EOC Activations Depending on Emergency
- Conduct infrastructure protection, emergency repair, and restoration
- Support movement operation/restrictions (traffic and access)
- Support public warnings and alerts
- Conduct debris clearance and manage debris operations
- Conduct flood fight operations
- Provide engineering services
- Coordinate with state agencies on state-controlled highways and roads
- Restore transportation infrastructure
- Manage city facilities
- Maintain, repair and restore wastewater infrastructure
- Support damage assessment efforts
- Support evacuation and re-entry operations
- Provide potable water in support of care and shelter operations
- Coordinate with local water providers
- Coordinate with utility provider for the restoration of electrical and gas utility services
- Oversee and maintain water treatment plants
- Storm water management
- Water management
- Maintain City's traffic signals and streetlights
- Support traffic flow efforts

## **City Council**

The City Council is comprised of seven elected individuals with one of them serving as Mayor and one as Vice Mayor. As elected officials, during regular city operations, they have certain roles and responsibilities. During major emergency / disaster situations, some of these roles and responsibilities may shift or be temporarily modified to accommodate current situations.

During an emergency and when the EOC has been activated, the City Manager is the Director of Emergency Services.

The City Council has certain roles and responsibilities during a major emergency /disaster.

- Support City Manager is their role as Director of Emergency Services
- Support ongoing emergency services operation
- Affirm (or reaffirm) state of emergency proclaimed by the Director of Emergency Services
- Through the City Manager provide policy-level guidance, direction, and decisions related to the incident(s)
- Provide visible confidence and leadership; reassure residents that resources are being



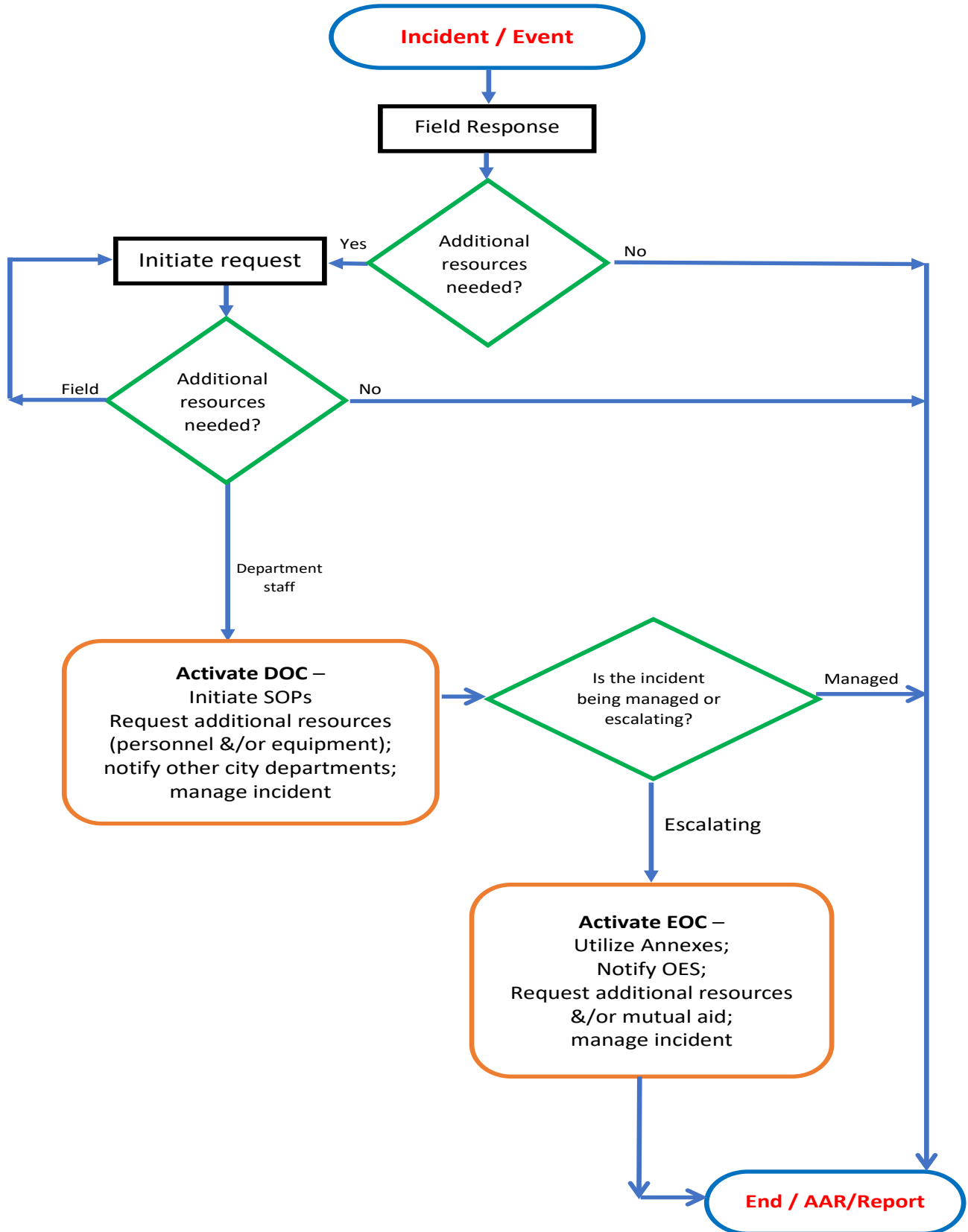
secured to manage the situation

- Mayor serves as city representative to media request while allowing operational personnel to respond to specific requests
- Liaison with County Board of Supervisors
- Support public information efforts as needed
- Support community engagement
- Attend public meetings as needed
- Review potential or threatened litigation as needed
- Review and approve proclamation of local emergency
- When appropriate, view impacted or affected areas, shelters, and other facilities
- Review requirements for special legislation and development of policy

As elected officials the following activities are outside City Council members' responsibilities:

- Assuming or exercising control, giving direction, or interfering in field operations
- Assuming or exercising control, giving direction, or interfering in EOC operations
- Entering an incident site without permission from the field Incident Commander
- Arranging for or entering into any contracts, agreements, and the like without prior City Council approval or arrangements or consultation with City Manager or from the EOC Finance Section or EOC Procurement Officer

**ANNEX 3 - EARTHQUAKES**





## Overview

California is subject to earthquakes. As demonstrated by past major earthquake events, such as the 1906 and 1989 earthquakes, a major earthquake will likely cause major damage on a regional basis, destroying or damaging thousands of buildings, disrupting transportation and utility systems, and causing thousands of injuries or fatalities. Response to a disaster of this magnitude will severely strain the resources of both the public and private sectors in the region.

## Purpose

This annex is a scenario-specific application of the EOP. Unlike other natural disasters, earthquakes occur without notice or warning and could strike anytime. The unpredictable nature of an earthquake and its aftershocks create probability of catastrophic damage throughout the county. The severity of the earthquake’s impacts may overwhelm the capabilities for response for Redwood City.

## Initial Response / Situational Awareness

In accordance with the principles of the SEMS, NIMS and ICS the response to an emergency or disaster will be managed at the lowest level possible. Accordingly, Redwood City will have the primary responsibility for responding to the impacts of the earthquake that occur within their own jurisdictions.

Given that an earthquake is a no-notice incident, it is critical to obtain situational awareness of the incident so that the appropriate resources can be deployed into the affected areas. While the ability to perform reconnaissance and to gather, verify, consolidate, and distribute confirmed situation information is vital to the response, it is equally important that initial response strategies are developed with an accurate picture of the potential scope of the disaster.

It is anticipated that resource requests will be relayed to mutual aid partners without delay. When local resources are exhausted, the Operational Area will be requested to support the OES Region. Allocation of resources will be made based on life safety, incident stabilization, and preservation of important property.

In an area-wide catastrophic disaster, Redwood City recognizes that immediately following the earthquake, mutual aid assistance may be limited or non-existent and the City may need to rely upon available local resources.

## Response

Public Safety and Public Works will be the initial responders following an earthquake. Following a brief initial department assessment (equipment and response capabilities), responders will follow policies, procedures, and protocols. Intelligence, field reports, and information will determine if activation is warranted.

<i>Response agencies:</i>	Fire Department Police Department	Public Works Department Various City Departments
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<i>Support agencies:</i>	San Mateo County EMS American Red Cross	San Mateo County DEM Salvation Army
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San Mateo County Human Services Agency  
Allied agencies (local, county, state, federal)

## **DURING**

The response phase occurs from the onset of an earthquake and lasts until lifeline systems are at least partially restored. During this phase, functions that are critical to saving lives, to protecting people, and meeting basic human needs are performed. During this phase, functions that are critical to securing critical infrastructure and safeguarding records are also performed. This would include the activation of the EOC.

### **All EOC Sections**

- Obtain current overall situational update for effected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

### **Management**

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases (alerts)
4. Communicate with respective city council
5. Liaison between EOC and allied agencies

### **Operations**

1. Monitor and support all field operations
2. Ensure departments and responders follow appropriate protocols and procedures
3. Communicate with incident command post (ICP)
4. Support non-incident related operations
5. Keep PIO informed of urgent and important information
6. Keep Logistics Section updated on equipment requests (current and anticipated needs)
7. Request additional resources (internal and/or external) [personnel and/or equipment]
8. Support mass care and shelter operations
9. Support field evacuation operations
10. Support alerts and notifications
11. Complete appropriate documentation

### **Planning**

1. Facilitate and draft Emergency Action Plan (EAP)
2. Consider and plan for incident impact on city
3. Monitor current and predicted weather conditions
4. Document necessary and appropriate damage for possible claims/reimbursement
5. Update Web EOC as warranted with relevant information
6. Plan for additional operation periods
7. Support evacuation process
8. Initiate planning process for transition from Response phase to Recovery

## **Logistics**

1. Fulfill requested resource request
2. Secure additional request as possible
3. Contact local vendors or OES for mutual aid requests
4. Support evacuation or shelter operations
5. Support evacuation process
6. Anticipate possible needs from interactions with OPS Section

## **Finance**

1. Track expenditures of personnel, time costs, equipment, and related purchases
2. Track receipts and financial records

### *Phase 1 (initial occurrence through day 14)*

Focus is upon notification, situational awareness, initiation of response resources with a priority on lifesaving and damage assessment. Continued priority remains on lifesaving, as well as life-sustainment operations to include medical treatment, sheltering/mass care services, and possibly evacuation. Mutual aid resources will have been requested and may be activated and possibly deployed in many cases.

EOC activation would follow the EOC Activation Annex and the Emergency Action Plan Annex.

Public Works / Engineering Division and Building Division is responsible for overseeing the evaluations of City-owned facilities.

Following an earthquake, three levels of evaluations take place. These should be performed by qualified individuals.

- Rapid evaluations (ATC-20 Rapid) – a quick safety review of the building, with approximately 10 -20 minutes spent on each building.
- Detailed evaluations (ATC-20 Detailed)– a more thorough assessment/evaluation of the integrity of the framing system and building’s structure that may take from one to four hours; and,
- Engineering evaluations – comprehensive assessments performed by professional engineers and architects at the request of the facility owner(s) to ascertain the damage, its cause, and how to repair it.

### *Phase 2 (Day 14 – through 6 month)*

Continued life-sustaining operations as required and focus on essential emergency repairs to critical infrastructure. Federal Emergency Management Agency (FEMA) disaster assistance programs will be implemented for housing, debris management, and repair/restoration of critical infrastructure. State and federal supplemental assistance will have arrived.

The EOC will remain activated as determined by the EOC Director and/or City Manager.

## **Recovery**

There are usually no clear distinctions between when the response phase ends and the recovery phase begins. This is even more difficult to distinguish during an earthquake due to possible aftershocks. There is typically a period after the earthquake in which both phases are

in effect simultaneously. The recovery phase can last for years. During this phase, the state and federal governments may provide disaster relief upon a Governor's Proclamation and a Presidential Disaster Declaration.

Functions during this phase include federal relief for public and individual assistance, establishment of Disaster Recovery Centers (DRCs), establishment of temporary housing facilities, and federal disaster loans and grants. Long-term recovery includes restoration of affected areas to their normal or to an improved state. Recovery and re-entry update information will be provided through the media. Re-entry control points must be established for the public who have a need to re-enter into the disaster areas following an earthquake.

## AFTER

### Management

1. Orchestrate support of recovery efforts
2. Ensure needed city operations/services are in place (Continuity of Operations)
3. Continue to release relevant public information and media reports; orchestrate multiple communicate avenues to residents and businesses regarding recovery information
4. Review EOC operations and staffing and adjust appropriately – plan for operational periods as necessary

### Operations

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee restoration of normal city operations
3. Support shelter operations; oversee transition from temporary sheltering to long term temporary housing options
4. Support alerts and notifications
5. Support re-entry operations of evacuated residents

### Planning

1. Draft and orchestrate development of EAP
2. Continue to document and track recordings of activities
3. Draft plan and coordinate re-entry process of any evacuated residents
4. Develop medium term recovery plans
5. Collect documentation for AAR

### Logistics

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid
2. Support shelter and evacuation center operations and transitioning from City managed short term care to external long-term options
3. Support re-entry process of evacuated residents

### Finance

1. Collect expense reports, prepare summary reports

2. Use appropriate forms for possible claims and/or reimbursement
3. Submit forms when required

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After action reports should be generated; these should include any improvements, recommendations, suggestions and plans.

### **Debris Removal – Public Property**

In accordance with FEMA’s Debris Removal Guidance, debris removal from public property may be eligible for public assistance grants. Eligible applicants include state and local governments, Indian tribes, and certain private non-profit organizations. To be eligible for FEMA funding, the debris removal work must:

- Be a direct result of a Presidentially declared disaster
- Occur within the designated disaster area
- Be the responsibility of the applicant at the time of the disaster.

In addition, debris removal work must be necessary to:

- Eliminate an immediate threat to lives, public health and safety
- Eliminate immediate threats of significant damage to improved public or private property
- Ensure the economic recovery of the affected community to the benefit of the community-at-large

### *Debris Removal – Private Property*

In accordance with FEMA’s Debris Removal Guidance, debris removal from private property is typically not eligible for disaster assistance grants because it is the ultimate responsibility of the property owner to remove the debris. If debris on the private property is obstructing any public roadways or facilities, or is causing a local public health threat, the local government has the authority to be reimbursed for debris removal expenses. In addition, the State or local government may in some cases need to demolish a private facility that is unsafe and causing a threat of safety to life, property, and the environment.

The demolition of unsafe privately-owned structures and subsequent removal of demolition and removal of debris may be eligible for reimbursement when the following conditions are met:

- The structures are damaged and made unsafe by the declared disaster and located in the area of the disaster declaration.
- The applicant certifies that the structures are determined to be unsafe and pose an immediate threat to the public.
- The applicant has demonstrated that it has legal responsibility to perform the demolition.
- A legally authorized official has ordered the demolition of unsafe structures and removal of demolition debris.
- The applicant has indemnified the federal government and its employees, agents, and contractors from any claims arising from the demolition work; and,
- The demolition work is completed within the completion deadlines outlined in 44 CFR §206.204 for emergency work.

*Phase 3 (6 months through 3 to 5+ years)*

Continued support of Phase II with housing assistance, FEMA assistance programs, and initiation of long-term recovery strategy/programs with a goal toward fully implemented long-term recovery programs. This phase is to be considered a “recovery” phase, which will include the implementation of significant state and/or federal assistance programs.

