



City of Norco

Emergency Operations Plan

Part 1

Revised – November 7, 2018



Forward

January 1, 2018

Enclosed is the revised City of Norco Emergency Operations Plan (EOP). This plan is designed as a reference and guidance document, and is the foundation for response and recovery operations for the City of Norco and is meant to coordinate with the Riverside County Operational Area EOP and Emergency Operations Center (EOC) to facilitate effective response to any emergency.

The plan establishes the emergency organization, assigns tasks, and specifies policies and general procedures during both response and recovery phases of an emergency. It also provides for coordination with the County as the Operational Area (OA) Lead Agency. This plan includes the critical elements of the Standardized Emergency Management System (SEMS), Incident Command System (ICS) and the National Response Framework (NRF).

This Emergency Operations Plan can be used to coordinate localized emergencies as well as catastrophic disasters. The EOP will be reviewed and exercised periodically and revised as necessary to meet changing conditions.

The City of Norco gives full support to this plan and urges all officials, employees, and citizens, individually and collectively, to do their share in emergency preparedness, response, and recovery efforts.

This Emergency Operations Plan will become effective upon approval of (resolution/ ordinance) with concurrence by the signatures of the City of Norco leadership below.

Mayor

Mayor Pro Tem

City Manager



Plan Concurrence

As designated officials in an emergency management effort, and having reviewed this Emergency Operations Plan, I hereby sign this concurrence page to show my approval of the plan and its contents.

Title	Name	Signature
Mayor	Ted Hoffman	
City Manager	Andy Okoro	
City Attorney	John R. Harper	<i>John R Harper</i>
CAL Fire / Riverside County Fire Department - Battalion Chief	Scott Lane	
Riverside County Sheriff Department -Lieutenant	Eric Briddick	
Public Works Director	Chad Blais	
Finance Director	Gina Schuchard	
Parks and Recreation Director – Deputy City Manager	Brian Petree	

Plan Development and Maintenance

The City of Norco - Emergency Services Coordinator is responsible for writing, reviewing, and updating of the City of Norco – Emergency Operations Plan. The City of Norco EOP will be reviewed a minimum of every year and revised if necessary. In addition, the plan may be modified as a result of post-incident analysis and/or post-exercise evaluation. It may be revised, if personnel, roles / responsibilities, contact phone numbers, standard operating procedures / guidelines, organizational structure, procedures, laws, rules, or regulations pertaining to emergency management operations change.

Those agencies having assigned responsibilities under this plan, are required to inform the City’s Emergency Services Coordinator when organizational or operational changes occur. Proposed changes will be submitted in writing to the city’s Emergency Services Coordinator.

ALL changes to the EOP will be distributed as shown on the EOP Distribution List (**Page I**). A record of those changes and revisions will be maintained within the EOP (**Page Ii**). Revisions to the EOP will be approved by City of Norco City Council.

Plan Distribution List

The distribution list names the Departments or Agencies receiving copies of the City of Norco Emergency Operations Plan. The plan will be distributed in ***printed format*** to the following entities, in the specified quantity.



Department/Agency	Number of Copies
California Office of Emergency Services (CAL-OES)	1
Riverside County Emergency Management Department (EMD)	1
Riverside County Fire Department	1
Riverside County Sheriff Department	1
Norco City Council	1 ea
Norco City Manager	1
Norco City Attorney	1
Norco City Emergency Services Coordinator	1
Norco Administration – City Hall	1
Economic Development Department	1
Emergency Operations Center	1
Norco Fire Station 47 & 57	1 ea
Fiscal and Support Services	1
Norco Police / Sheriff Station	1
Parks and Recreation Department	1
Animal Control / Shelter	1
Public Works Department	1
Planning Department	1
Building and Safety	1
Norco City Library	1
Norco Unified School District Office	1
Norco Chamber of Commerce	1



Plan Approval Resolution

COPY OF CITY OF NORCO RESOLUTION / ORDINANCE (INSERT)



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Section 1.0 Administrative Features

1.1 Plan Format

The EOP consists of the Base Plan, Appendices, and Emergency Support Function Annexes:

- **Basic Plan** includes:
 - Introduction and Administrative features; Situation and Assumptions, Concept of Operations including principles and methods to carry out emergency operations, hazards and threat ranking, and recovery / mitigation operations, Glossary of Terms, Resources, Contact List and Supporting Documentation
- **EOC Operations** includes:
 - Resources, EOC Operations; Department Emergency Operations
- **Emergency Support Function Annexes:**
 - Specific protocols complementary to the EOP used during specific emergency situations that require unique planning and coordination beyond the all hazards approach within the Basic Plan (example, floods)

1.2 Purpose and Scope

This Emergency Operations Plan (EOP) applies to the City of Norco. The EOP addresses the planned response to extraordinary situations associated with natural disasters and/or human caused incidents. The plan focuses on coordinating mutual aid and also provides an overview of the operational concepts relating to various emergency situations, identifies components of the emergency response, and describes the overall responsibilities of the OA for supporting OA Members in protecting life and property.

The City of Norco EOP provides a consistent framework for emergency management and includes City of Norco management staff and employees, federal, state, and county governments, tribal governments, partner agencies, special districts, and school districts that serve City of Norco residents, and private and volunteer organizations involved in emergencies. This plan provides the structure for activation of the City of Norco Emergency Operations Center (EOC) during incidents that require the activation and use of the City of Norco EOC by City of Norco personnel.

1.3 City of Norco EOP/EOC Implementation

Activation of the City of Norco EOP occurs as a result of one of the following conditions:

- Small incident involving two or more City Department
- Flood Watch
- Resource requested from outside the City.
- Riverside County Operational Area requests the City activate the EOC in support of OA EOC.
- There is incident in an adjacent city or jurisdiction to the City of Norco that may impact the City of Norco.



- Moderate Earthquake with damage
- Major Wildland Fire affecting a developed area
- Major wind or rain storm
- Two or more large incidents involving two or more City Departments
- Flood Warning
- Major Countywide / Regional Emergency
- Multiple Departments with heavy resource involvements
- Major Earthquake with damage
- Any real or potential failure of local dams.
- Declaration of a local Emergency by the Norco City Council or persons authorized to act on their behalf.
- When the Governor of California has proclaimed a state of emergency affecting or including the City of Norco.
- Upon the existence of a State of War Emergency as defined in the California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code.)
- When the City of Norco is requesting resources from outside the City, except those resources used for day - to - day operations through existing agreements or as provided for under the Master Mutual Aid Agreement.

1.4 Authorities and References

The following documents provide emergency authorities for conducting and/or supporting emergency operations:

FEDERAL

- Homeland Security Act of 2002
- Homeland Security Presidential Directive (HSPD) 5, Management of Domestic Incidents issued February 28, 2003;
- Homeland Security Presidential Directive (HSPD) 8, National Preparedness issued March 30, 2011;
- U.S. Department of Homeland Security, National Incident Management System (NIMS)
- U.S. Department of Homeland Security, National Response Framework (NRF)
- Federal Civil Defense Act of 1950 (Public Law 920, as amended)
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. §§ 5121, *et seq.*);
- Army Corps of Engineers Flood Fighting (Public Law 84-99)
- Americans With Disabilities Act of 1990, 42 U.S.C. § 12101, *et seq.* (ADA)
- Federal Communications Corporations (RACES)
- NRT-1, Hazardous Materials Emergency Planning Guide and NRT-1A Plan Review Guide (Environmental Protection Agency's National Response Team)
- National Environmental Policy Act of 1969 (42 U.S.C. §§ 4321, *et seq.*)

STATE

- California Constitution;
- California Emergency Services Act (Government Code §§ 8550, *et seq.*);



- Standardized Emergency Management System (SEMS) Regulations (19 Cal. Code of Regulations §§ 2400, *et seq.* and Government Code § 8607);
- California State Emergency Plan
- California Natural Disaster Assistance Act (Government Code §§ 8680, *et seq.*);
- California State Private Nonprofit (PNP) Organizations Assistance Program, 2011
- California Hazardous Materials Incident Contingency Plan
- California Oil Spill Contingency Plan (Government Code §§ 8670.1, *et seq.*)
- California Health and Safety Code §§ 25115 and 25117; §§ 2550, *et seq.*; and §§ 25600 through 25610, dealing with hazardous materials
- Orders and Regulations selectively promulgated by the Governor during a State of Emergency
- Orders and Regulations promulgated by the Governor to take effect during a State of War
- California Master Mutual Aid Agreement
- Emergency Management Assistance Compact (Government Code §§ 179, *et seq.*)