**Documentation**

Documentation is the key to recovering eligible emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs. Under the State’s California Disaster Assistance Act (CDAA), documentation is required for any earthquake damage sustained to the following:

- Public buildings
- Flood control works
- Irrigation works
- City streets
- Bridges
- Other public works facilities

Under federal disaster assistance programs, documentation must be obtained regarding earthquake damages sustained to:

- Roads (Public)
- Water control facilities
- Public buildings and related equipment
- Public utilities
- Facilities under construction (all facilities or only public facilities)
- Recreational and park facilities
- Educational institutions (Public)
- Certain private non-profit facilities

Earthquake debris removal and emergency response costs incurred by the affected entities should also be documented for cost recovery purposes under the federal programs. It will be the responsibility of each local government entity to collect documentation of these damages.

The information documented should include the location and extent of damage, estimates of costs for debris removal, emergency work and repairing or replacing damaged facilities to a non-vulnerable and mitigated condition. The cost of compliance with building codes for new construction, repair and restoration will also be documented. The cost of improving facilities may be provided under federal mitigation programs.

Documentation must begin at the field level and continue throughout the operation of the EOC as the disaster unfolds. Documentation is the key to recovering expenditures related to emergency response and recovery operations.

**Potential Resource Requests**

Regardless of preparation, Redwood City will likely experience shortages of critical resources necessary to respond to the earthquake. Assumptions regarding necessary resources are

described below. These resources may be available through the Mutual Aid system, the State and Federal governments, or the private sector.

- Teams to support fire-fighting operations and search & rescue
- Law enforcement resources for security
- Vehicles to move first responders, evacuees, and displaced residents
- Medical health professionals and resources
- Vehicles to move the injured and medically fragile
- Bedding, food, water, generators, medical supplies, sanitation supplies, qualified staff, and security for shelters
- Additional shelter space
- Mental health professionals and counselors
- Building inspectors
- Heavy equipment and operators for emergency shoring and debris removal, reduction, transport, and disposal
- Equipment, staff, and supplies for handling fatalities
- Water, food, supplies, sanitation facilities, and generators to support emergency operations and to support residents
- Fuel
- Qualified emergency managers and other staff to support EOC and DOC operations
- Public Information Officers (PIOs)
- Interpreters and translators
- Structural and civil engineers
- Utility restoration teams (power, gas, water, sewer)
- Communication restoration teams (satellite, cellular, wired, voice/data/video)

## BEFORE

### **Preparation**

The preparedness phase occurs in anticipation of a major earthquake. This phase focuses on promotion of increased public awareness of the potential emergency, preparation of necessary materials, and equipment or response to the emergency, and training for emergency response personnel. Typical functions of the preparedness phase include conducting public information programs, maintaining emergency resources inventory lists, and conducting exercise and training programs.

The following activities are associated with the preparedness phase:

- Provide training and information to mitigate the effects of a catastrophic event (earthquake)
- Train and equip response personnel
- Identify local staging areas and fuel sources
- Identify transportation resources and facilities, to include transportation for the injured, disabled, and others with access and functional needs
- Identify large, adequately equipped shelter facilities and transportation resources



- Identify adequate locations that could serve as Points of Distribution (PODs)
- Promote employee personal preparedness
- Encourage public preparedness

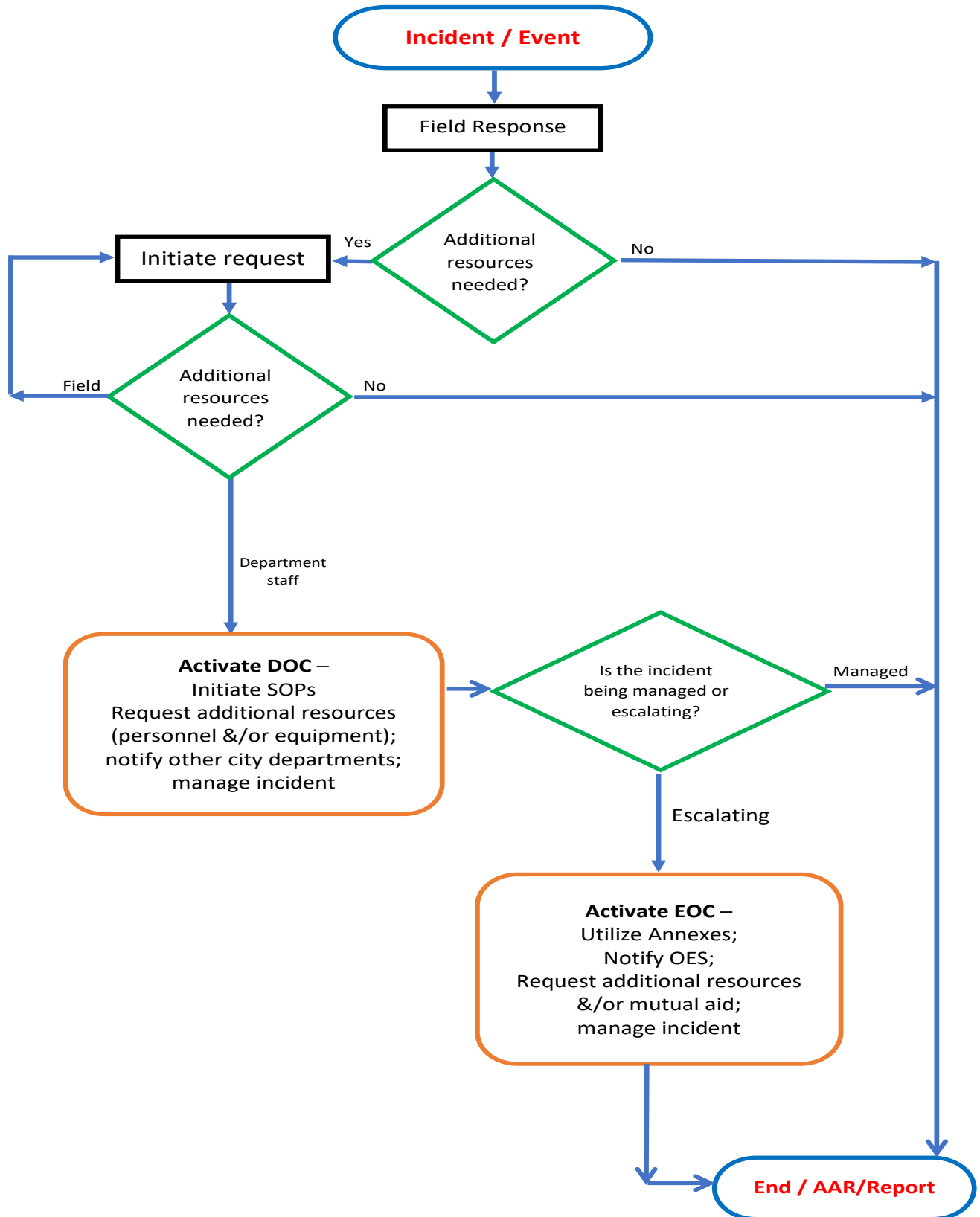
### **Mitigation**

It is recognized that preventing a catastrophic event from happening cannot occur; however, there are measures that can be taken to lessen the effects.

Such measures could include:

- adopting seismic resistant design standards, some of which are currently being followed
- comply with floodplain management guidelines
- adopting seismic non-structural design standards such as FEMA guides.

# ANNEX 4 - FLOODING





## Overview

Floods are one of the most common natural hazards in the United States. They can develop slowly over a period of days or occur quickly with disastrous consequences that can affect Redwood City or the region. A flood is defined as the inundation of normally dry land resulting from rising and overflowing of a body of water. Heavy rains are the most frequent cause of flooding in the County with flood problems occurring primary along streams located on the bayside. Storm water and overland flows can exacerbate flooding and create shallow zones in parts of the County.

The Hazard Mitigation Plan identifies various types of floods:

- Storm water runoff – a result of local draining issues and high groundwater levels. Locally, heavy precipitation, especially during high lunar tides, may induce flooding. Urban drainage flooding is caused increased water runoff due to urban development and drainage systems.
- Riverine – is overbank flooding of river and streams.
- Flash flooding – “a rapid and extreme flow of high water into a normally dry area, or rapid water level rise in a stream or creek above a predetermined flood level beginning within 6 hours of the causative event.”

Most area floods occur during or following winter storms in the winter months. A flood can be the result of a substantial amount of rainfall in a short period of time or when the ground has become saturated from numerous storms and can no longer absorb additional rainwater.

## Purpose

This Annex provides information and guidance that are specific to mitigation, planning, response and recovery actions that may be necessary to manage flooding situations in Redwood City.

*Lead agency:* Public Works Services Department

*Support agencies:* Police Department  
 Fire Department  
 Parks, Recreation & Community Services Department  
 San Mateo County DEM

## Response

The degree of impact will dictate the degree of response.

Field responders will maintain communication and report on the status of conditions. An Incident Commander or supervisor will determine the need for any escalation using respective policies and procedures.

# DURING

*If the EOC has been activated:*

### All EOC Sections



- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

### **Management**

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases
4. Communicate with respective city council
5. Liaison between EOC and allied agencies

### **Operations**

1. Monitor and support all field operations
2. Ensure departments and responders follow appropriate protocols and procedures (SOPs)
3. Communicate with incident command post (ICP)
4. Support non-incident related operations
5. Keep PIO informed of urgent and important information
6. Support field evacuation operations
7. Support any mass care and shelter operations
8. Keep Logistics Section updated on equipment requests (current and anticipated needs)
9. Request additional resources (internal and/or external) [personnel and/or equipment]
10. Complete appropriate documentation

### **Planning**

1. Facilitate and draft Emergency Action Plan (EAP)
2. Consider and plan for incident impact on city
3. Monitor current and predicted weather conditions
4. Support any field evacuation operations
5. Document necessary and appropriate damage for possible claims/reimbursement
6. Update Web EOC as warranted with relevant information
7. Initiate planning process for transition from Response phase to Recovery

### **Logistics**

1. Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests
2. Support any evacuation or sheltering operations

### **Finance**

1. Track expenditures of personnel, equipment, and related purchases
2. Track receipts and financial record
3. Use appropriate form for potential reimbursement

## Recovery

Recovery process may take some time depending on the extent of damage, water level in effected waterway, and current and upcoming weather conditions. Public Works Services will be the lead for overseeing repairs to waterways and storm related management systems.

In addition to channel maintenance, repair to soil erosion may be necessary. While the cost of such might be covered in flood or storm incidents, the management of repair may occur outside of the immediate incident.

# AFTER

## Management

1. Orchestrate support of recovery efforts
2. Ensure needed city operations/services are in place
3. Continue to release relevant public information and media reports
4. Review EOC operations and staffing and adjust appropriately

## Operations

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee restoration of normal city operations
3. Support any re-entry process
4. Support closure of any shelter operations and assist in transition of displaced residents
5. Oversee re-opening of closed roadways and removal of barricades and other traffic notification devices

## Planning

1. Continue to document and track recordings of activities
2. Collect documentation for AAR
3. Coordinate and support re-entry process of any evacuated areas

## Logistics

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid
2. Support any re-entry process
3. Support any evacuation or sheltering operation and transition to closing facility

## Finance

1. Collect expense reports, time costs; prepare summary reports; submit forms for possible claims and/or reimbursement
2. Utilize correct form for reimbursement

---

After action reports should be generated; these should include any improvement suggestions and plans. Suggestions and plans should have an effect on future planning and preparation efforts.

## **BEFORE**

### **Mitigation**

Mitigation efforts, consistent with the current Hazard Mitigation Plan focus on maintaining and managing channels, waterways, creeks, drains, spillways, and storm drains from any debris, erosions, vegetation, or anything that might impede or restrict water flow and runoff. Waterways that empty into the San Francisco Bay should also be clear of any obstruction.

The Public Works Services Department is responsible for managing programs for City owned properties and facilities. Property owners are responsible for waterways which flow through private properties.

Storm management systems, including pump stations, should be regularly maintained and closely monitored during winter storms. Adequate alerting and notification systems should be in place.

Mitigation efforts should include:

- Enacting, updating and enforcing any land use and vegetation management codes
- Building and new and redevelopment use codes to mitigate impacts to waterways
- Regular inspection, maintenance and upgrading of storm drains, spillways, waterways (creeks and channels)
- Regular inspection, maintenance and improvements of retaining walls and breakwaters

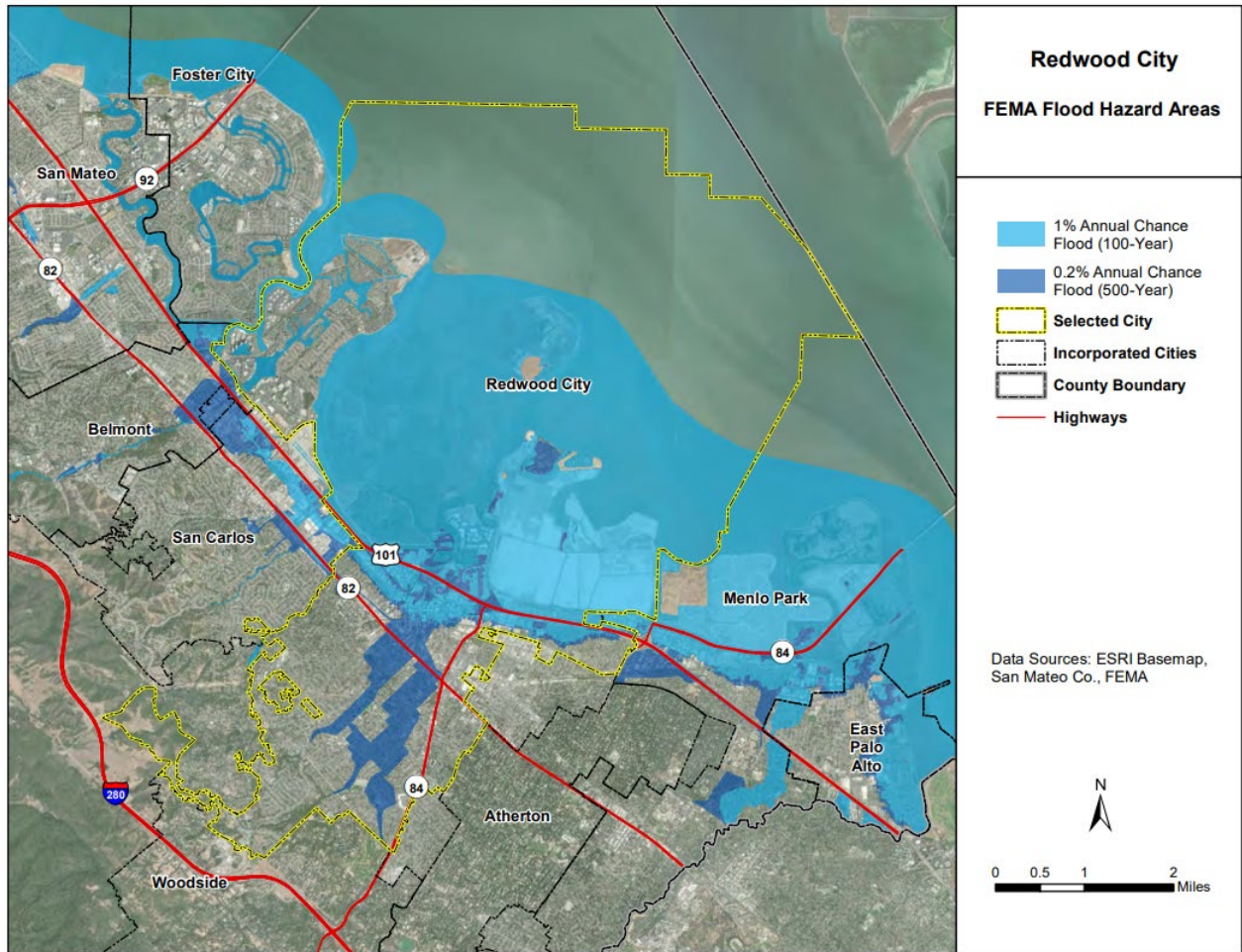
### **Preparation**

As the winter season approaches, departments should be aware of current and upcoming weather conditions. Departments should stage any appropriate equipment and supplies needed.

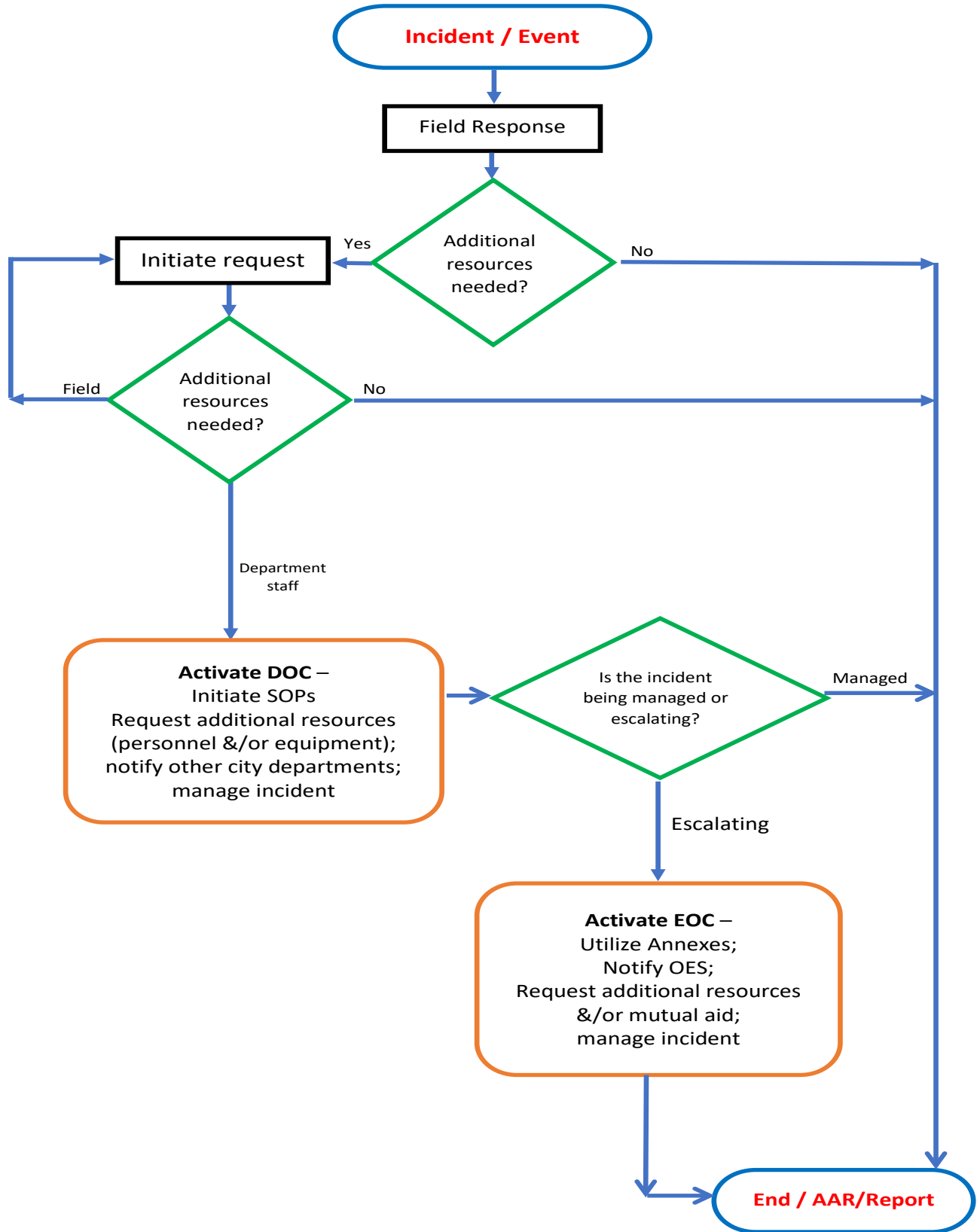
Residents should be reminded to clear any debris and vegetation on their property that might be adjacent to a creek, stream or waterway.

Public Works Services should pre-identify hazard prone areas and share that information with Fire, law enforcement, and emergency management. Emergency management will monitor incoming weather information and distribute it to Fire, Police, and Public Works Services. Redwood City Parks, Recreation, and Community Services Department should refresh intelligence regarding shelter locations and condition in case of any evacuations.

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**ANNEX 5 - WILDFIRES**



## INTRODUCTION

### Purpose

This Annex is intended to ensure an effective and coordinated response to a significant wildfire event. This annex provides direction for city departments, community groups and allied stakeholders ensuring interagency coordination in accordance with the City's EOP.

This Annex is designed to accomplish the following:

- Serve as a planning document to support further development of major incident plans by City departments and agencies.
- Provide an overview of the threats that wildfire poses to City and define the potential range of impacts.
- Provide the response management team with contextual information to guide initial response planning.

### Scope

This Annex has been developed in accordance with the City EOP. In keeping with the EOP's "all-hazards" approach for local emergency management, the response policies and protocols for a wildfire event will align with those established in the EOP. The Annex supplements the EOP by providing considerations for a response to a major wildfire event in the City.

This Annex does not alter existing City department emergency response standard operating procedures (SOPs), processes, or resources. Emergency response agencies (such as fire, law enforcement, and emergency medical services [EMS]) will adhere to existing department SOPs in accordance with all legal requirements.

*Lead agency:* Fire Department

*Support agencies:* Police Department  
Public Works Services Department  
Park, Recreation & Community Services Department  
San Mateo County DEM

### Situation

According to Cal OES, wildfire "represents the third most destructive source of hazard, vulnerability, and risk, both in terms of recent state history and the probability of future destruction of greater magnitudes than previously recorded. The most damaging type of fire is the Wildland-Urban Interface (WUI) fire which occurs where the built environment and natural areas are intermixed (i.e., the border of urban areas).

Unlike other natural hazards, wildfires can rapidly escalate in size and threat. Major fires can generate their own wind patterns moving the fire in rapid and unexpected directions. Secondary effects of wildfire may include economic losses, reduction in harvestable timber, contamination of reservoirs, destruction of transmission lines, and contribute to flooding and mudslides.

A major fire may result in hazardous debris including destroyed or damaged structures, weakened infrastructure, damaged trees as well as ash containing lead, asbestos or household hazardous waste.

The City's western edge runs along Interstate 280. Because of the City's proximity to adjacent municipalities (Woodside, San Carlos, and unincorporated county areas [Palomar Park, Emerald Lake, Emerald Hills]) and adjacent woodland areas, in a moderate to major wildfire, multiple local fire agencies may form a Unified Command (UC) to manage the incident. This command structure may address tactical operations, coordinate fire mutual aid resources, and organize logistics and public information.

The National Weather Service (NWS) issues Red Flag Warnings and Fire Weather Watches to alert fire departments and residents of the onset, or possible onset, of critical weather and dry conditions that could lead to rapid or dramatic increases in wildfire activity.

- Red Flag Warnings are issued for weather events which may result in extreme fire behavior that will occur within 24 hours. A Red Flag Warning is the highest alert.
- Fire Weather Watches are issued when dangerous weather conditions could exist in the next 12 to 72 hours.

## **Planning Assumptions**

### *Impact Assumptions*

This Annex is based on a developing wildfire causing significant actual or potential loss of property. General impacts may include:

- Hundreds of residents may need to be alerted and evacuated with little or no notice.
- Hundreds of residents may require shelter because of evacuation or damage to homes.
- Electrical service and voice/data/radio communications may be impacted due to downed lines or damage to transmitters/antennas.
- Damage or loss of power to water and wastewater collection systems may cause disruption of vital services.
- Smoke will present visibility issues for residents and responders as well as indirect public health risks.
- A major wildfire event could generate tons of debris including construction and demolition, damaged trees, and hazardous waste.
- Structural damage to transportation infrastructure may take weeks or months to repair. These systems may be damaged or disrupted including bridges, roads, signage, and barriers.

### *Response Assumptions*

- City residents have little or no experience with wildfire evacuations. This could significantly delay or disrupt evacuation operations.
- Law enforcement will be significantly challenged to coordinate and conduct notification, evacuation, and traffic management missions.
- A wildfire incident may impact the City with little or no warning. In a no-notice event, there may be insufficient time to notify local residents, prepare the City's emergency response organization and implement the City's Emergency Operations Plan.
- Additional law enforcement resources may be needed to maintain public order, augment rescue operations, and secure critical operations.
- The demand for emergency public information will be immediate and sustained. Social and traditional media coverage will be extensive.

- Assistance in the form of spontaneous volunteers, donated goods, and monetary donations will begin to flow into the City. Although this may provide desperately needed resources, it will create coordination and logistical support challenges.

## **CONCEPT OF OPERATIONS**

The EOP defines the City's general emergency response organization, authorities, policies, priorities, and procedures. In the event of a significant wildfire event, this Annex provides potential specific objectives that the emergency response organization may integrate into its operations.

### **Increased Readiness (Monitoring)**

Once weather forecasts and fire conditions indicate a potential for a significant wildfire event, City departments may increase their readiness to conduct response operations. These efforts may include:

- Enhanced staffing
- Adjusting work hours
- Ready equipment and supplies
- Reducing non-critical operations
- Conducting protective operations
- Increased observation and monitoring of areas at greatest risk

The City's Emergency Operations Center (EOC) may be activated to develop enhanced situational awareness, expedite decision making, conduct stakeholder coordination, develop public information, and provide greater support to City departments.

### **Response**

The City will provide immediate response via its public safety departments coordinating in the field using the ICS. The City's EOC will provide support to field personnel, coordinate the efforts of other City departments and collaborate with the San Mateo County Operational Area and other allied stakeholders utilizing SEMS.

In the first few hours or days of a major wildfire event, the City will:

- Respond to the community's immediate life safety needs of warning and evacuation by making use of systems alert and notification systems as well as door-to-door notifications if needed
- Conduct fire suppression, property protection, EMS, and law enforcement operations as needed
- Assemble resources for a sustained response and for providing basic mass care, shelter, and information services to the community
- Begin to transition from immediate emergency response efforts to sustained operations
- Conduct sustained operations and begin to transition into recovery

When threatened by wildfire, some residents, businesses, and institutions may elect to evacuate without order or direction. A voluntary evacuation of a community may result in traffic congestion

and raise concerns about protection of property. The local Incident Commander will coordinate with the Sheriff's Office for support when operations are affected by a spontaneous evacuation.

### **Short Term Recovery**

The immediate response to a major wildfire event will focus on saving lives, providing resources to sustain City residents, and stabilize the situation. At some point, however, the City will transition to a phase in which recovery operations take precedence. Rapid initiation of recovery operations is critical to restoring confidence in the community.

Activities in this phase include mitigating life-safety hazards, enhanced security operations, utility restoration, limited debris clearance, resident re-entry, sustained public information, coordination of donations, and damage assessment. See Section 3 for objectives related to short-term recovery.

## **OBJECTIVES**

### **General Objectives**

Immediately following a major wildfire event, and for as long as a state of emergency exists within the City, response to the event will be the first priority of all City departments and agencies. All available City Disaster Service Workers (DSWs) will be required to assist and/or support the following objectives:

- Save lives
- Reduce immediate threats to life, public health and safety, public and private property, and the environment
- Provide necessary care, shelter, and medical services to City residents and other members of the general public
- Restore the operations of facilities, whether public or privately owned, that are essential to health, safety, and welfare of the community, including critical City facilities, utilities, and transportation infrastructure
- Assess damage to infrastructure, public facilities, and the built environment
- Expedite the restoration of services, the economy, and the community at large; and begin the process of recovery
- Keep the public informed

### **Enhances Readiness (Monitoring) Objectives**

- Develop situational awareness regarding wildfire hazards, fire conditions and weather forecasts
- Develop and provide public information regarding forecasts, recommended preparedness actions
- Develop/refine public warning and evacuation messages
- Prepare to conduct warning and evacuation operations
- Consider activation of the EOC
- Assess and modify staffing levels/schedules
- Identify and prepare potentially needed equipment and supplies
- Relocate or safeguard equipment and facilities

- Reduce or halt non-critical operations

## **Response Objectives**

In addition to those tasks and objectives outlined in the EOP, the following specific operational objectives should be incorporated into initial response operations and planning:

- Direct and assist immediate life-saving warning and evacuation operations
- Deploy law enforcement resources to support response activities and maintain law and order
- Identify at-risk populations, notify them, and begin evacuation if warranted
- Activate the EOC as needed.
- Develop real-time situational awareness to guide public information efforts. Consider deploying an EOC liaison to the Incident Command Post (ICP)
- Establish contact with the San Mateo County Operational Area and allied stakeholder agencies
- Conduct emergency evacuation and traffic management operations as needed
- Identify potential sites for evacuation centers to accommodate displaced populations while emergency shelters are being opened
- Begin public information messaging regarding recommended personal protective actions, evacuation centers, and community assistance needed. Assess the need to activate the Joint Information Center (JIC)
- Develop a consolidated situation assessment and declare a state of emergency. Consider requesting a FMAG declaration.
- Coordinate the receipt and deployment of incoming resources to prioritized missions
- Designate staging areas and begin planning to accommodate support personnel
- Assess the situation at critical facilities and the condition of emergency communications systems
- Implement recall of City staff as needed
- Coordinate with the San Mateo County Health Department to identify and address the threat posed by degraded air quality
- Complete an initial damage assessment of the City, identifying areas affected, major incidents, and operational status of critical services. Begin to develop Essential Elements of Information (EIs) – see Attachment 1
- Assess critical resource shortfalls and begin requesting support through mutual aid and the San Mateo County Operational Area. Consider resources needed for the next 14 days.
- Establish perimeter control around unsafe areas
- Assemble damage assessment information and submit the Cal OES Initial Damage Estimate (IDE)
- Assess conditions at designated emergency shelter sites and begin to supply with beds, water, food, medical support, generators, sanitation, and facility security; and begin to open emergency shelters to residents and DSWs
- Identify people with special support requirements and transfer to appropriate care facilities
- Designate primary traffic routes and implement debris clearance, route recovery, and