COUNTY

- Riverside County, California, Code of Ordinances; Title 2 – Administration: Chapter 2.100 – Emergency Services
- Riverside County Emergency Services Ordinance 533.5; item 3.52 of 08/23/2005 (effective 9/22/2005)
- Resolution, adopting the California Master Mutual Aid Agreement, July 1958
- Resolution SLR-28, adopting Workmen's Compensation Benefits for Disaster Service Workers, June 8, 1988
- Resolution SLR-55, adopting the Emergency Operations Plan, November 15, 1988
- Resolution 95-205, adopting the Standardized Emergency Management System (SEMS), August 15, 1995
- Resolution 95-206, adopting the Operational Area Agreement, August 15, 1995
- Resolution 2006-051 adopting the National Incidental Management System (NIMS) within Riverside County on February 28, 2006.
- Resolution adopting the County of Riverside Multi-Jurisdictional Local Hazard Mitigation Plan, 2017
- Resolution 2006-052 adopting the revised Riverside County Emergency Operations Plan on February 28, 2006

City

- Entity list local documents that provide emergency authorities for conducting and/or supporting emergency operations

1.5 Relationship to Other Plans and References

The City of Norco EOP is the primary document used by the City of Norco to describe the conduct of emergency management activities from the City perspective. The City of Norco EOP



provides a conceptual framework for emergency management planning of the City of Norco, but not necessarily of participating members.

The City of Norco EOP contributes to the emergency management by describing how activities will be conducted within City limits, and how support will be requested and coordinated - in the form of mutual aid and other resources. When emergencies or disasters necessitate resource support from Regional, State, Federal, International, private or non-profit sources outside the immediate control of City of Norco, then this EOP will serve as a guide to coordinating those resources.

The City of Norco EOP is not a stand-alone document. Its purpose is to support the emergency plans and procedures of Riverside County EOP and Operational Area. This plan is designed to be flexible enough that that it can adapt to a changing response environment and to the needs of supporting and requesting organizations. Some of the plans and guidelines that this EOP will frequently support include:

- Federal Disaster Relief Act of 1974 (PL 93-288) Section 406 Minimum Standards for Public and Private Structures
- State of California Emergency Plan
- California Coroner's Mutual Aid Plan
- Disaster Assistance Procedure Manual (Cal OES)
- California Law Enforcement Mutual Aid Plan
- California Fire and Rescue Operations Plan
- County of Riverside General Plan
- Disaster Service Workers regulations, adopted by the California Emergency Council
- City Emergency Operations Plans and Procedures

1.6 Standard Operating Procedures/Guidelines (SOPs/SOGs)

Departments that have responsibilities in this plan have prepared organizational and/or position-specific Standard Operating Procedures (SOPs), Standard Operating Guidelines (SOGs), or plans detailing personnel assignments, policies, notification rosters, resource lists, and specific steps for accomplishing the functions assigned in this EOP. Staff emergency response personnel should be acquainted with these SOPs/SOGs, and receive periodic training on the policies and procedures contained within the SOPs/SOGs in support of this EOP.



Section 2.0 Situation and Assumptions

2.1 General Description

The City of Norco had its “grand opening” on May 13, 1923. It was later incorporated into a city on December 28, 1964, by a measure approved by voters. The 2010 US Census showed the City of Norco has a population of 27,063 up from a population of 24,157 from the 2000 Census. 2016 estimates show a slight dip, to a population 26,714. The City of Norco is located inland from San Bernardino County and is bordered by the Cities of Chino and Eastvale to the west, Eastvale, Jurupa Valley, and Riverside to the north, Riverside and Corona to the east, and Corona to the south. Several unincorporated areas of Riverside County also lie adjacent to the City of Norco.

There is a military installation at Naval Surface Warfare Center / Naval Sea Systems Command in located in Norco. Two entertainment venues, George Ingalls Equestrian Event Center and SilverLakes Park. These venues host numerous public athletic, equestrian, fair, and concert events annually.

The City of Norco’s major employers are Corona -Norco Unified School District, California Department of Corrections and Rehabilitation, and United States Navy / Department of Defense.

Critical facilities are those that must remain operational after an incident or facilities that pose unacceptable risks to public safety if severely damaged. Critical facilities identified include schools, extended care facilities, senior citizen apartment complex, fire and sheriff stations, emergency operation centers, and industrial sites that use or store explosives, toxic materials or petroleum products. Critical facilities also include highways, waste management and water treatment sites, reservoirs, transportation providers and routes, and public utilities.

2.2 Geography

Geographically, the City of Norco is roughly 14.3 square miles, of which 14.0 square miles is land and 0.3 square miles is water. The Santa Ana River also borders the north side of the City. The City of Norco sits at an elevation of 640 feet above sea level. The City has a Mediterranean climate. The City of Norco experiences hot summers with average highs in the low 90s to low 100 degree temperatures, and cold winters with average lows in the high 30s to mid 40 degree temperatures. The City of Norco also boasts 120 miles of horse riding trails in and around the City. The major interstate transportation routes through the City are Interstate 15.

2.3 Hazard Analysis

The City of Norco participated as a “submitting jurisdiction” in the Riverside County Multi-Jurisdictional Local Hazard Mitigation Plan (LHMP) that was approved by FEMA and State OES in May 2005. The County’s LHMP provides a detailed identification and analysis of the hazards



faced by Riverside County. This section presents a high-level overview of the hazard identification presented in that document.

Riverside County is the fourth largest county in the state, stretching nearly 200 miles across and comprising over 7,200 square miles of fertile river valleys, low deserts, mountains, foothills, and rolling plains. Riverside County shares borders with densely populated Los Angeles, Orange, San Diego, and San Bernardino Counties, extending from within 14 miles of the Pacific Ocean to the Colorado River.

The City of Norco is located 2 miles southeast from the City of Riverside. Norco covers over 12 square miles and the year 2000 census showed a population of 37,000.

The approved Riverside County Multi-Jurisdictional LHMP identifies and analyzes an extensive list of the hazards faced by the County. It assigns each hazard a severity rating, indicating the amount of damage that would be done to the County and its population should the hazard occur within the County. Both ratings are on a scale of 0-4, with 4 being the most severe or the most likely to occur. Figure 6-1 summarizes the hazards identified and the ratings assigned by the LHMP.

Summaries of the specific hazard information are included in this plan, with more specific and detailed information contained in the County Multi-Jurisdictional Local Hazard Mitigation Plan and the County's Integrated Project- General Safety Element. Both of these documents can be found on the County's Website.



RIVERSIDE COUNTY JURISDICTION HAZARD ASSESSMENT WORKSHEET

HAZARD	COUNTY		CITY OF NORCO		
	SEVERITY	PROBABILITY	SEVERITY	PROBABILITY	RANKING
	0-4	0-4	0-4	0-4	1-20
EARTHQUAKE	4	3	4	4	1
PANDEMIC FLU	4	3	3	3	2
WILDLAND FIRE	3	4	2	2	3
FLOOD	3	3	3	3	4
ELECTRICAL FAILURE & UTILITY OUTAGES	3	3	3	3	5
OTHER NATURAL HAZARDS					
DROUGHT	3	3	3	3	9
LANDSLIDES	2	3	2	2	10
INSECT INFESTATION	3	4	2	1	16
EXTREME SUMMER/WINTER WEATHER	2	3-4	3	3	6
SEVERE WIND EVENT	3	3	3	3	7
AGRICULTURAL					
DISEASE/CONTAMINATION	3	4	1	1	12
TERRORISM	4	0	1	1	11
OTHER MAN-MADE					
PIPELINE	2	2	3	2	13
AQUEDUCT	2	2	3	2	8
TRANSPORTATION	2	2	2	2	14
HAZ MAT ACCIDENTS	3	3	3	3	15
NUCLEAR ACCIDENTS	4	2	1	2	19
TERRORISM	4	2	1	1	17
CIVIL UNREST	2	2	2	1	18
JAIL/PRISON EVENT	1	1	1	1	20



The following is City of Norco-specific information extracted from the County's Multi-Jurisdictional Local Hazard Mitigation Plan (LHMP).