traffic control

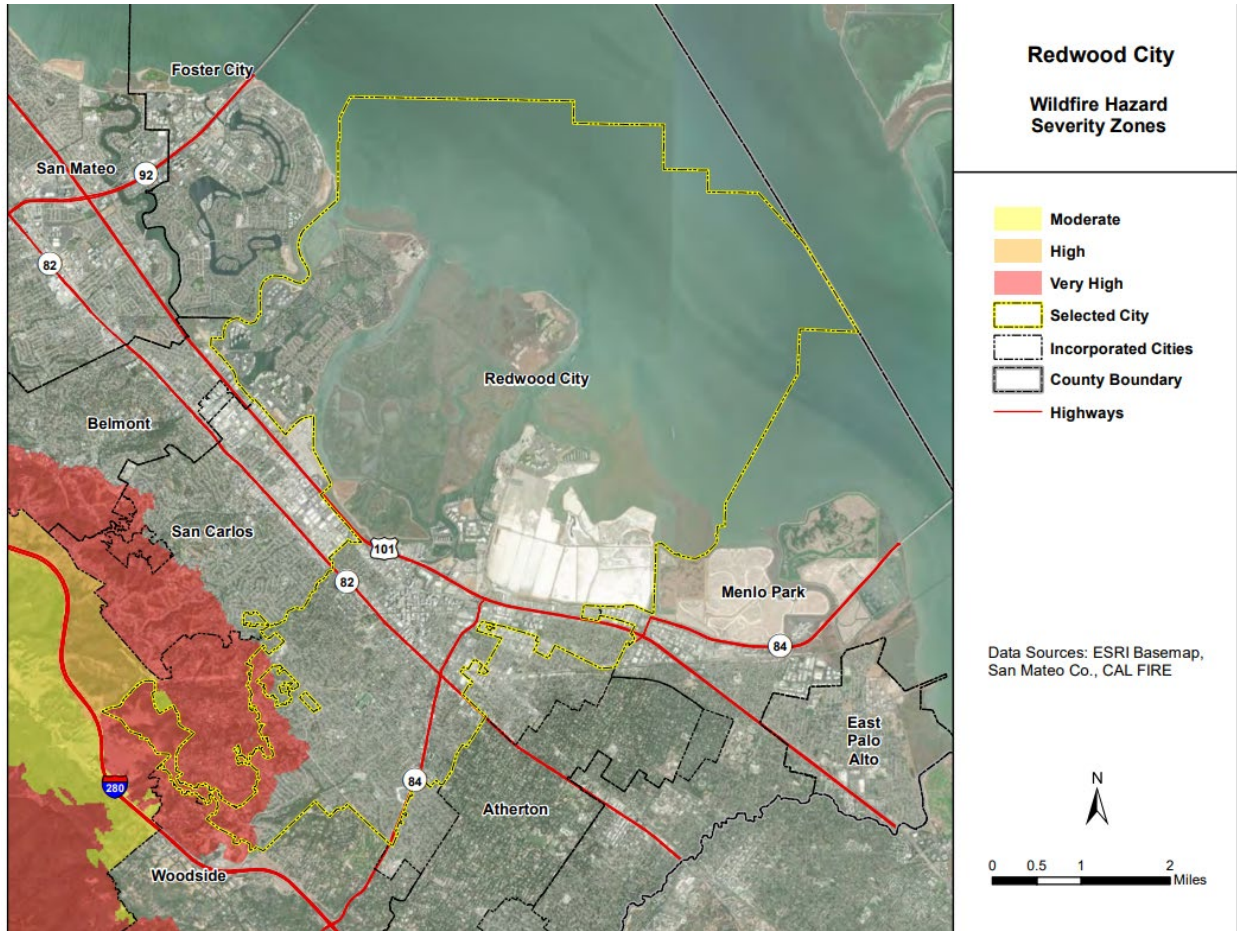
- Conduct outreach for situation status and resource needs for affected facilities needing support from City, including transit sites, schools, commercial buildings, and sites of historic/cultural significance
- Initiate social and traditional media briefings to inform residents on City operations, steps they can take, services available to them, ongoing rumor control efforts, and ways in which the community can help
- Establish shelter support coordinator teams and evaluate the shelter sites
- Establish plans for how to provide care for people with special support requirements that cannot be met in congregate care shelters
- Review and enhance security plans to maintain public order
- Review incident status reports to prioritize incident commands that can begin suspending emergency response operations and transition to sustained response and recovery operations
- Ensure that air quality, hazardous materials spills, and other environmental situations are monitored, and risks addressed
- Coordinate with the San Mateo County Operational Area to survey all licensed food establishments, including the emergency shelter/evacuation centers, feeding sites, and disaster kitchens to ensure there are no unsafe food handling or other sanitation or safety concerns

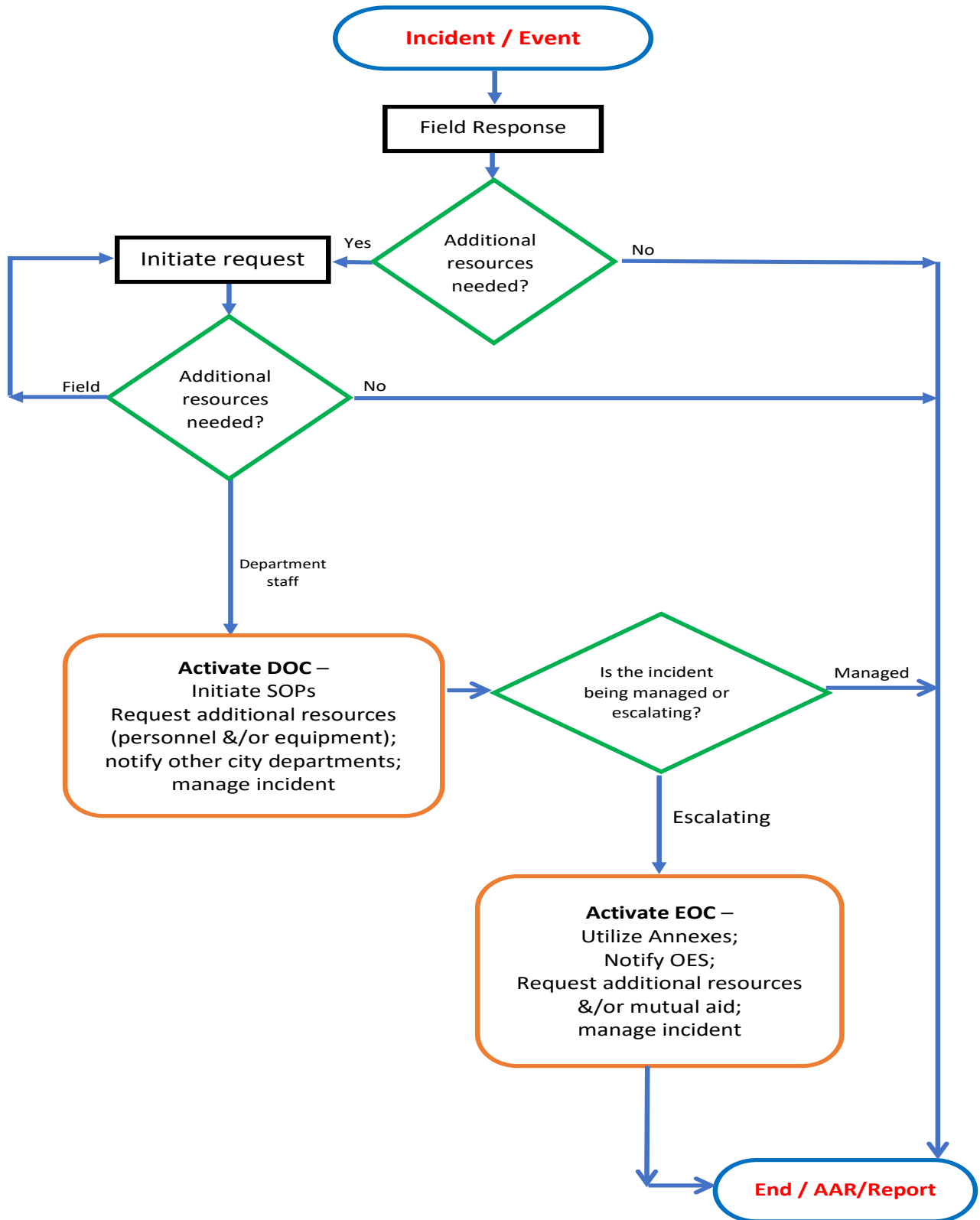
### **Short Term Objectives**

- Develop public information to address how to safely clean-up fire damage, deal with insurance companies, dispose of debris, and access potential sources of assistance
- Coordinate with the San Mateo County Operational Area to facilitate the recruitment, training, and deployment of volunteers and donations
- Work with the American Red Cross (ARC) and other organizations to provide information to support their Disaster Welfare Inquiry Program
- Develop a program to integrate the safety of volunteers and volunteer organizations in recovery operations
- Establish a debris management plan and begin to gather and transport debris from critical sites or routes
- Coordinate with the business community regarding business resumption activities
- Produce, regularly update, and distribute a multi-lingual, multi-format, disaster “Fact Sheet” to the media, people in shelters, field response personnel, residents and businesses
- Implement a process to allow limited entry (where safe) for recovery of personal items
- Coordinate with the San Mateo County Operational Area to provide prioritized community behavioral health services (ex. those whose homes have been damaged/lost, shelter residents, children, and individuals who have suffered significant loss)
- Anticipate and support initial damage assessment visits by state and federal officials wanting to confirm the immediate and long-term unmet recovery needs of the City
- Conduct long-term recovery planning to address issues of interim housing, debris

management, expedited permitting, environmental safety monitoring, soil stabilization, erosion control, coordination with non-governmental and non-profit organizations, and participation in state/federal disaster assistance programs

**Redwood City Wildfire Severity Zones**





**ANNEX 6 - LAND SLIDES**



## Overview

Storms, earthquakes, fires, volcanic eruptions, or human modification of the land can initiate landslides and mudslides. They can move rapidly down slopes or through channels and can strike with little or no warning at avalanche speeds.

Winter storms are sometimes the cause of slides in Redwood City. The western portion of the City has areas in the foothills; these include residential homes and outbuildings. Some homes are built in a hillside while others are below street level on the side of a hill. These building can also be affected by sliding land.

Landslides can pose a serious hazard to properties on or below hillsides. When landslides occur — in response to such changes as increased water content, earthquake shaking, addition of load, or removal of downslope support — they deform and tilt the ground surface. The result can be destruction of foundations, offset of roads, breaking of underground pipes, or overriding of downslope property and structures.

## Purpose

This Annex provides information and guidance that are specific to mitigation, planning, response and recovery actions that may be necessary to manage slide situations in Redwood City.

*Lead agency:* Public Works Services Department

*Support agencies:* Police Department  
Fire Department  
San Mateo County DEM

# DURING

## Response

Slides may occur without warning. Field responders should respond according to the response protocols and practices. Escalating situations or number of incidents may warrant additional city resources. On site incident commanders or DOC (if activated) leaders will determine the need for escalating the incident.

*If the EOC has been activated:*

Response agencies will follow standard operating protocols and procedures.

## EOC Section Roles and Responsibilities

### All EOC Sections

- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods



## Management

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases
4. Communicate with respective city council
5. Liaison between EOC and allied agencies

## Operations

1. Monitor and support all field operations
2. Ensure departments and responders follow appropriate protocols and procedures (SOPs)
3. Communicate with incident command post (ICP)
4. Support non-incident related operations
5. Support any field evacuation operations
6. Support any mass care and shelter operations
7. Keep PIO informed of urgent and important information
8. Keep Logistics Section updated on equipment requests (current and anticipated needs)
9. Request additional resources (internal and/or external) [personnel and/or equipment]
10. Complete appropriate documentation

## Planning

1. Facilitate and draft Emergency Action Plan (EAP)
2. Consider and plan for incident impact on city
3. Monitor current and predicted weather conditions
4. Coordinate any field evacuation operations
5. Document necessary and appropriate damage for possible claims/reimbursement
6. Update Web EOC as warranted with relevant information
7. Initiate planning process for transition from Response phase to Recovery

## Logistics

1. Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests
2. Support any evaluation or sheltering operations
3. Support any field evacuation operations

## Finance

1. Track expenditures of personnel, equipment, and related purchases
2. Track receipts and financial records
3. Use appropriate forms for possible reimbursement

# AFTER



## Recovery

Depending on the extent of the damage property owners may be displaced and need assistance in relocation efforts. If the damage is minimal, residents may consult with city officials and subject matter experts as well as their insurance companies on ways to repair the area. However, severely damaged building may be unusable and not suitable for occupancy in which case city officials and expects may be called upon to determine what actions are necessary to address the situation.

If the slide has affected roadways, Public Works Services is charged with overseeing the clearing and clean up. Working with the law enforcement, access to impacted areas may be limited to neighborhood traffic only.

## EOC Section Roles and Responsibilities

### Management

1. Orchestrate support of recovery efforts
2. Ensure needed city operations/services are in place
3. Continue to release relevant public information and media reports
4. Review EOC operations and staffing and adjust appropriately

### Operations

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee restoration of normal city operations
3. Oversee re-opening of closed roadways and removal of barricades and other traffic notification devices
4. Support any re-entry process of evacuated residents
5. Support any evacuation or sheltering operation and transition to closing facility

### Planning

1. Continue to document and track recordings of activities
2. Monitor any related weather or environmental conditions
3. Coordinate and support any re-entry operations of evacuated residents
4. Collect documentation for AAR

### Logistics

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid
2. Support any evacuation or sheltering operation and transition to closing facility
3. Support any re-entry process of evacuated residents

### Finance

1. Collect expense reports, time costs; prepare summary reports; submit forms for



- possible claims and/or reimbursement
2. Use appropriate form for possible reimbursement

---

After action reports should be generated; these should include any improvement suggestions and plans. Suggestions and plans should influence future planning and preparation efforts.

## BEFORE

### Mitigation

In concert with the Hazard Mitigation Plan and Annexes, efforts to minimize impacts can include:

- Updating General Plan, associated building and land use codes and regulations
- Updated fire codes including wildland urban fire interface
- Employing soil erosion testing, tools and techniques
- Monitoring problematic and identified areas
- Informing residents of potential hazards and mitigation efforts they may choose to employ
- Develop and maintain plans for responses to slides
- Practice rescue procedures in event of needed trapped or stranded individuals
- Homeowners should explore coverage options with their insurance companies

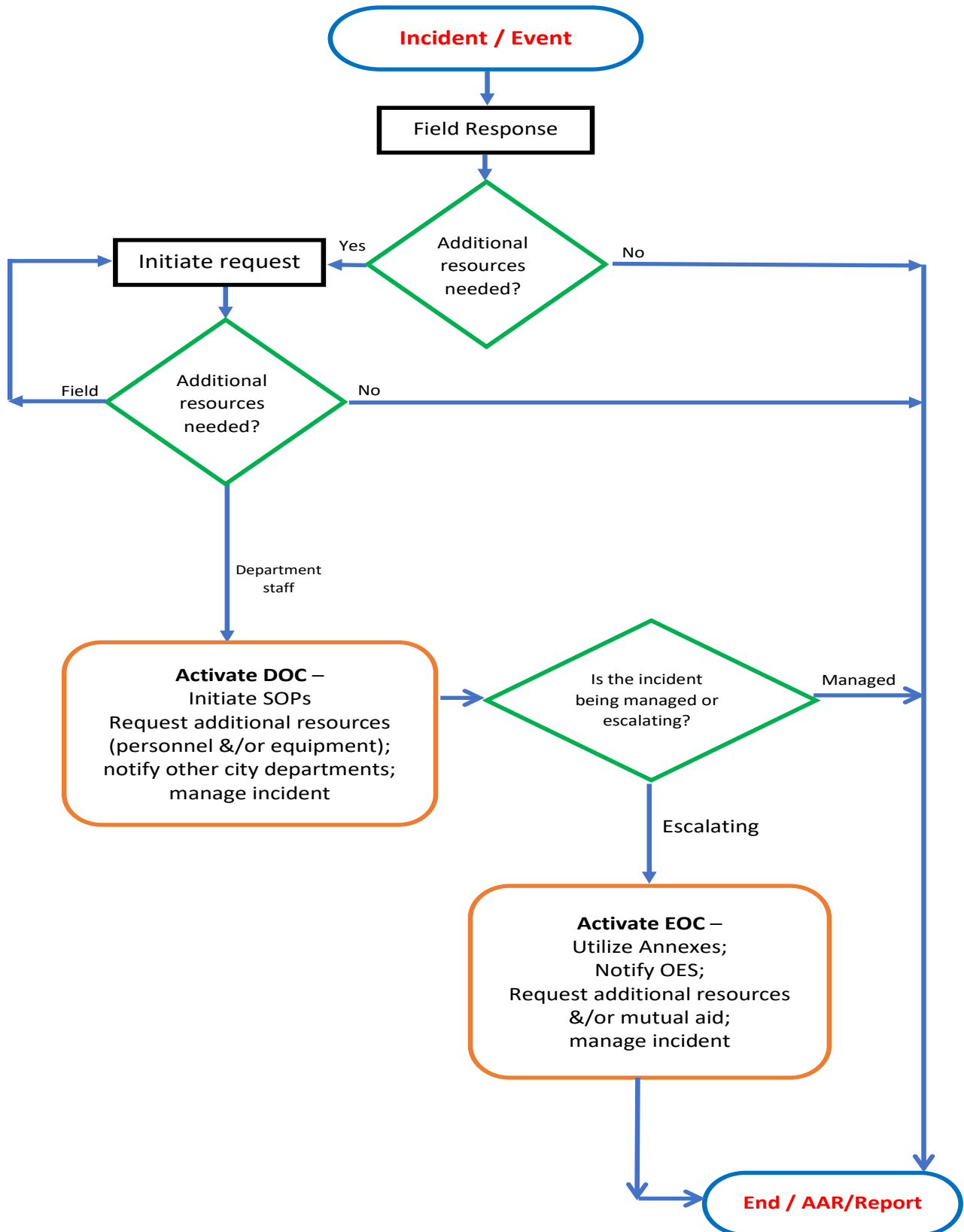
### Preparation

Since many of the area slides occur during severe winter weather, first responder agencies and residents should have an awareness of changing conditions and make necessary preparations.

Fire, law enforcement, and Public Works Services should have sufficient equipment and personnel to manage incidents and request mutual aid as needed. Plans should be in place to address a slide situation should one occur. This could include:

- Road closures
- Utility disruptions or outages – gas leaks, downed power lines, water main breaks
- Multiple affected buildings
- Trapped or stranded residents
- Evacuated residents
- Portable water shutoff and bypassing

## ANNEX 7 - SEVERE WEATHER





## Purpose

This Annex provides information and guidance that are specific to mitigating, planning, response, and recovery actions that may be necessary to manage severe weather situations in Redwood City and to be used following the need to activate the EOC.

1. Multiple DOCs have been activated and better coordination is warranted, or
2. Conditions are such that overall coordination would be beneficial at a higher level

## Overview

Severe weather usually occurs during the fall and winter months and is accompanied by wind and rain and potentially associated with flooding, slides, downed trees, and utilities outages.

*Lead agency:* Public Works Services Department

*Support agencies:* Police Department  
 Fire Department  
 Parks, Recreation & Community Services Department  
 San Mateo County DEM

**Once activated, use the following for EOC operations:**

# DURING

## Response

Response will depend on the actual intensity of and impact from the storm. First responder units and departments will respond according to their respective Standard Operating Procedures (SOPs).

### All EOC Sections

- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

## Management

- Orchestrate support of field operations
- Manage EOC operations - establish objectives and operational periods
- Draft and distribute relevant and timely media and public information releases
- Communicate with respective city council
- Liaison between EOC and allied agencies

## Operations

- Monitor and support all field operations
- Ensure departments and responders follow appropriate protocols and procedures
- Field crews should monitor prone / problem areas



- Flood prone areas
- Creeks, streams and waterways
- Manage downed trees and other debris
- Monitor effectiveness of pump stations
- Prioritize storm related response to incidents
- Keep PIO informed of urgent and important information
- Keep Logistics Section updated on equipment requests (current and anticipated needs)
- Public Works Services Director updates OPS Section Coordinator especially when significant changes occur
- Change in intensity of storm
- Significant utility outages
- Roadway closures
- CERT activation; community groups assistance
- Support any mass care and shelter operations
- Request additional resources (internal and/or external) [personnel and/or equipment]
- Assist with damage assessment
- Support any field evacuation operations
- Complete appropriate documentation

### **Planning**

1. Draft Emergency Action Plan (EAP) – facilitate input from all EOC Sections
2. Support field evacuation operations
3. Consider need for evacuation centers
  - a. Location
  - b. Staffing
  - c. Water and food
  - d. Informing residents
  - e. Transportation
  - f. Pet care
  - g. Use tracking system
4. Monitor current and predicted weather conditions
5. Document necessary and appropriate damage for possible claims/reimbursement
6. Collect damage assessment documentation
7. Update Web EOC as warranted with relevant information
8. Initiate planning process for transition from Response phase to Recovery

### **Logistics**

1. Make contact with vendors
2. Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests
3. Support any field evacuation operations

### **Finance**

1. Track expenditures of personnel, equipment, and related purchases
2. Track receipts and financial records



3. Pay for any immediate storm related costs

## AFTER

### Recovery

Planning for recovery should start during the response phase. While there is no specific time when the response phase transitions to the recovery phase, it will probably occur after the storm has passed through the area. Even though there may still be a number of calls for service because of the impact, the intensity has subsided. The EOC should continue to document storm related expenses for potential reimbursement.

### Management

1. Orchestrate support of recovery efforts
2. Ensure needed city operations/services are in place
3. Continue to release relevant public information and media reports
4. Review EOC operations and staffing and adjust appropriately

### Operations

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee damage clean up and debris removal
3. Continue support of any shelter locations until shelter or EOC is closed
4. Oversee re-opening of closed roadways and removal of barricades and other traffic notification devices
5. Oversee restoration of utilities
6. Assist in collecting damage assessments
7. Support re-entry process of evacuated resident

### Planning

1. Continue to document and track recordings of activities
2. Draft EOC deactivation plan
3. Monitor any relevant weather-related activity
4. Coordinate re-entry process and operations of any evacuated residence
5. Collect damage assessment reports

### Logistics

1. Support local assistance centers, Small Business Administration (SBA) assistance
2. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid
3. Support reentry process of evacuated residents
4. Support any evacuation or sheltering operation and assist in transition for closing

### Finance

1. Pay for any outstanding incident related expenses



2. Collect expense reports, prepare summary reports; submit forms for possible claims and/or reimbursement; use appropriate forms for reimbursement
3. Support local assistance centers, Small Business Administration (SBA) assistance

An After-Action Report should be generated; these should include any improvement suggestions and plans. Suggestions and plans should have an effect on mitigation and preparation efforts.

## BEFORE

### Mitigation

Weather history has shown that weather patterns change. The actual start date and intensity of winter weather varies; however, knowing that the area tends to experience winter storms regularly allows for actions that could mitigate their impact. This could include the following:

- Maintaining and clearing storm drains inlets and pipelines
- Maintaining and clearing of creeks, trash ramps, and trash bars
- Maintaining creek and drain monitoring equipment
- Continual street sweeping activity to prevent the intrusion of debris into storm drain system
- Regular maintenance, repairs and upgrades of storm water and sanitary sewer pumps, pump stations and related equipment
- Drafting of storm response plans
- Removal of debris or dead plants or trees in advance of storm season
- Ensure tree and branch maintenance near power lines
- Ensure needed storm response supplies are stocked, including sandbag equipment, generators have been serviced and fuels and barricades are workable and in stock
- Encourage residents to register for San Mateo County's CWS Alerts
- Reminding residents to "storm ready" their property, check and restock emergency supplies, and have plans in case of power outages; utilizing community groups to educate public on storm preparations
- Maintain updated information on shelters and evacuation centers
- Provide staff with seasonal weather outlook from National Weather Service (NWS)
- Remind residents who live adjacent to a creek to minimize flow impact by keeping the creek clean and clear of debris

Mitigation efforts also should be coordinated and in concert with the current Hazard Mitigation Plan, neighboring jurisdictions and the County.

### Preparation

During winter storm season, it is important that people are prepared for and know how to respond.

Since various departments are designated as first responders (fire, law enforcement, and public works), they should stay updated on current and upcoming weather conditions. When a storm is predicted for the area, departments should make appropriate plans based on the potential impact. This could include:

- Staging of resources or material at strategic locations



- Staffing personnel to ensure adequate coverage
- Notifying residents
- Staff meetings or planning sessions
- Monitoring of storm's progress
- Contacting NWS
- Interacting with county allied agencies
- Checking equipment and supplies
- Refueling of vehicles in accordance with storm readiness plans
- Inspect known local "hot spots"
- Review local tide charts

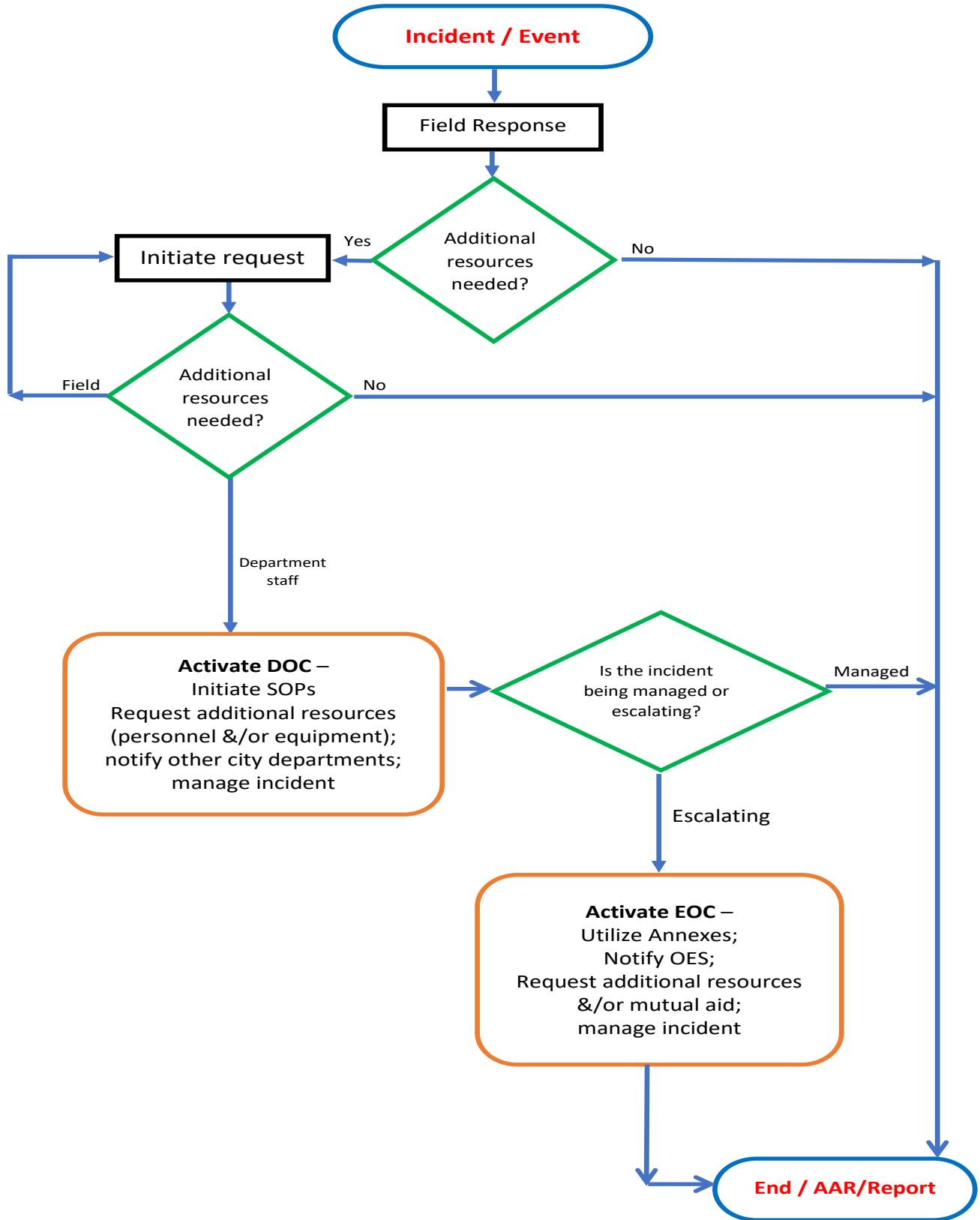
*Lead agency:* Public Works Department

*Support agencies:* Police Department  
Fire Department  
San Mateo County DEM



Potential Severe Weather Incident Timetable

Flood/ Winter Storm	Incident			
	+1 Hour	+2 Hours	+6 Hours	+10(+) Hours
<b>Management</b>	Activate EOC Initial Press Release/press conference	Policy meeting to determine next steps	Updated Press release	Determine when “All clear” Plan for next cycle of operations if needed Emergency declaration if needed
<b>Operations</b>	Activate section Order Public Works equipment CERT activation Support field incidents responders	Enforce road closure Deploy 1 <sup>st</sup> responders CERT deployment	Enforce road closure Begin damage assessment	Enforce road closure Report damage assessment Inspect buildings/tag Clear debris/roadways Plan for next cycle of operations if needed
<b>Planning</b>	Activate section Brief Section Coordinators on NWS update Calculate and map inundation area	Brief Section Coordinators on NWS update Calculate inundation area	Brief Section Coordinators on NWS update Collect damage assessment data	Brief Section Coordinators on NWS update Collect damage assessment data Plan for next cycle of operations if needed
<b>Logistics</b>	Activate section Request PW equipment Establish contact w/ vendors if necessary	Arrange delivery of needed PW assets	Continue to support	Continue to support Plan for next cycle of operations if needed
<b>Finance</b>	Activate section Account for activated personnel (EOC & field personnel assigned to incident) Establish contact w/ vendors if necessary	Start process of keeping track expenditures	Continue to support	Tabulate damage costs and expenditures of County resources Plan for next cycle of operations if needed



**ANNEX 8 - MASS CARE AND SHELTER**



**Overview**

Following a major disaster many residents may be unable to use or return to their residences, have no alternate housing and/or transportation to another location may be impossible or delayed. Therefore, it may be necessary for Redwood City to provide temporary sheltering locations. The Care and Sheltering of local residents reside with the City; working collaboratively with County DEM and the local Red Cross chapter, locations have been identified that comply with established guidelines for either evacuation centers or shelter locations.

**Purpose**

This Annex provides information and guidance that are specific to planning, response and recovery actions that may be necessary to manage care and sheltering situations. This annex applies to large scale disaster or catastrophic situations and not day -to-day emergencies.

**Preparation**

In advance and in preparation working in collaboration with San Mateo County DEM, San Mateo County Employment and Human Services, and the local American Red Cross chapter, Redwood City will pre-designate suitable, acceptable and qualified care and shelter locations which comply with current standards.

Shelter staff members will receive appropriate training on care and management from County Human Services staff and/or American Red Cross official and/or other certified shelter instructors.

Accommodations will take in consideration people with disabilities and access and functional needs and individuals with pets.

**Response**

*Lead agency:* Parks, Recreation, and Community Services Department

*Support agencies:* Police Department  
Fire Department  
Public Works Department  
San Mateo County DEM  
American Red Cross  
San Mateo County Human Services

Shelter operations may be supported by community-based organizations, faith-based organizations, and non-profit organizations.

Duration and scope of local shelters will be proportional to the situation’s severity and assistance needed.

**Activation**

During an emergency or disaster, the EOC will be monitoring the situational status of the current incident and the displacement of residents. Based upon intelligence and information from field operations sent to the EOC Planning Section and other section, the EOC Director will determine



the need to activate and direct the Care and Shelter Branch to oversee and support the opening of shelters for affected residents.

### **Notification**

The EOC Public Information Officer (PIO), working with the Care and Shelter branch to coordinate messages and notifications, will communicate the location shelters and other relevant information.

### **Set Up and Staffing**

Various facilities in San Mateo County have been designated as general population shelters capable of being set-up to receive residents. The American Red Cross maintains the National Shelter System (NSS) database of qualified shelter locations. There are currently three facilities that have been designated as shelter locations for San Mateo County residents. The locations are as follows:

1. Cañada College
2. College of San Mateo
3. Skyline College

A local Care and Shelter Coordinator will be designated. Additional staff will be supplied by the city and supplemented by Red Cross and San Mateo County Human Services Agency volunteers. CERT team members who have been shelter trained may also assist.

Care should be taken for individuals requiring shelter including those that may require additional assistance which may include the following:

1. Resident seniors
2. Medically fragile or dependent
3. Limited English proficiency or non-English speakers
4. Limited mobility; access and functional needs
5. Unaccompanied minors

Service animals are allowed to accompany individuals throughout all stages of a disaster.