Specific Hazards Summary:

Jurisdiction	Hazard Type	Hazard Name	In Jurisdiction?	Adjacent to Jurisdiction?
Norco	Fault	San Andreas Earthquake Fault	Yes	Yes
Norco	HazMat Manufacturing Facility	Armtec Defense Products	Yes	No



DOES YOUR ORGANIZATION HAVE:	
AIRPORT IN JURISDICITON	NO
AIRPORT NEXT TO JURISDICITON	YES
DAIRY INDUSTRY	YES
POULTRY INDUSTRY	YES
CROPS/ORCHARDS	NO
DAMS IN JURISDICTION	NO
DAMS NEXT TO JURISDICTION	YES
LAKE/RESERVOIR IN JURISDICITON	YES
LAKE/RESERVOIR NEAR JURISDICTION	YES
JURISDICTION IN FLOOD PLAIN	YES
CONTROLLED FLOOD CONTROL CHANNEL	YES
UNCONTROLLED FLOOD CONTROL CHANNEL	YES
EARTHQUAKE FAULTS IN JURISDICTION	YES
EARTHQUAKE FAULTS NEXT TO JURISDICTION	YES
MOBILE HOME PARKS	YES
NON-REINFORCED FREEWAY BRIDGES	NO
NON-REINFORCED BRIDGES	NO
BRIDGES IN FLOOD PLAIN	YES
BRIDGES OVER OR ACROSS RIVER/STREAM	YES
ROADWAY CROSSING RIVER/STREAM	YES
NON REINFORCED BUILDINGS	NO
FREEWAY/MAJOR HIGHWAY IN JURISDICTION	YES
FREEWAY/MAJOR HIGHWAY NEXT TO JURISDICTION	YES
FOREST AREA IN JURISDICTION	YES
FOREST AREA NEXT TO JURISDICTION	YES
WITHIN THE 50 MILES SAN ONOFRE EVACUATION ZONE	YES
MAJOR GAS/OIL PIPELINES IN JURISDICTION	YES
MAJOR GAS/OIL PIPELINES NEXT TO JURISDICTION	YES
RAILROAD TRACKS IN JURISDICTION	NO
RAILROAD TRACKS NEXT TO JURISDICTION	YES
HAZARDOUS WASTE FACILITIES IN JURISDICTION	NO
HAZARDOUS WASTE FACILITIES NEXT TO JURISDICTION	NO
HAZARDOUS STORAGE FACILITIES IN JURISDICTION	YES
HAZARDOUS STORAGE FACILITIES NEXT TO JURISDICTION	YES



DOES YOUR ORGANIZATION OWN OR OPERATE A FACILITY:	
IN A FLOOD PLAIN	YES
NEAR A FLOOD PLAIN	YES
NEAR RAILROAD TRACKS	NO
NEAR A DAM	NO
UPSTREAM FROM A DAM	YES
DOWNSTREAM FROM A DAM	YES
DOWNSTREAM FROM A LAKE	YES
DOWNSTREAM FROM A RESERVOIR	YES
NEAR A CONTROLLED FLOOD CONTROL CHANNEL	YES
NEAR UNCONTROLLED FLOOD CONTROL CHANNEL	YES
ON AN EARTHQUAKE FAULT	YES
NEAR AN EARTHQUAKE FAULT	YES
WITHIN THE 50 MILE SAN ONOFRE EVACULATION ZONE	YES
IN A FOREST AREA	YES
NEAR A FOREST AREA	YES
NEAR A MAJOR HIGHWAY	YES
A HAZARDOUS WASTE FACILITY	NO
NEAR A HAZARDOUS WASTE FACILITY	YES
A HAZARDOUS STORAGE FACILITY	YES
NON REINFORCED BUILDINGS	YES
A MAJOR GAS/OIL PIPELINE	NO
NEAR A MAJOR GAS/OIL PIPELINE	YES
DOES YOU ORGANIZATION HAVE ANY LOCATIONS THAT:	
HAVE BEEN DAMAGED BY EARTHQUAKE AND NOT REPAIRED	YES
HAVE BEEN DAMAGED BY FLOOD	YES
HAVE BEEN DAMAGED BY FLOOD MORE THAN ONCE	YES
HAVE BEEN DAMAGED BY FOREST FIRE	YES
HAVE BEEN DAMAGED BY FOREST FIRE MORE THAN ONE	YES
HAVE BEEN IMPACTED BY A TRANSPORTATION ACCIDENT	YES
HAVE BEEN IMPACTED BY A PIPELINE EVENT	YES



EMERGENCY OPERATIONS INFORMATION	
DOES YOUR ORGANIZATION HAVE AN EOC:	YES
IS YOUR EOC LOCATED:	YES
IN A FLOOD PLAIN	NO
NEAR FLOOD PLAIN	YES
NEAR RAILROAD TRACKS	NO
NEAR A DAM	NO
UPSTREAM FROM A DAM	YES
DOWNSTREAM FROM A DAM	YES
DOWNSTREAM FROM A LAKE	YES
DOWNSTREAM FROM A RESERVOIR	YES
NEAR A CONTROLLED FLOOD CONTROL CHANNEL	YES
NEAR UNCONTROLLED FLOOD CONTROL CHANNEL	YES
ON AN EARTHQUAKE FAULT	YES
NEAR AN EARTHQUAKE FAULT	YES
WITHIN THE 50 MILE SAN ONOFRE EVACULATION ZONE	YES
IN A FOREST AREA	YES
NEAR A FOREST AREA	YES
NEAR A MAJOR HIGHWAY	YES
A HAZARDOUS WASTE FACILITY	YES
NEAR A HAZARDOUS WASTE FACILITY	YES
A HAZARDOUS STORAGE FACILITY	YES
NON REINFORCED BUILDINGS	YES
A MAJOR GAS/OIL PIPELINE	NO
NEAR A MAJOR GAS/OIL PIPELINE	YES
OTHER FACILITY INFORMATION	
ARE THERE LOCATIONS WITHIN YOUR JURISDICTION THAT:	
COULD BE CONSIDERED A TERRORIST TARGET	YES
COULD BE CONSIDERED A BIO-HAZARD RISK	NO



FIGURE 1 – CITY OF NORCO BOUNDARY MAP

INSERT City of Norco Boundary Map



2.4 Hazard Situation and Summaries

The City of Norco has numerous hazard threats. The hazards listed below are hazards that the City has taken special notice of and has developed specific activation checklists. Earthquakes, wildland fire, and flooding are the most common incidents in the City of Norco.

In addition, several of these hazards have specific plans have been written at the City specific level. While others, have been written at the County/Operational Area Level. Hazard specific plans and checklists are located in either Part II of this document or as separate plans located in both the City and County EOCs. Some of the hazards that the City has taken special note of are listed below, with a brief general description of the hazard. Also listed, is if the City has added a specific checklist for that hazard AND if the City and/or the County have a specific response plan for that hazard.

2.4.1 Earthquake Hazards

Earthquakes in Southern California are most often a sudden slip or thrust on a seismic fault resulting in ground shaking. They can also be caused by volcanic activity or sudden stress changes in the earth's crust. Earthquakes occur less frequently than other hazards, but account for the most deaths, injuries, and damage in the City as the greatest catastrophic disaster threat. The earthquake hazard in the City of Norco comes primarily from three major faults that traverse the county: the San Andreas Fault, the Elsinore Fault, and the San Jacinto Fault. Proximity of earthquakes to populated areas and the time of day factor in to the number of deaths and property damage.

The City of Norco shares many of the hazards associated with earthquake faults in Southern California.

The San Andreas Fault passes 11 miles from the downtown area of the City of Riverside. The fault stretches from Northern California to the Mexican border, and is over 600 miles long. It has the potential for an 8.3 Moment Magnitude Scale (MMS) earthquake.

The San Jacinto Fault extends 125 miles from near El Centro to near San Bernardino intersecting freeways 10, 215, and 60. This fault has the potential for a 7.0 MMS earthquake.

The Elsinore Fault, though smaller than the San Jacinto Fault runs near the cities of Corona, Eastvale, Norco, Jurupa Valley, and south into Lake Elsinore. This fault has the potential for producing a 6.0 MMS earthquake.

The western portion of the county can expect strong to severe ground shaking generated by movement along these active faults.