During a disaster, mass care operations will require an influx of resources from outside the area to be fully operational. A full complement of resources will be contingent on the severity of the event, impact to transportation infrastructure and the ability to move resources and supplies into the affected area.

The Red Cross maintains Shelter Management Coordinators to support local officials and volunteers in the staffing of shelters.

Other facilities, such as faith-based organizations, may offer assistance to their organization members and others in the community. While they may receive relief supplies, organization and management would be supplied by such facilities.

**Long Term Sheltering** - There will be groups (families and individuals) that may require long term sheltering. This will be dependent on factors that arise due to the type, severity and location of the disaster. If the need for long term sheltering is determined through the local



assessment process, then a request for federal assistance is made so that temporary housing resources will be provided if a federal disaster is declared. FEMA defines long-term sheltering as more than two weeks.

### **Demobilization**

Once a shelter has been activated, the decision for the demobilization order will be a coordinated effort with the Red Cross and Redwood City EOC. All evacuees must be returned to their homes, family member's homes, or moved to another facility before the shelter can be closed.

Factors that impact the decision to close a shelter include an urgency to return the shelter to its day-to-day use, availability of transportation, or the availability of long-term accommodations.

### **Recovery**

During the recovery process, emphasis will be placed on cleanup, shelter demobilization, and critiquing operational performance. The Care and Shelter staff will participate in the demobilization and recovery process; coordinate provision of support for cleanup and recovery operations, as needed; and request the provision of financial and behavioral health services for individuals and emergency workers, where appropriate.

Most of the immediate needs of the population will have been provided, and if the disaster surpasses local available resources, federal and state governments will become heavily involved in providing financial aid to victims. Local Assistance Centers (LACs) will be set up to coordinate the delivery of needed services.

The EOC Care and Shelter Branch has responsibility for phasing out the shelter facilities and assisting displaced persons in obtaining next phase temporary housing and other aid. The demobilization plan of action, drafted by the Care and Shelter Branch, will outline public/private partnership roles, responsibilities, resources, and protocols for the recovery transition period.



## **ANNEX 9 - EOC ACTIVATION**

### **Overview**

Incidents and/or events in Redwood City may rise to a level which require significant resource and incident management support and oversight. This may be from a natural or man-made disaster or an event that has significant impact to the City. The EOC can support field operations by coordinating their resources and more efficiently assess the situation and respond to requests from the field.

### **Purpose**

This annex outlines the procedures and guideline for activating the EOC.

The EOC Director will determine the staffing needs for the EOC. The emergency management staff will maintain the list of EOC personnel and EOC teams. "SMC Alert" is used to send notification to EOC Staff. All members of the EOC Staff are responsible for ensuring their SMC Alert account information is current.

- When a major emergency or disaster strikes, centralized emergency management is necessary. The EOC provides this needed centralized management. When activated, representatives from both jurisdictions and assigned private agencies such as American Red Cross will report to the EOC to coordinate decision-making, department activities, and liaison with different levels of government as well as with private entities and non-governmental organizations.
- The EOC provides a centralized focus of authority and information and allows for face-to-face coordination among personnel who must set priorities for use of resources and evaluate the need to request mutual aid.
- The role of the EOC is to support Field Operations, coordinate with San Mateo County Operational Area, other neighboring city EOCs and various Department Operations Centers.
- Field Incident Commander(s) has/have the responsibility to report his/her/their incident status and necessary resource requests, to manage the incident, to the EOC's and DOC's. The EOCs and DOCs then communicate all incident status and needed resource requests to the San Mateo County Operational Area EOC.
- All pertinent information is then used by the Policy Group and Planning to create the Action Plan for the next operational period.

### **EOC Locations**

The primary EOC location is:

- 1301 Maple St., Redwood City, CA 94063

Alternate EOC location:

- 755 Marshall St., Redwood City, CA 94063



Use of alternate locations would be when use of the primary EOC would be or potentially be unsafe or unusable. The Director of Emergency Services will determine what level of activation is warranted and type of activation (e.g., in-person, virtual, hybrid, and the like)

**EOC Functions**

Functions	Responsibility
Receive and disseminate notifications of warnings	EOC Director, Emergency Services Coordinator
Coordinate emergency operations between: <ol style="list-style-type: none"> <li>San Mateo County Operational Area, Cities, towns, local and state agencies, different levels of government</li> <li>Special districts, Utility companies, school districts, non-profit organizations and outside agencies</li> <li>The media and general public</li> </ol>	<ol style="list-style-type: none"> <li>All EOC Sections</li> <li>EOC Agency Representatives</li> <li>Public Information Officer (PIO) and Joint Information Center (JIC)</li> </ol>
Develop polices and determine if a local proclamation is needed	EOC Director
Develops objectives, disseminate public information, provide legal advice,	EOC Management Section
Develops strategy to implement objectives and the allocation of resources based on policy	Operations Section
Collect Intelligence and disseminate information to EOC, Department Operating Centers (DOC), and Operational Area EOC. (Operational Area will contact State and Federal agencies on behalf of the local jurisdictions.)	Planning Section
Coordinate the logistics support of resources and personnel and ensure the integrity of communications and information services. Work with Finance to track all contracts to assure reimbursement.	Logistics Section
Track costs of response personnel, equipment, and damage to county property. Coordinates the financial recovery of the county. Ensure that there are policies regarding bidding in regard to contract work during an emergency.	Finance Section

**Response**

**When to Activate the EOC**

The EOC is activated at the request of field response personnel (Incident Commander or field supervisor), Department Operation Centers (DOCs) or senior fire, law enforcement, or public works official to provide support during any significant incident or event.

If the activation of the EOC is needed, the Emergency Operations Manager or their designee will contact the City Manager. If the City Manager is not available, they will attempt to contact his or her alternate.

**Levels of EOC Activation**

The City has three (3) levels of EOC activation:



- Level 3– Minimum Staffing** Key personnel needed to conduct operations as designated by the Incident Commander and the Director of Emergency Services or designee. (Usually used during a warning phase or a build-up phase.) At the discretion of the Director of Emergency Services the EOC may not be physically set up at this level. Normally this level consists of the Emergency Services Coordinator monitoring the situation.
- Level 2 – Partial Staffing.** Additional personnel for specific functions needed to conduct operations as designated by the Incident Commander and the Director of Emergency Services or designee. This can include a person from the Logistics section to order supplies, a person from the Plans section to track the situation status, and one more member of the Operations section, including Fire, Law, EMS and Care and Shelter. One or more of the DOCs may be activated depending on the nature of the incident.
- Level 1 – Full Staff.** The level of activation would be a complete and full activation with all organizational elements at full staffing according to the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

Level	Operational Status	Trigger Event/Situation <i>(examples include but not limited to)</i>	Activities
<b>Level 3</b> Minimal Staffing	Emergency Services Coordinator	<ul style="list-style-type: none"> <li>Small incident or event</li> <li>One site</li> <li>Potential threat of:               <ul style="list-style-type: none"> <li>Flood</li> <li>Severe storm</li> </ul> </li> <li>Escalating incident</li> </ul>	<ul style="list-style-type: none"> <li>Situational Analysis</li> <li>Public Information</li> <li>Response Coordination</li> <li>Resource Coordination</li> <li>Reporting to State</li> </ul>
<b>Level 2</b> Partial Staffing	Management, EOC Section Coordinators, Branches/Divisions/Units Liaison/Agency reps	<ul style="list-style-type: none"> <li>Large scale evacuations</li> <li>2+ incident sites</li> <li>Severe Weather Warning</li> <li>Earthquake with minor damage</li> <li>Major scheduled event</li> </ul>	<ul style="list-style-type: none"> <li>Situational Analysis</li> <li>Public Information</li> <li>Response Coordination</li> <li>Resource Coordination</li> <li>Logistics Support</li> <li>Reporting to State</li> </ul>
<b>Level 1</b> Full Staffing	All positions (as required)	Large Winter Storm Terrorist incident Major Earthquake Regional Disaster Major Wildland Fire in Urban interface Other events as required	Situational Analysis Public Information Response Coordination Resource Coordination Logistics Support Recovery Operations Sustained Operations Reporting to State

**EOC Activation and Staff Notification Procedures**

In the event of any significant incident a police, fire, or public works supervisor will make recommendations if EOC activation is needed. They will then contact the City Manager and recommend activation based upon the severity of the incident and/or the City’s needs. Escalating or intensifying incidents may warrant EOC activation.

Upon permission to activate, the requesting supervisor will:



- Determine which EOC positions need to be activated and initiate recall of personnel
- Notify EOC Staff of the EOC activation and who needs to respond
- Contact County OES with the following information:
  - The EOC is being activated at Level 1, 2, or 3
  - EOC contact number will be established by initial EOC responders
  - First arriving EOC staff will fill needed EOC positions regardless of usually assigned roles
- Contact Public Safety Communication with activation information
- Set up EOC
  - Send a Status Report as soon as possible to County OES
  - Create a Jurisdiction Situation Report in Web EOC and/or hard copy
- Initiate use of form ICS 211 Personnel Check In
- Use form ICS-214 Unit Log to document all activities in your unit or section
- Start an incident in Web EOC to document all EOC activities, resources and mission requests, so jurisdictions involved in the response may see the situation status and resources being requested.
- Issue any alerts community, warnings or notifications
- When EOC staff arrives begin situation briefing. Establish an Emergency Action Plan (EAP), set objectives and priorities, establish operational periods, and begin planning cycle

## EOC Activation – “The First Hour”

When the EOC is activated, staff will typically be arriving at various times depending upon their availability and response time. Since all personnel will not normally respond at the same time, the first arriving personnel should begin the process of setting up the EOC and begin evaluating the incident.

### Initial Organization:

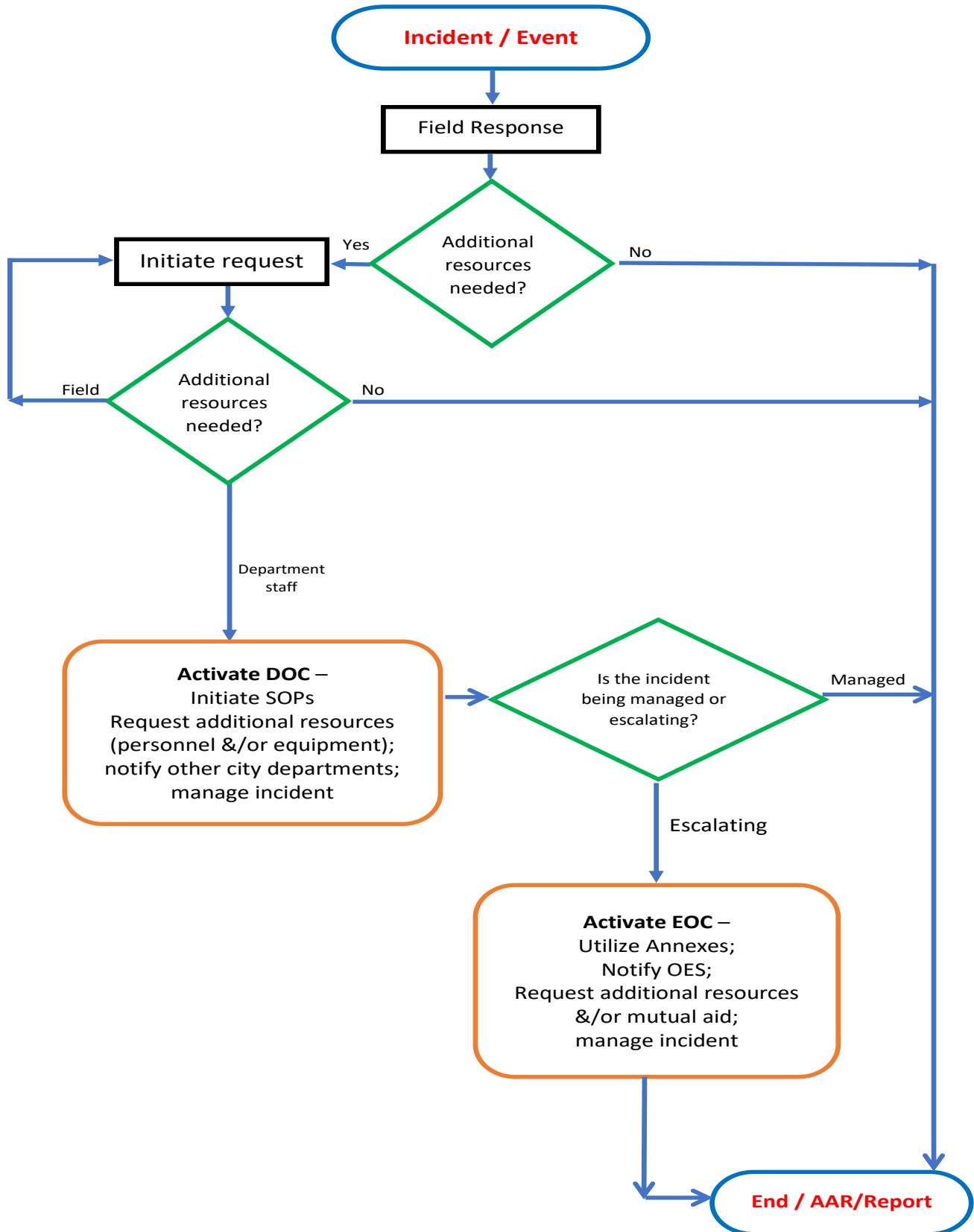
1. Establish a Chain of Command
  - Who is in Charge? (EOC Director)
  - Which sections of the EOC organization are needed?
2. Initiate contact with Field Operations
  - Determine the complexity and initial assessment (Initial Damage Estimate –IDE)
  - Identify committed resources
  - Identify requested resources
  - Check with Public Safety (Sheriff & Fire) communications
  - Check Web EOC
  - Refer to City’s EOP
3. Notify Operational Area (Op Area) – San Mateo County DEM that the EOC is open

### Priorities:

1. Support Life Safety Efforts
  - What are the risks for public and first responders?
  - What are the personnel and resource needs?
  - Expand notifications – staff and public
  - Identify the needs for potential:
    - ✓ Evacuation Center



- ✓ Shelter location(s)
- ✓ Disaster Assistance Center
- 2. Support incident stabilization
  - Determine if this is a stable incident or an escalating incident
  - Are the City/Town services to be continued
  - Evaluate economic impact to community
  - Which department can support first responders?
- 3. Support Property Protection
- 4. Support Financial Stability



**ANNEX 10 - DE-ENERGIZATION**



## **Purpose**

This plan outlines procedures that guide the City to the de-energization of electrical systems due to extreme fire danger conditions. This is a supporting plan to the Redwood City Emergency Operations Plan (EOP) and can be used for any long-term power outage.

## **Background**

Wildfire risk can increase when several factors are combined which include high temperatures, sustained high and peak winds, and a substantially low of humidity. During these conditions, electrical transmission and distribution lines may ignite fires if they are downed by winds and/or trees. To reduce the chance of accidental fire ignition in certain areas, Pacific Gas & Electric (PG&E) has stated that they may de-energize electrical grids or block off an area(s) in advance of or during periods of heightened risk conditions.

De-energization of electrical systems in affected areas may pose a life-safety risk to residents and impact other infrastructure systems. De-energization may also impact the capabilities of local agencies to respond to wildfire due to loss of alert & warning and public information communications systems including internet and cellular towers, inability to monitor or maintain water supplies, and a loss of traffic control systems that could support evacuation. This Plan is intended to provide guidance on how to prepare for and respond to these events.

## **Objectives**

1. Provide protection of life, property, the environment and restoration of services to the community.
2. Maintain situational awareness on any potential de-energization-related impacts to the area; provide regular updates to impacted and/or affected residents
3. Establish thresholds for notifications, coordination efforts, activations, increased staffing, etc.
4. Communicate with and advise potentially impacted communities. Attempt to pre-notify areas that might be affected.
5. Establish and maintain communications among PG&E, the Operational Area Emergency Operations Center (EOC), field resources, and City stakeholders.
6. Communicate with PG&E regarding affected areas to facilitate public information and to prioritize resumption of services, if applicable.

## **Threat Assessment**

PG&E will monitor and assess various conditions that may affect the de-energization of an area. Factors considered by PG&E when determining whether to shut down power include:

- A Red Flag Warning declared by the National Weather Service
- Low humidity levels, generally 20 percent and below
- Forecasted sustained winds above approximately 25 mph and wind gusts in excess of approximately 45 mph
- Site-specific conditions such as temperature, terrain and local climate
- Condition of dry fuel on the ground and live vegetation (moisture content)
- Information from PG&E Wildfire Safety Operations Center and Cal OES



Per the California Public Utilities Commission, state utilities will de-energize only if the utility “reasonably believes that there is an ‘imminent and significant risk’ that strong winds may topple power lines or cause major vegetation-related damage to power lines, leading to increased risk of fire.”

In the event of a Public Safety Power Shutoff, PG&E will advise their customers, public safety authorities, first responders and local municipalities.

Following de-energization, PG&E crews will work to inspect the lines and safely restore power to customers. If the extreme weather occurs overnight, inspections would take place during day light hours, power should be restored within 24-hours in most cases. However, depending on conditions or if any repairs are needed, outages could last up to 7 days or beyond.

## **Potential Effects**

### *General:*

- Loss of functionality of commercial and public-sector communications systems including wireless voice/data, land mobile radio, cable television and internet
- Loss or degradation of public/private water and wastewater systems including monitoring, pumping, and treatment
- Loss of traffic monitoring systems and signals
- Impacts to critical facilities including public safety and healthcare infrastructure
- Impacts on commerce including loss or degradation of electronic points of sale, gas station pumps, security systems, and refrigeration
- Potential for increased public concerns about the security of places served by electronic security systems

### *Access and Functional Needs (AFN) Populations:*

- Loss of power could significantly impact individuals who are dependent on durable medical equipment, wheelchair charging, and specialized communication devices
- PSPS events may socially and physically isolate individuals with communication barriers when communications systems connected to the power grid are disrupted
- Elderly people and those sensitive to temperature variations are at increased risk during extremely hot weather when air conditioners may not function
- Potential disruptions to public services of facilities

### *Safety:*

- Loss or degradation of public safety agency voice and data communications systems
- Loss or degradation of community warning systems including internet and wireless data/cellular
- Increase 9-1-1 Communication Center call volumes
- EMS and medical facility patient surge from weather related illness or loss of power to medical equipment.
- Loss or degradation of fire suppression water supply systems
- Unsafe use of generators as alternate power supply



- Potential impact to food safety due to degraded refrigeration or unsafe preparation

## Planning and Assumptions

- Residents and vulnerable populations, including those with medical conditions requiring electricity or needing assistance, should make back-up or alternate plans for sustained power outages
- Public Works Services should pre-position back-up generators to assist with essential city services.
- City should pre-plan and designate the closing of any non-essential services during a sustained power outage.
- City PIO should prescript alerts and notifications of impending power outage – “What to Do and What Not to Do”
- City Manager may consider curfew
- Weather indicators such as Red Flag Warnings and Wind Advisories will provide enough lead time to coordinate Operational Area partners and develop Public Information and warning materials regardless of potential limited PG&E notification.
- Social or healthcare support workers who provided care to vulnerable and medically fragile residents should be able to continue to provide care to their clients.
- Transportation services used by vulnerable and medically fragile individuals should be able to continue to operate but could be affected by impacted travel corridors.

## Notification

Guidelines from the California Public Utilities Commission (“CPUC”) endorse advance notification / informing customers of the need to turn off power. Prior to termination of power, PG&E will attempt to contact customers at approximately 48 hours, 24 hours and just prior to shutting off power. PG&E will attempt to contact customers by phone call, email, and/or SMS text to contacts on file. During outages and after restoration, PG&E will attempt to send updates using the same methods. Final shutoff notifications may occur at any time, day or night. For Medical Baseline customers, PG&E will place live calls to customers who aren’t reached by the initial automated alerts and will send a PG&E representative to check on customers they are unable to contact with the live call. If the customer does not answer the in- person contact, PG&E will leave an informational door hanger. PG&E has indicated that they will not undertake any other additional outreach.

PG&E will attempt to contact public safety agencies and/or local governments prior to customer notification as conditions permit. Per the CPUC, “... utilities must also notify, as feasible, fire departments, first responders, critical facilities, other potentially affected entities, and the CPUC before de-energizing.”<sup>2</sup> Per PG&E’s Public Outreach, Notification, and Mitigation Plan, “If possible, based on conditions, PG&E will provide notice to cities, counties, and emergency response partners in advance of notifying customers about a potential Public Safety Power Shutoff.”<sup>3</sup> PG&E may provide descriptions or maps of areas served by circuits selected for de-energization as conditions permit.

### *Initial Operational Area Notification*

- If the threat of de-energization is potentially significant, and upon receipt of information



from PG&E, the San Mateo County DEM will notify local governments, County departments, and public safety agencies.

#### Operational Area Multi-Agency Coordination Conference Call (MAC Calls)

- During wide-spread de-energization, a county-wide conference call may be warranted. San Mateo County DEM staff will schedule an Operational Area Multi-Agency Coordination Conference Call. DEM staff will invite potential participants and lead the call to share emergency information and coordinate efforts.

### **Risk Communication & Public Information**

During any emergency, risk communication and public information is a critical component of response activities. Appropriate and timely communication of credible information will assist in reducing life safety threats and address public concerns.

Emergency information that may be used include mass media and social media. The 211 system may be utilized. Alert & Warning systems – such as San Mateo Community Warning System and the Integrated Public Alert and Warning System (IPAWS) (which includes wireless emergency alerts [WEA], emergency alert system [EAS]) – may be used only if there is a concurrent imminent life safety threat, such as wildfire.

All messages to traditional and social media will be coordinated by the PIO. Safety messaging may include power outage guidance<sup>4</sup> and safe generator operations.

## ***ANNEX 11 - ALERT & WARNING***

### **Purpose**

This plan outlines procedures that guide the City for Alert and Warning. This is a supporting plan to the Redwood City Emergency Operations Plan (EOP).

### **Background**

Preparedness for hazards is essential. Because Redwood City is located on the coast, the City and surrounding areas may be subject certain hazards such as tsunami and initial winter storm impacts. Additionally, city access may be limited or non-existent following some disasters.

Having ways of communicating before, during, and after is vital in order to keep residents informed of conditions and response actions.

### **Objectives**

1. Provide communication of essential, important, timely, and/or actionable information
2. Provide informational updates

### **Methodology**

Currently, the County alerting system is SMC Alert. This allows for various avenues for sending messages, notifications, and alerts. The City may develop and utilize additional notification methods in order to reach as many people as possible.



Notification, messages, and alerts may include but are not limited to:

- Preparedness – such as an impending incident (winter storm), creating defensible space around residents for wildfire mitigation, checking emergency supplies
- Response – such as evacuation, shelter in-place, boil water notice, evacuation center locations
- Recovery – where to obtain public assistance, safe to return
- Information – testing or vaccine location, controlled burn location (smoke in the area), Hwy 92 closed, sandbag locations

The City will work with County DEM in order not to send duplicate or conflicting messages.

### **EOC Activation**

When activated, a EOC staff member, such as the PIO, will be tasked with collecting information and intelligence and formulating appropriate messaging, notifications, and/or alerts in order to communicate with both city staff, residents, and businesses.

Based on the situation, circumstances, and urgency the EOC staff member will determine the most appropriate delivery pathway(s) and sending follow-up notifications as necessary.

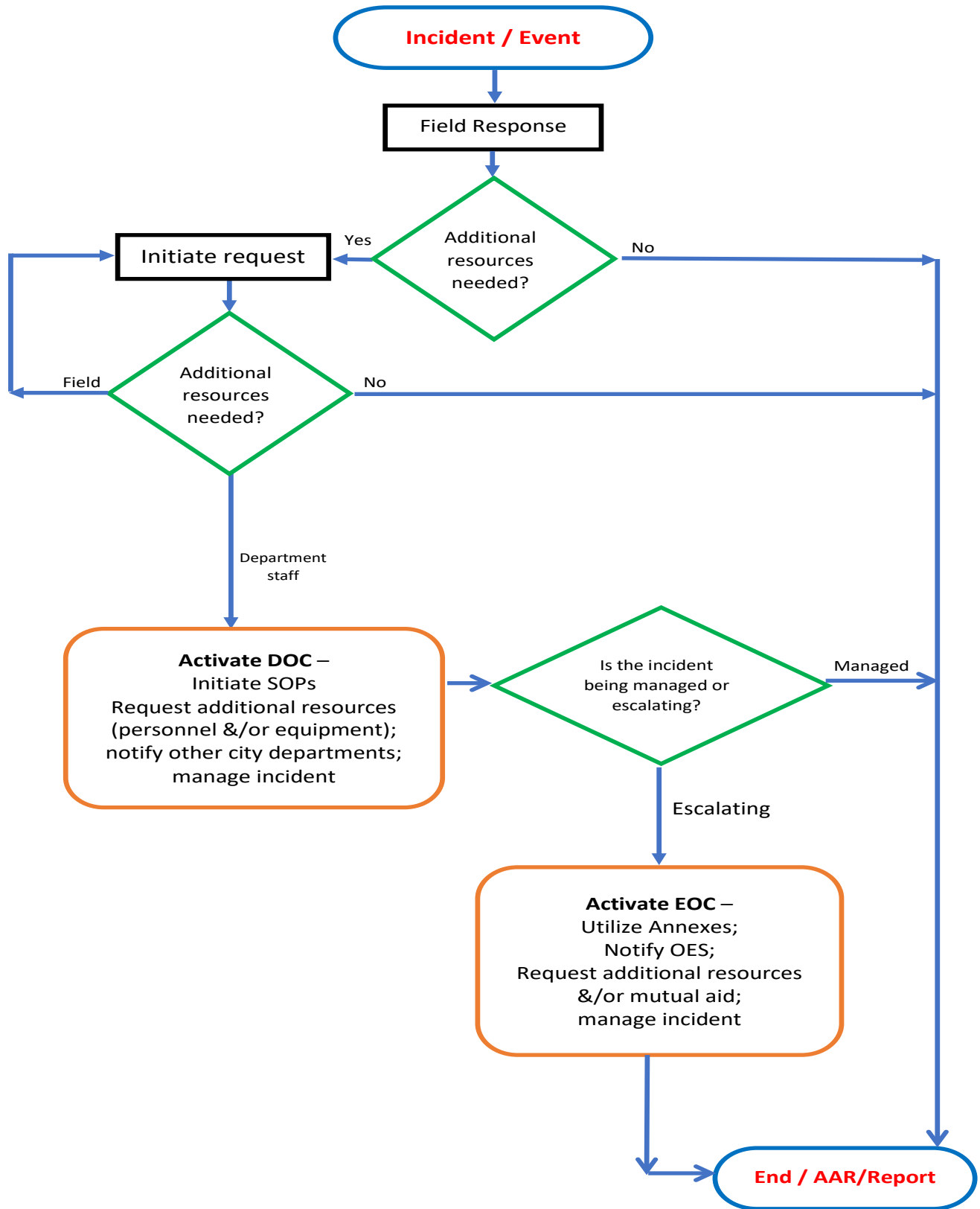
The City's PIO may be included in a countywide Joint information System (JIS) and a part of a Joint Information Center (JIC) in order to provide consistent messaging throughout the county.

### **Preparedness**

In the City's effort to better equip its residents for disasters, emergency and disaster preparedness is essential. Included in this effort may be:

- Evacuation planning routing and signage
- Personal emergency communication plans
- Maintaining emergency supplies and plans
- Assisting neighbors including those with disabilities and access and functional needs
- Be aware of changing situations
- Being prepared for various hazards

**ANNEX 12 - DAM FAILURE**





## **Overview**

The HMP (San Mateo County , 2021) lists both the Emerald Lakes Lower and Bear Gulch as High Hazard Dams as identified by the State (State of California, 2021).

## **Preparedness**

The City may:

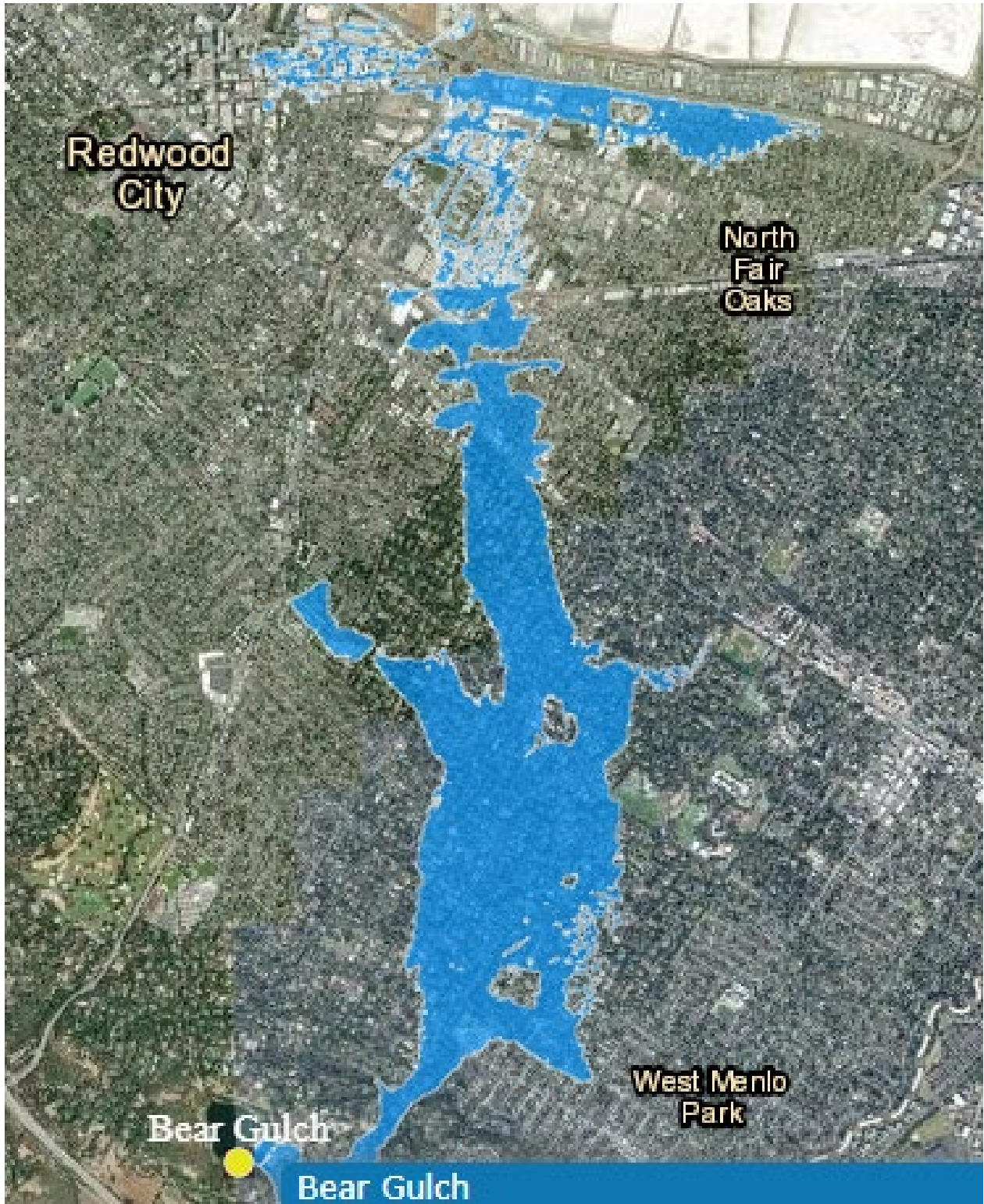
- inform residents that they are living in a dam inundation areas
- pre-identify evacuation routing
- develop pre-scripted messaging