A moderate earthquake occurring in or near the City of Norco, could result in deaths, casualties, property damage, environmental damage, and disruption of normal government and community services and activities. The effects could be aggravated by collateral emergencies such as fires, flooding, hazardous material spills, utility disruptions, landslides, transportation



emergencies, or dam failure. Aftershocks to major earthquakes could also be large enough to cause damage, and must be part of planning.

Community needs would likely require emergency management mutual aid from other counties, states, or federal agencies plus coordinating support from volunteer and private agencies. Individuals should also plan to provide for themselves and their families in the aftermath of an earthquake.

Fault line map shown below.

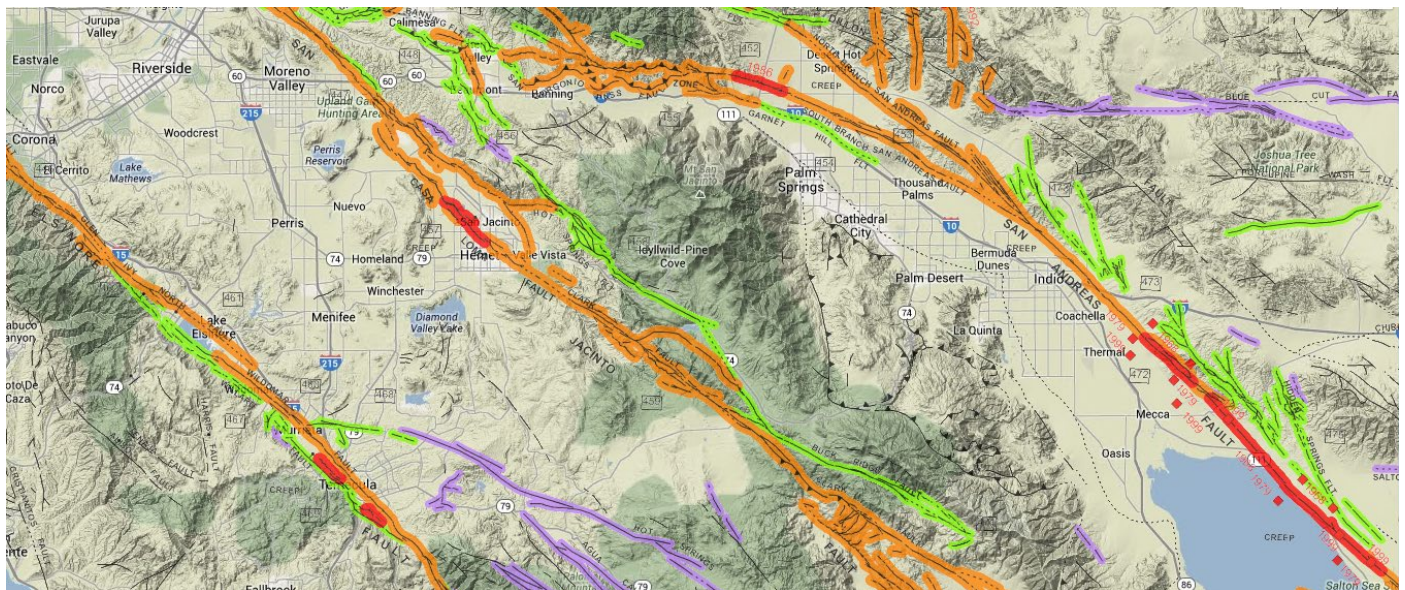


Figure: Map of Earthquake Fault Lines in Riverside County

There are publications related to geologic seismic hazards located at the following website:
<https://www.usgs.gov/centers/geohazards>

Earthquake Mitigation

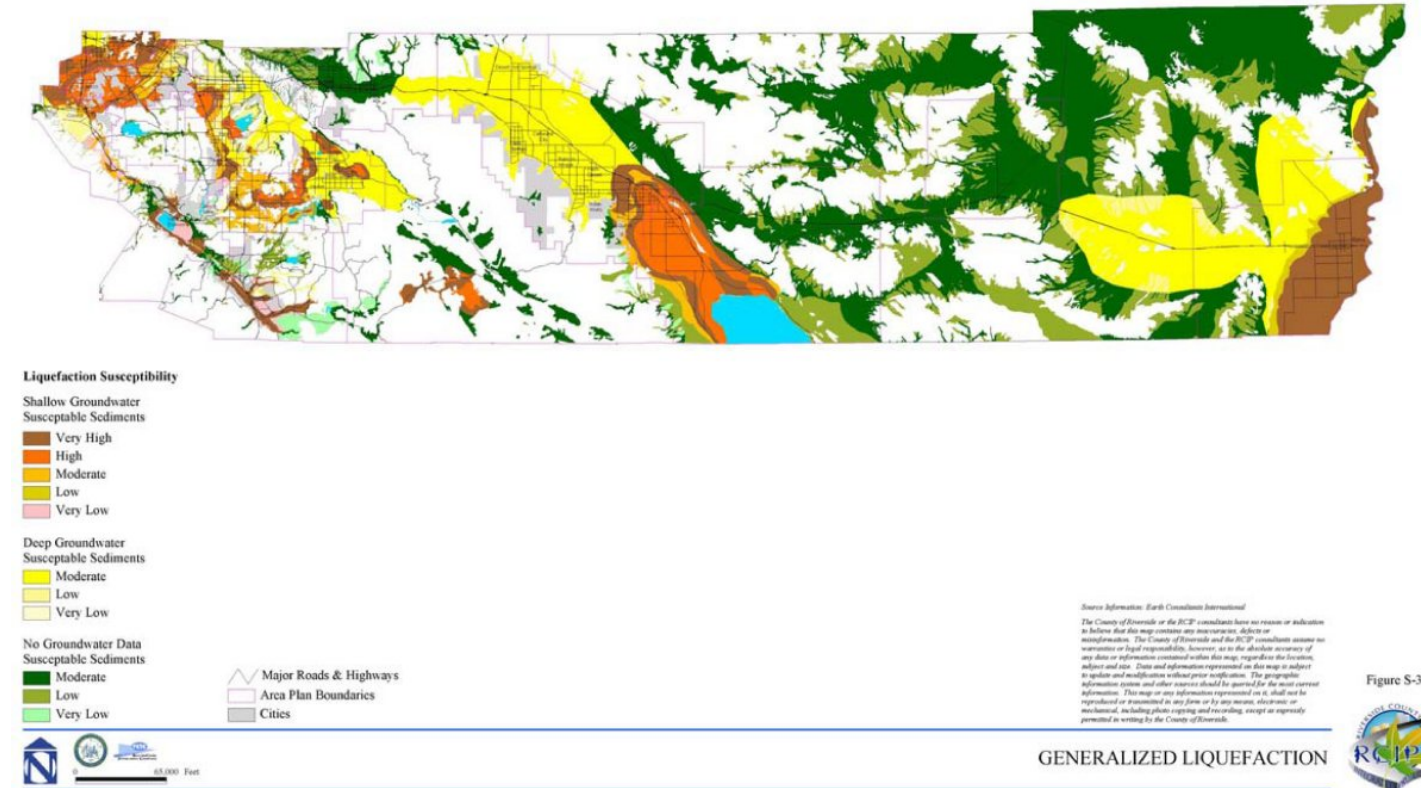
Comprehensive hazard mitigation programs include the identification and mapping of hazards, prudent planning, enforcing and improving building codes, and expedient retrofitting and rehabilitation of weak structures. These can significantly reduce the scope of an earthquake disaster. Senate Bill 547 addresses the identification and seismic upgrade of potentially hazardous buildings, including: unreinforced masonry, pre-1971 concrete tilt-ups, soft-stories, mobile homes, and pre-1940 homes.

Ground Failure

Ground failure induced by earthquake includes liquefaction, lurching, and differential settlement (sinkholes). Liquefaction occurs during earthquakes when water-saturated soils transform into a liquefied state in areas where the water table is less than 50 feet underground.



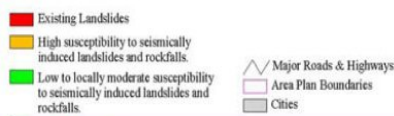
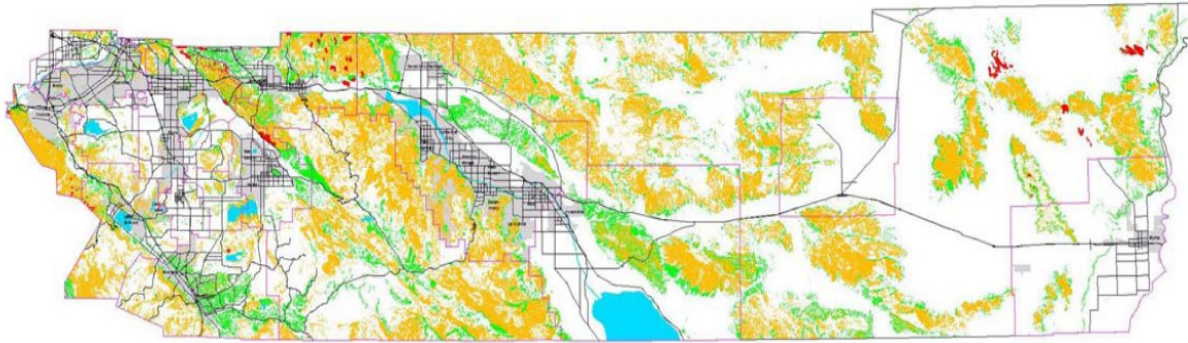
Portions of Riverside County are susceptible to liquefaction during seismic activity as shown in the figure below.



(source: <http://planning.rctlma.org/Portals/0/genplan/content/gp/chapter06.html>)

Landslides/Debris Flow

Landslides, or debris flows, are gravity-driven movement of hill slope materials, which can travel at speeds ranging from fractions of an inch per year to tens of miles per hour depending on the slope steepness and water content of the rock/soil mass. Earthquakes can lead to slope failures in mountainous areas throughout the county, especially when the slopes have been denuded from fires in the past. The map below shows landslide susceptibility occurs throughout Riverside County and which areas are less susceptible.



Source Information: Earth Consultants International
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Figure S-4



EARTHQUAKE-INDUCED
 SLOPE INSTABILITY MAP

2.4.2 Public Health Emergencies

Public health emergencies include communicable disease outbreaks, such as tuberculosis, hepatitis, and meningitis, as well as public health emergencies resulting from terrorism or natural disasters. Public health experts are always concerned about the risk of another pandemic where a disease spreads between species. The County Health Officer has the authority to proclaim a public health emergency and would lead the efforts throughout the Operational Area to eradicate a public health emergency.

The 20th century saw three global pandemic influenza outbreaks, the most notable of which was the 1918 Spanish influenza pandemic that was responsible for 20-40 million deaths throughout the world. The most recent pandemic, the 2009 H1N1 flu, first identified in Imperial and San Diego counties, killed more than 550 Californians, sent thousands more to hospitals, caused widespread fear and anxiety and the declaration of a public health emergency.

Riverside County EMD may establish Point of Dispensing sites in conjunction with the Riverside University Health System - Public Health, as part of the Strategic National Stockpile (SNS) plan. The sites would be established at large gathering facilities such as a community center or public school gymnasium. These sites would allow for the dispensing of medications to a large number of people for prophylaxis of asymptomatic individuals as well as treatment of symptomatic persons. Depending on the nature of such a disease, if 25% to 35% of the population became ill



this would disrupt all aspects of society and severely affect the economy. EMD and RUHS-PH will work closely with local jurisdictions to ensure that:

- Planning efforts are consistent throughout the county;
- Official information will be provided to the jurisdictions in a timely manner;
- Pharmaceutical distribution planning, training and exercising is conducted;

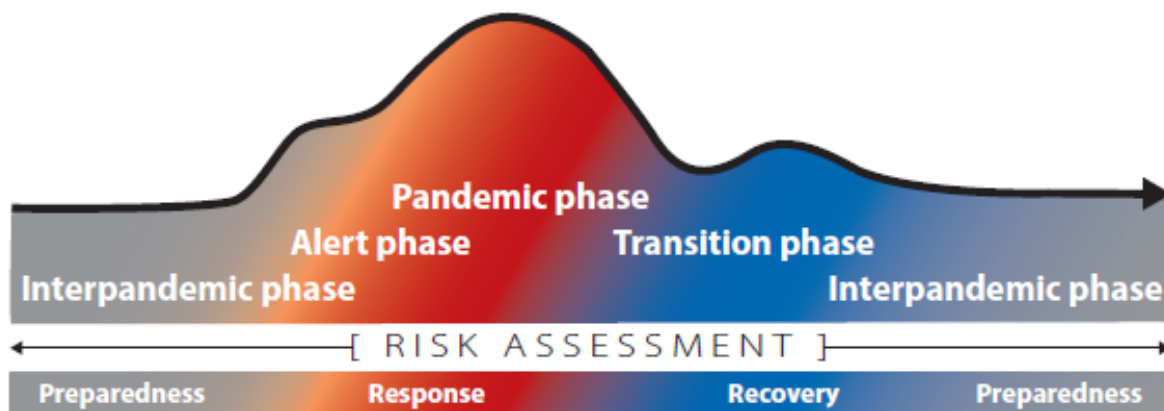
In Riverside County, both medical (medications, vaccines) and non-medical (school dismissal, isolation and/or quarantine) countermeasures will be implemented as deemed appropriate to mitigate the impact of the emergency on the public's health and safety.

The County, at the direction of the Public Health Officer for Riverside County, will implement the procedures and protocols as recommended. To ensure consistent planning efforts, federal, state, and county public health agencies use the World Health Organization (WHO) pandemic phases to guide their planning efforts. These phases may be changed depending on the incident.

While a public health emergency within the City of Norco poses a significant health and economic impact, the response to such an incident would consist primarily Riverside County and OA agencies / resources with coordination and support effort provided by the City of Norco.

Pandemic Phases

Figure 1. The continuum of pandemic phases^a



^a This continuum is according to a "global average" of cases, over time, based on continued risk assessment and consistent with the broader emergency risk management continuum.

Sources: CDC, <https://www.cdc.gov/flu/pandemic-resources/planning-preparedness/global-planning-508.html>



2.4.3 Wildland Fires

Wildland fire is a continuous threat in City of Norco. Wildland fires (wildfire) spread quickly through vegetative fuels resulting in destruction to property and endangering lives. Wildfires can occur in wilderness areas, undeveloped areas, and urban areas. The City of Norco while not in the wilderness or densely populated, is in close proximity in many areas of the City, to vegetation covered hillsides and the Santa Ana Riverbed. These areas are susceptible to a urban interface type fire. An urban interface fire, is a fire in a geographic area where structures or other development meet or mingle with the wildland or vegetative fuels. People living in or near those brush covered areas increases the probability of human-caused fires.