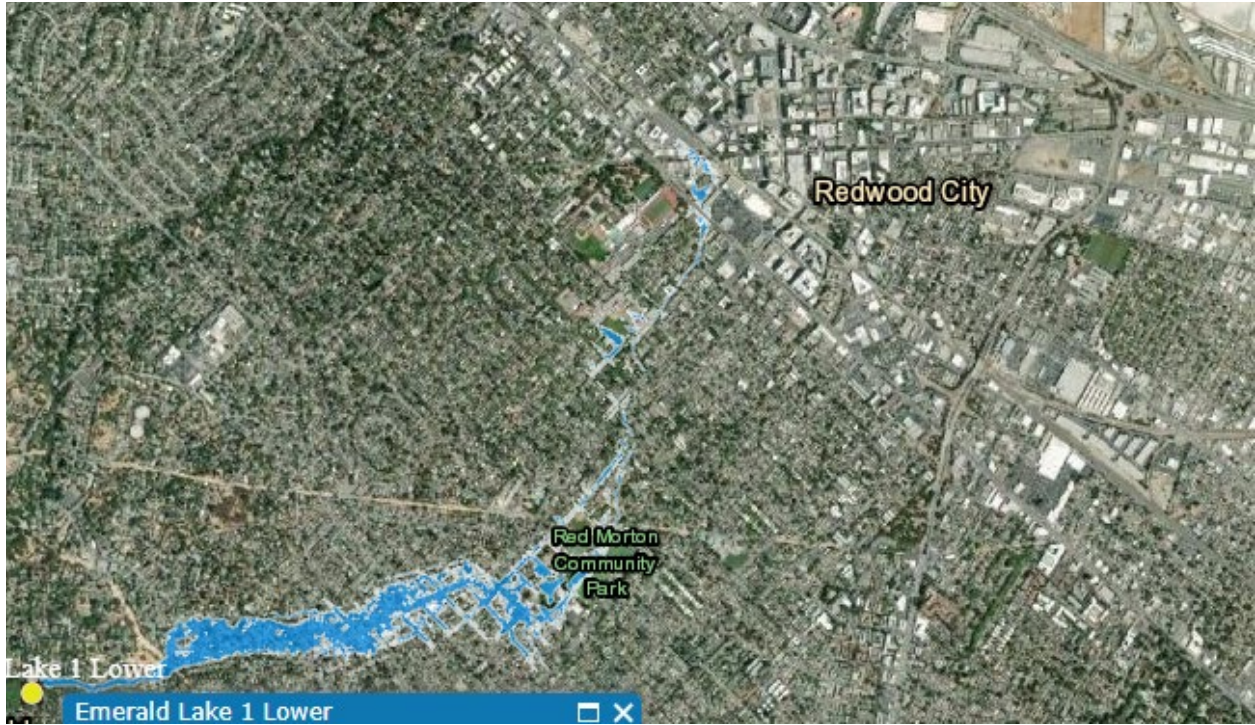
## **Response**

First responder agencies would provide initial response for immediate needs and rescues. The City's EOC may be activated should additional support and/or resources be needed. These may include shelter or evacuation sites, additional field responders, traffic coordination, public notifications or alerts, coordination with County and other resources.

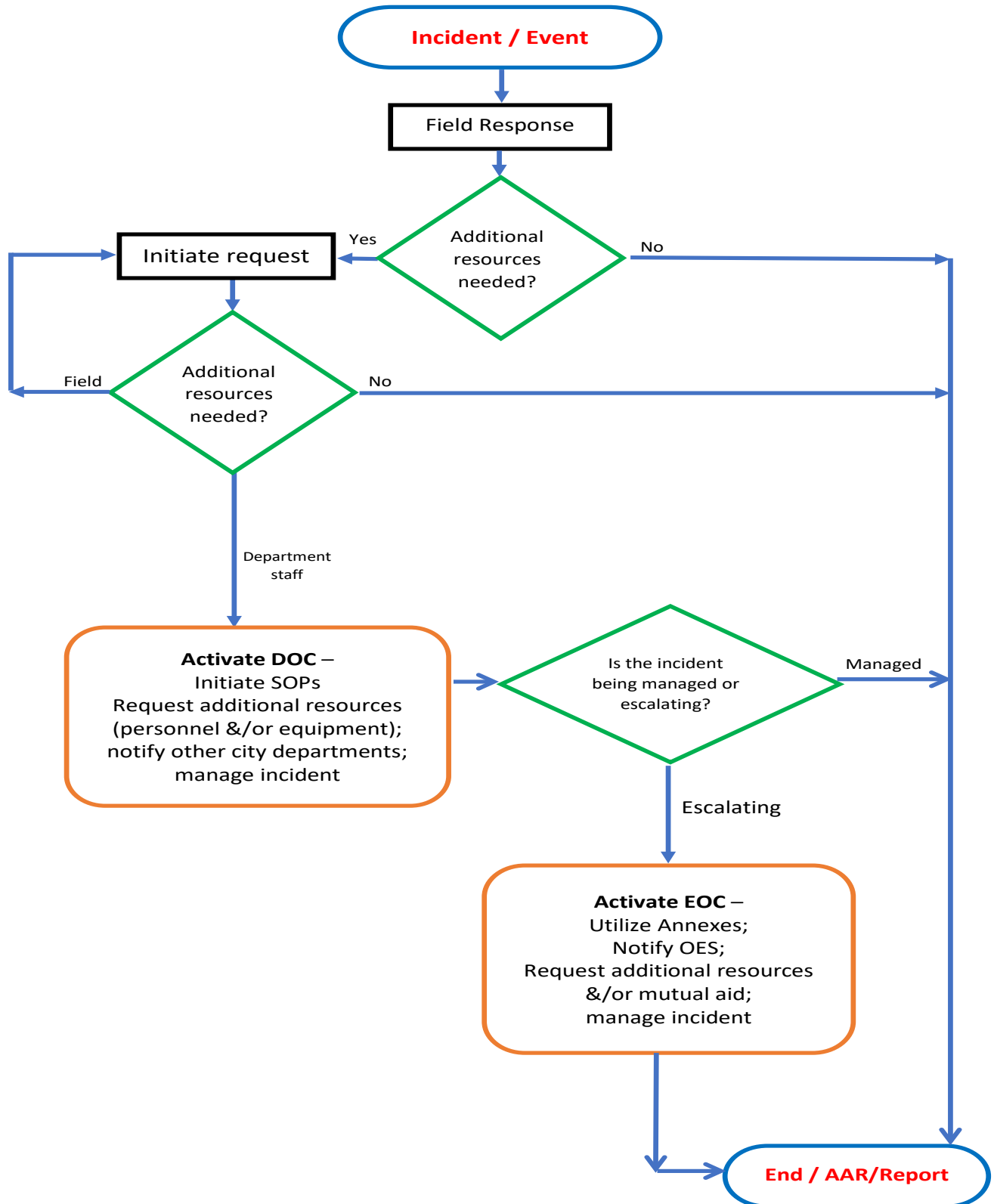
## **Recovery**

The EOC may be tasked with immediate recovery support responsibilities that include public notification updates, traffic coordination, public works activities, and coordination with repair agencies.





**ANNEX – 13 TSUNAMI**



## Overview

A tsunami can be a series of waves such as in the ocean that have been caused by the displacement of a large volume of water. Earthquakes, volcanic eruptions, and such either above or below the water have the potential to generate a tsunami.



As a coastal community Redwood City can be subject to tsunamis. The San Gregorio fault line runs along the coast, and the San Andreas fault line runs through the Crystal Springs reservoirs just east of the City. The San Andreas fault transitions just south of San Francisco to offshore before transitioning back into Marin County.

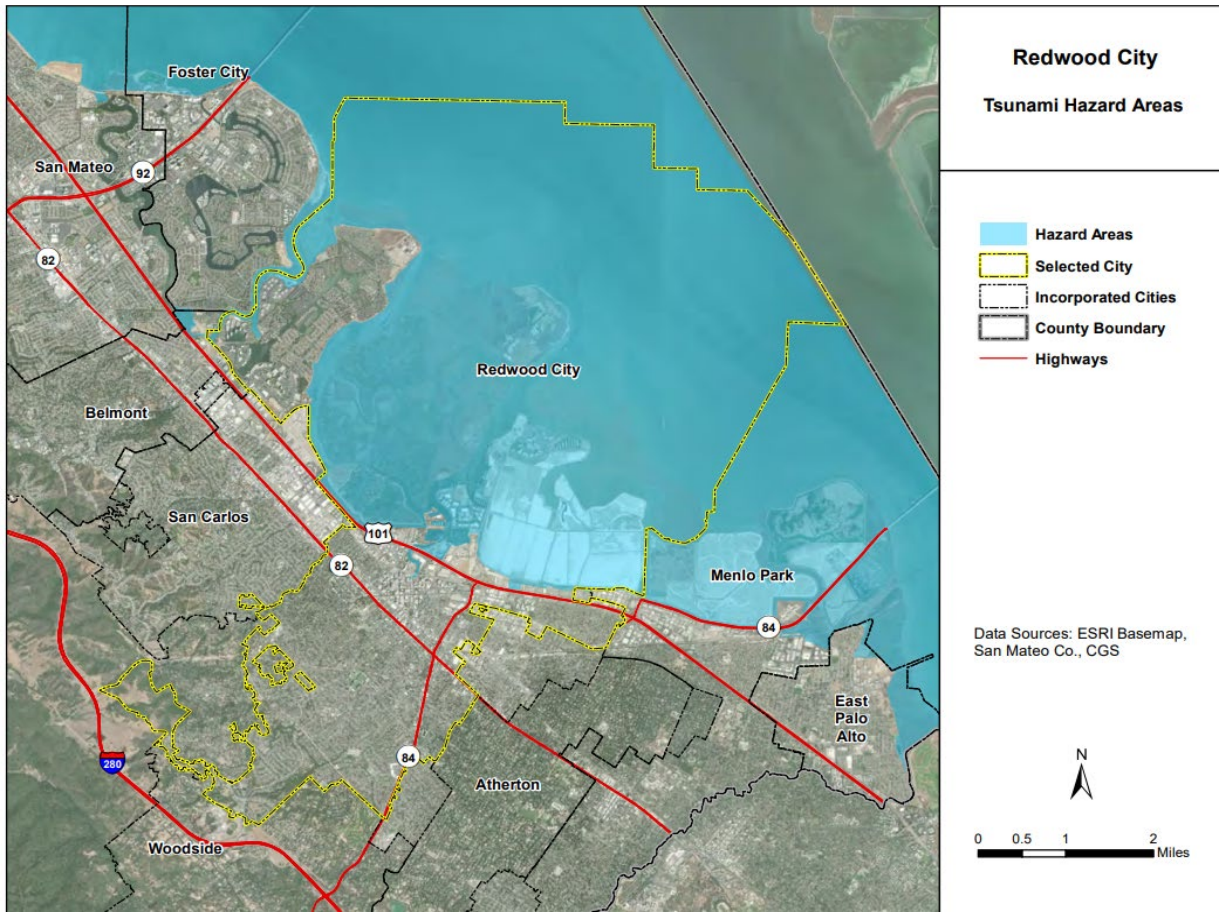
NOAA operates the Pacific Tsunami Warning Center in Honolulu, HI, and is part of the international tsunami warning system. NOAA also operates the National Tsunami Warning Center in Palmer, AK.

A **Local Source Tsunami**, seismic event near the California coast which generates a wave that could come ashore within 15-20 minutes or so. Whereas a **Distant Source Tsunami** may take several hours to come ashore.

Depending on seismic data and available information, the Pacific Center can issue the following types of bulletins:

- **Tsunami Informational Bulletin** – a threat may exist; there is no evidence that a tsunami is making its way across the Pacific
- **Tsunami Watch** – The Pacific Center has determined an earthquake may likely have created a tsunami and is advising people to be alert as conditions and information are evaluated and updated.
- **Tsunami Advisory** – The Pacific Center has determined an earthquake has created a tsunami with strong currents or waves dangerous to those in or very near the water.
- **Tsunami Warning** – The Pacific Center determines conditions serious enough to issue immediate concerns to parts of the Pacific. The warning will include potential arrival times.

Below is the Tsunami Inundation Zone from the 2021 Hazard Mitigation Plan:



## Preparation

Preparation includes ensuring that the public has been made aware of the possibility of tsunamis. This may include:

- Public education – through schools, community and similar groups, city council meetings, public safety awareness, websites, social media
- Evacuation readiness
  - “To Go” kit
  - Route signage
  - Response plans for first responders
  - Engagement of community and similar groups
- Alert and warning systems
- Pre-designated shelters

## Response

Immediate response will be first responder agencies. Using Alert & Warning systems residents should be advised to seek higher ground and stay away from the coastline and harbor. Harbor and boat residents should abandon their watercraft and move inland.



Since the tsunami wave could affect more than the City, response coordination with the County would be important.

The EOC may be activated to coordinate city services and support field response. Activation may depend on if the wave is a Local Source or Distant. A Local Source may provide little time for notification and response. A Distant Source wave afford the opportunity to capture information and intelligence to provide appropriate response. This could include wave height and strength, arrival time,

## **Recovery**

Following the wave(s) the City will conduct an assessment of damages and impact to residents. Depending on the intensity and impact, the following are possible options:

- Continued EOC activation
- Continued shelter operations
- Removal of debris (potential use of Disaster Debris Management Plan Annex)
- State of Emergency declaration
- Informational updates
  - Social media
  - City website
  - PIO notifications
- Activating Local Assistance Centers
- Establishing Point of Distribution (POD) Centers for essential supplies, as warranted
- EOC Planning Section develop a Recovery Plan
- Consider implementing Continuity of Operations Plan (COOP)

## **Mitigation**

Following recovery efforts and conclusion of the incident, the City should review conditions and consider adding action items to the Hazard Mitigation Plan.

# ***ANNEX 14 - PUBLIC HEALTH***

## **Overview**

Throughout history there have been various pandemic/epidemic occurrences including the Spanish Flu, Black Death (bubonic plague), and most recently COVID-19 (coronavirus) that have had world-wide effects.

While the health management of most recent incident has been the responsibility of public health agencies, additional responsibilities have also been assigned to local governments, including emergency management and first response agencies, to assist in the management of situations.

San Mateo County Health has been responsible for overall health management for the COVID situation. San Mateo County Health Department has been assisted by various agencies that



have provided inoculation sites, shelters and evacuation sites, communication updates, and more.

### **Purpose**

Communication and support would be the two primary missions for the City in similar public health events.

### **Preparation**

The City has developed a crisis communication plan that can be utilized in order to convey useful information, updates, and requirements to local residents.

As part of ongoing communication readiness, the City will routinely update its protocols and delivery methods and pathways.

In preparation for supporting potential activities and responses, the City will work to maintain staff preparedness and capabilities for all potential emergencies and disasters. This may include periodic testing of certain alert and notification pathways.

### **Response**

As part of the City's efforts to communicate with its residents, the City will determine the most appropriate avenues for disseminating information during public health emergencies.

In support of community response for public health emergencies, the City will collaborate with County efforts, to the extent possible, as part of the City's responsibility to ensure the welfare of its residents.

### **Recovery**

In aftermath of such an event, the City may choose to provide additional information and resources to assist residents. The City may also opt to conduct an After-Action Report / Improvement Planning process in order to improve efficiency, effectiveness, and response.