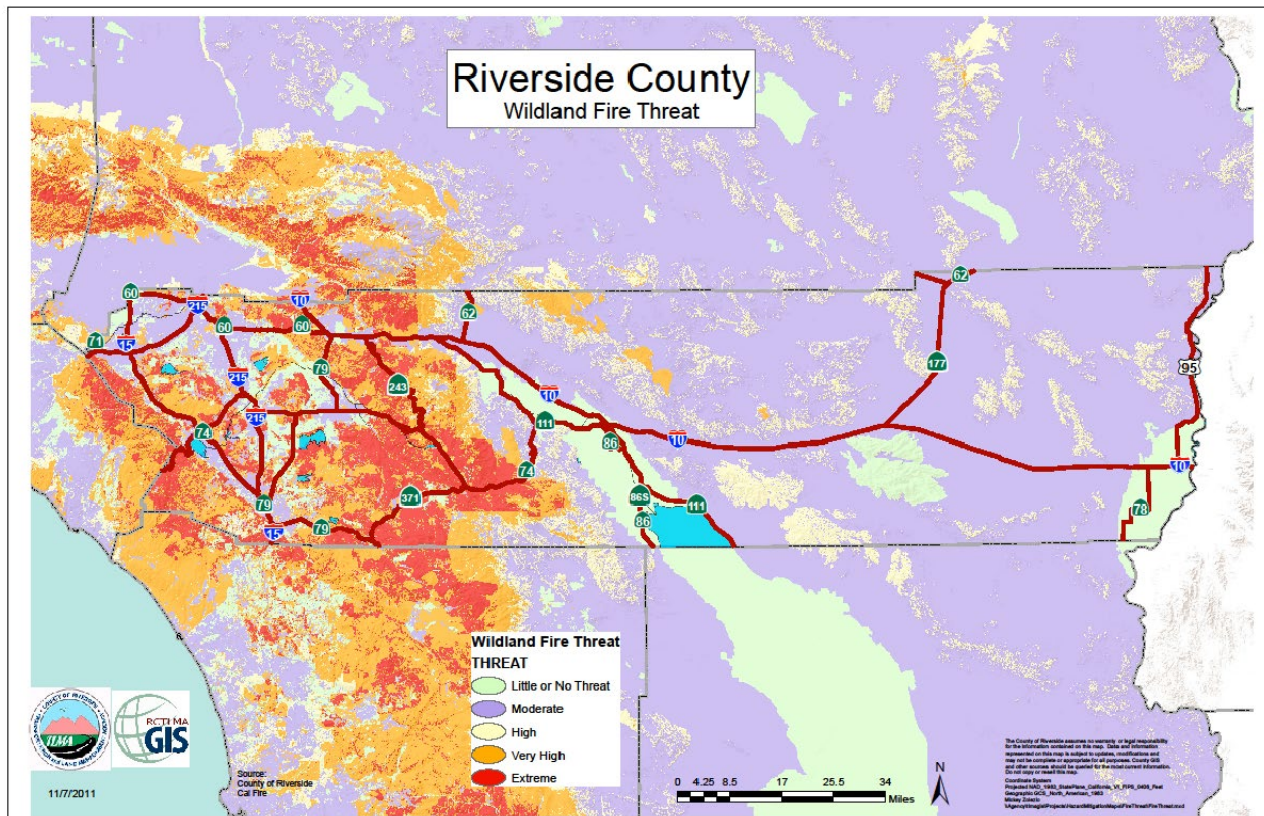
Effects of Wildland Fires

Fires result in death, injury, economic loss, and environmental loss. Woodlands and other natural vegetation can be destroyed resulting in a loss of wildlife habitat, scenic quality and recreational resources. Soil erosion, sedimentation of fisheries and reservoirs, and downstream flooding can also result.

Wildfires often result in power outages. These outages can affect an extensive geographic area. Critical facilities in the line of fire are of particular concern. Wildfires lead to flooding and erosion. If heavy rains follow a major fire, flash floods, erosion, landslides and mudflows can occur.

Significant development in area of Norco and its surrounding areas are considered wildland-urban area interfaces and many of these areas have experienced prolonged droughts or are excessively dry at risk of wildfires. In addition, the Santa Ana winds pose an additional threat to the community for spreading wildland fires. Wildland fire hazards exist in varying severity over approximately 90% of Riverside County and the City of Norco (open space, parklands, and agricultural areas). The fire season extends approximately all year long. Hazards arise from a combination of reasons: the undeveloped and rugged terrain, highly flammable brush-covered land, and long dry summers. There are heavy fuel loads, especially in watershed areas unaffected by fire for many years. Structures with wood shake roofs ignite easily and produce embers that can contribute to fire spread.

The City of Norco has developed a set of quick response references for the Norco EOC. These sets of checklists are located in Part 4 of the Plan.



2.4.4 Electrical Failure and Utility Outages

A utility failure of extended duration may become a major emergency. Such might be the case in an extended power outage, a disruption in natural gas delivery, or a loss of water supply. A short duration event involving a widespread loss of telephone service may also rise to the level of a major emergency if it involves the public's ability to access the 9-1-1 system. Depending on the type and extent of disruption and other conditions, such as weather, a utility failure can have a broad range of impacts. Persons with access and functional needs are at highest risk from utility disruptions, the whole community in the county would be significantly impacted by a widespread interruption of government, business, and private services.

It is important to recognize that different types of outages are possible so that plans may be made to handle them effectively. Electric power disruptions can be generally grouped into two categories: intentional and unintentional. Intentional disruptions include planned service for maintenance or upgrading. Unintentional disruptions can be caused by an accident; malfunction or equipment failure and/or equipment overload or reduced capability; storms or weather related causes; wildfire that damages transmission lines; or intentional damage, including terrorism.



Utility failures of significant proportion typically arise from other hazard events such as floods or earthquakes, but may occur as standalone events. Immediate objectives would focus on repairs necessary to restore power to areas of greatest need. All critical facilities would require standby generating equipment and emergency fuel supplies.

2.4.5 Flooding

Flooding is a frequent natural hazard impacting the City of Norco. A flood is defined as an overflowing of water onto an area of land that is normally dry. Floods generally occur from natural causes, or are weather-related. Often in conjunction with a wet or rainy spring, or sudden and unexpected heavy rainfalls. Floods can, however, result from human causes as a dam impoundment bursting. Dam break floods are usually associated with intense rainfall or prolonged flood conditions. In the City of Norco area, an earthquake can cause dam failure. The greatest threat to people and property is normally in areas immediately below the dam since flood discharges decrease as the flood wave moves downstream.

Floods are generally classed as either slow-rise or flash floods. Slow-rise may be preceded by a warning time lasting from hours to days, or possibly weeks. Evacuations and sandbagging for a slow rise flood may lessen flood-related damage. Flash floods are characterized by extremely short warning times, if there is any at all. Flash flood warnings usually require immediate evacuation. Regardless, of the type of flood, the cause is often the result of excessive rainfall either in the flood area or upstream.

Flood effects on agriculture can be devastating, damaging crops, livestock, and dairy stock. In addition to the obvious impacts on animals and crops, flooding can have deleterious effects on soil and the ability to resume the agricultural activities affected once the flood waters recede.

Landslides caused by heavy precipitation send mudslides gushing down rain-sodden slopes. Most mudslides are localized in small gullies, threatening only those buildings in their direct path. They can burst out of the soil on almost any rain-saturated hill when rainfall is heavy enough.

The City of Norco, contains the Santa Ana River, flood control system, and reservoirs. Excessive rainfall can stress these systems, causing serious damage to property and potential loss of life. The Santa Ana River can overflow its banks, destroying bridges and washing out roads and highways during major flood events.

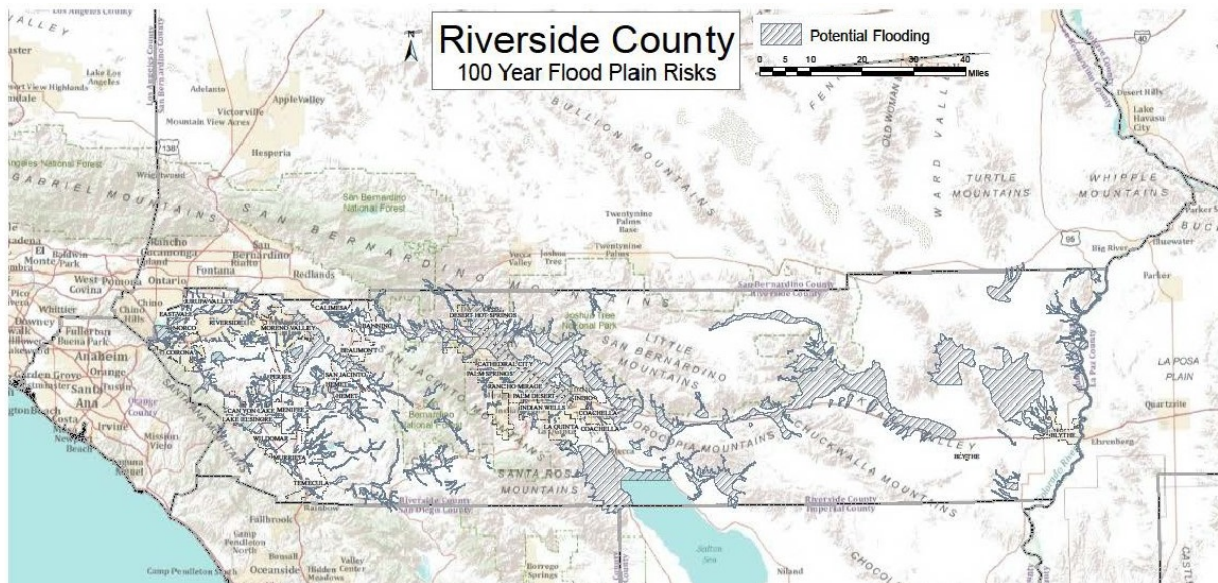
When Riverside County experiences heavy rain or rain over a period of days or weeks, many areas of The City of Norco are prone to a higher possibility of flooding. .

FEMA, has identified 100-year flood hazard areas across Riverside County as shown in the map below.

Many essential public facilities and hazardous materials sites are located within the 100 year flood zones of Riverside County County's General Plan, these included 14 of the County's 39



airports; 4 of 18 hospitals; 47 of 109 police stations, fire stations, and emergency operation centers; 92 of 380 schools; 446 of 1,306 highway bridges; and 695 of 1,978 hazardous materials sites.



Dam Failure

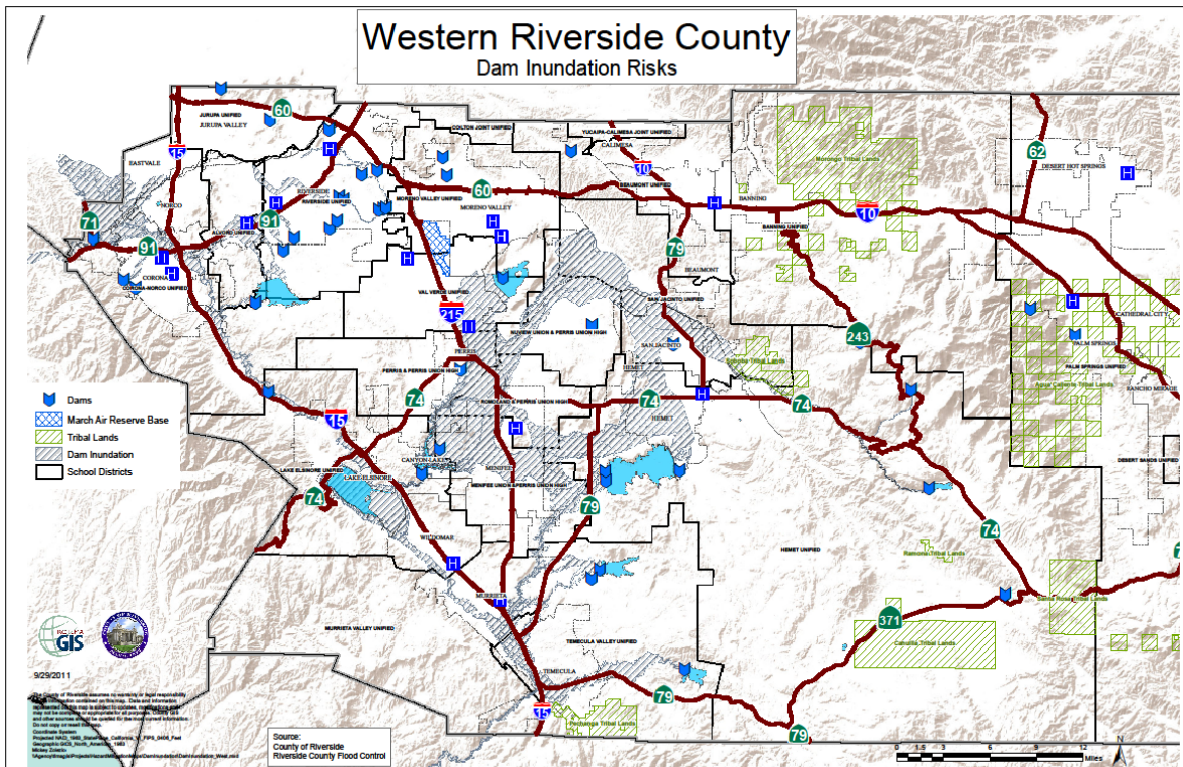
The term “dam failure” encompasses a wide variety of circumstances. Situations that would constitute a dam failure vary widely, from developing problems to a partial or catastrophic collapse of the entire dam. Potential causes of a dam failure are numerous and can be attributed to deficiencies in the original design of the dam, the quality of construction, the maintenance of the dam and operation of the appurtenances while the dam is in operation, and acts of nature including precipitation in excess of the design, flood, and damage from earthquakes. Water over-topping the dam crest is a common cause of failure in earth dams.

The Riverside County Dam Inundation Risk map is shown below in Figure 4. The California Department of Water Resources lists 45 dams, reservoirs, run-off storage reservoirs, canals, or levees in Riverside County. The dams are listed in the Local Hazard Mitigation Plan. Descriptions of the dams and their inundation impact on the County are outlined in the Dam Inundation Impact Plan, maintained by the County of Riverside Emergency Management Department.

Riverside County is a participant in the National Flood Insurance Program (NFIP) which enables property owners to purchase insurance protection against losses from flooding. Participation in the NFIP required that Riverside County adopt and enforce a floodplain management ordinance to reduce flood risks to new construction in Special Flood Hazard Areas (SFHA). New



construction located within a SFHA typically includes minimum elevation requirements, flood resistant construction below the base flood elevation, venting of storage areas or under-floor spaces, and protection of utilities.



ARkStorm

The U.S. Geological Survey, Multi Hazards Demonstration Project scientists designed a hypothetical winter storm scenario called ARkStorm (AR for Atmospheric River and k for 1,000 years) that would strike the U.S. West Coast and be similar to the intense California winter storms of 1861 and 1862 that left the central valley of California impassible. The storm would produce precipitation that exceeds levels only experienced once every 500 to 1,000 years. The scenario predicts extensive flooding, hurricane force winds, landslides, and damage to roads, highways, and homes would occur. Property damage would exceed \$300 billion, mostly from flooding. Agricultural losses and other costs to repair lifelines, and repair damage from landslides, would cost another \$100 billion. Lifelines refers to power, water, sewer, and natural gas infrastructure damage that may take weeks or months to restore. Flooding evacuation causing business interruption could cause \$325 billion in lost revenue in addition to the \$400 billion property repair costs, meaning that an ARkStorm could cost up to \$725 billion.

The scenario determined the worst flooding would occur along the coastal areas of Orange County, Los Angeles County, San Diego, and the San Francisco Bay area. The Central Valley would experience hypothetical flooding 300 miles long and 20 or more miles wide. The scenario



showed Riverside County to be in a high-wind region (75 mph and higher) with potential loss of transmission lines. Property losses in Riverside County are projected from flooding and wind, and also agricultural and livestock damages up to \$22 million. The ARkStorm has public policy implications raising serious questions about the ability of existing federal, state, and local disaster planning to handle a disaster of this magnitude.

2.4.6 Transportation Hazards

A mass casualty transportation incident is defined as an incident of air, highway, or rail passenger travel that results in multiple deaths or injuries that require emergency management organization involvement. Transportation incidents can be caused by transportation of hazardous materials, earthquake, hazardous weather, or other hazardous conditions interrupting the flow of transportation and/or public safety.

Traffic density on Interstate 15, State Route 91, Hamner Avenue, 6th Street, and 2nd Street, is of particular concern. The population and economic growth in this area has caused increased demand on these networks.

Interstate 15 is a major artery between the Mexico/California border to the south and the California / Nevada State line to the north. This creates a substantial amount of tourist, commerce, and commuter traffic through the City of Norco on a daily basis. While State Route 91 is not within the City of Norco, any incident or disruption on SR-91 between I-15 and State Route 71 will have an impact on the City of Norco by motorists using city streets as alternate routes.

Additionally, overpasses at Hidden Valley, 2nd Street, 3rd Street, 4th Street, 5th Street, 6th Street, and Detroit Street over I -15 could isolate portions of the City and close I-15 in the event of damage or failure from an earthquake, structural collapse, or terrorist event. This would also cause a significant increase in traffic to city streets by drivers seeking alternate routes or being rerouted for public safety concerns.

Overpasses on 1-15, Hamner Avenue, and Archibald Avenue over the Santa Ana River could cut off access/egress to portions of the City and close I-15 in the event of damage or failure from an earthquake, structural collapse, or terrorist event.

There are no railway or aviation assets within the City of Norco.

2.4.7 Extreme Weather and Drought

The City of Norco experiences extreme weather and storm conditions regularly, be it extreme heat or cold, high winds, lightning storms, and drought. There have been occasional tornados in Western Riverside County in proximity to the City of Norco. The City of Norco has a wide range of temperatures. From freezing/near freezing during the winter months, to extremely hot



temperatures for long periods of time during the summer months. Extreme weather may cause a variety of damages with most frequent past effects being power and utility outages.

Extreme Heat & Cold

Extreme heat can cause heat illness and death. Temperatures are regularly high 90 degrees and as high as 114 degrees during the summer months in the City of Norco. These temperatures are of particular concern to the elderly, young, and homeless populations. Freezing temperatures in the low 30's degrees occasionally occur during winter and can cause concern for the homeless.

The City of Norco will activate a warming or cooling center as needed during times of excessive weather conditions. This center is located at The Rose M Eldridge Senior Center located at 2690 Clark Avenue, Norco, CA 92860.

Droughts

Droughts differ from typical emergency events such as floods or forest fires, in that they occur slowly over a multi-year period. Drought impacts increase with the length of a drought, as carry-over supplies in reservoirs are depleted and water levels in groundwater basins decline. Droughts can have long-term economic repercussions. The City of Norco chronically experiences drought cycles. Drought causes stress on the City's ability to provide water to the community. In addition, drought conditions cause extensive weakening of trees in forested areas causing them to become highly vulnerable to disease and insect infestation which kills trees creating a severe fire hazard.

Windstorms

Extreme wind, such as the Santa Ana winds, may cause damage and increased fire activity. The City of Norco is in the direct path of the ocean-bound Santa Ana winds. These winds primarily occur between October and February with December having the highest frequency of events. Wind speeds are typically north to east at 35 knots through and below passes and canyons with gusts to 50 knots.

Tornadoes & Micro-bursts

Tornadoes are a rare phenomenon in most of California, with most tornado-like activity coming from micro-bursts. In the City of Norco, both tornadoes and micro-bursts have occurred in the past 10 years causing flooding, power outages, and property damage.

2.4.8 Hazardous Materials Incident

The production and use of hazardous materials has become a normal part of everyday life.



A hazardous material is any substance that may become explosive, flammable, combustible, poisonous, corrosive, reactive, toxic, radioactive or any combination of thereof, because of quantity, concentration, or characteristics.

Hazardous materials require special care in handling and storage due to the harm they pose to public health, safety and the environment. Many government agencies inspect facilities that use or store hazardous materials to ensure they are in compliance with State and Federal regulations.

A hazardous materials incident involves the uncontrolled release of a hazardous substance(s) during storage or use from a fixed facility or mobile transport. Releases of hazardous materials can be especially damaging when they occur in highly populated areas or along transportation routes used simultaneously by commuters and hazardous materials transports.

The agricultural businesses in and around the City of Norco may also be a source of hazardous materials incidents. Accidental releases of pesticides, fertilizers and other agricultural chemicals may be harmful to public health, safety and the environment.

Another source of hazardous materials incidents is the illegal manufacturing of drugs in clandestine laboratories. In many instances, the residue and hazardous waste from these laboratories are illegally dumped, posing a public health and safety hazard and a threat to the environment.

The City of Norco is susceptible to a hazardous materials release from transportation accidents or spills of stored materials. Additional potential hazardous materials spills are clandestine dumping of toxic or hazardous waste on public or private property. The significance of the problems to the environment, property, or human health is dependent on the type, location and quantity of the material released. Storage facilities are less of a threat than transported materials due to current laws and regulations requiring them to have contingency and evacuation plans. Cal Fire / Riverside County Fire Department / City of Norco is responsible for ensuring compliance of these facilities and maintaining records of stored quantities of hazardous materials. Additionally, an Emergency Response Plan and Inventory Program is administered by the Riverside County Department of Environmental Health. The County's Hazardous Materials Response Release Plan describes this program in more detail.

The City's location, with its highway transportation routes, and various industries, has a growing potential for serious hazardous materials incidents. Interstate 15 and State Routes 60, 71 and 91, are all heavily traveled by trucks. Those trucks carry a wide variety of hazardous materials including, but not limited to, gasoline, rocket fuels, pesticides, and radioactive materials. The railroad lines traveling throughout the County also carry some extremely hazardous cargo. Fortunately, the City of Norco has no active railroad lines within the City boundaries. However, the adjoining Cities of Jurupa Valley, Riverside, and Corona do. Norco could be impacted by a railway accident resulting in the release of a hazardous material. The railroads have a good safety record with regard to the transportation of hazardous materials.



Traffic on railroads is not as prevalent as on truck routes in Riverside County, but poses a much greater problem when an accident is involved due to the volumes of hazardous materials being transported.

Besides the immediate effect of hazardous materials incidents on scene, there are also ancillary effects such as the impact on waterways and the evacuation of schools, business districts, and residential areas. All the HazMat response agencies in the county conduct HazMat exercises through the CHOG group (County Hazardous Operations Group).

The Environmental Protection and Oversight Division of the Department of Environmental Health has regulatory control over a number of hazardous materials, land use, and water systems. The County of Riverside, as well as the Cities of Corona and Riverside have been certified by the California Environmental Protection Agency as the Certified Unified Program Agency (CUPA) for implementing a hazardous materials program. The haulers and users of hazardous materials are listed with the County of Riverside Department of Environmental Health and are regulated and monitored under the auspices of the County of Riverside.

2.4.9 Insect Infestation

Insect infestation occurs when an undesirable type of insect inhabits an area in a manner that causes serious harm to crops, livestock, poultry, wildland trees, plants, animals, or humans. Example insects include the Africanized Honey Bee, Bark Beetle, Gold-Spotted Oak Bore Beetle, Citrus Leafminer, Glassy-winged Sharpshooter, Gypsy Moth, Japanese Beetle, various Fruit Flies, Red Imported Fire Ant, Nematode, Tropical Palm Scale, Asian Citrus Psyllid and Silverleaf Whitefly.

Riverside County has been a part of State disaster proclamation for an insect infestation in the past 20 years with thousands of trees on hundreds of thousands of acres were dying after being weakened by drought and attacked by an infestation of insects. Dead trees over large areas of land can threaten human lives by aiding catastrophic wildfires, and may cause injury and property damage from falling trees.

Insect infestation can also cause the quarantine of agricultural stock, such as grapes and citrus to limit the movement of these crops, which requires inspection and certification of these commodities by the local Agricultural Commissioner prior to movement from the infested area. Riverside County climate is favorable to agriculture all year also makes it possible for insects to reproduce with little natural hindrance to their proliferation.

2.4.10 Domestic Security Threats

Domestic security threats encompass terrorism, civil unrest, and correctional facility incidents. The City of Norco is home to business and government agencies, transportation infrastructure, tourist attractions, parks/historic sites, and cultural facilities which are vulnerable to terrorist attack. Terrorism is a continuing threat throughout the world. A variety of political, social,



religious, cultural, and economic factors underlie terrorist activities. Terrorists typically target civilians to advance their agenda. The media interest generated by terrorist attacks makes this a high visibility threat.

The County of Riverside, in conjunction with the public safety and health agencies in the County has developed a “Terrorism Annex” as part of the County’s EOP plan. The public safety agencies for the City of Norco (Riverside County Sheriff and Riverside County Fire Department) participated in the development of this document. The County “Terrorism Annex” is located with the Riverside County Office of Emergency Services and the Riverside County Sheriff’s Department.

Domestic Security Threats may cause mass casualties, extensive property damage, fires, flooding, and other ensuing hazards. Domestic Security Threats takes many forms, including:

- Active Shooter Event
- Explosive Attack
- Cyber-terrorism Attacks
- Chemical Attack
- Biological Attacks
- Radiological Release
- Nuclear Release

Active Shooter Events are when individual(s) actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims. Active Shooter Events are unpredictable and evolve quickly. Active Shooter Events may involve one (Lone Wolf) shooter, or a coordinated attack at a single or multiple locations simultaneously by multiple shooters. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Riverside County Sheriff Department and Cal Fire / Riverside County Fire Department personnel are trained in the management, response, and mitigation of Active Shooter Events utilizing a “unified team response” in order to neutralized the threat and render expedient life-saving care to injured persons to decrease mortality at these incidents

Explosive Attacks account for 86% of Domestic Terrorist incidents and 50% of International terrorist attacks. Most conventional explosives are in the form of package bombs, car or truck bombs, suicide bombers, and backpack type bombs with electronic detonators, which are placed within the public setting to ensure mass casualties. Use of explosive devices remains the weapon of choice for terrorist activity. Incidents generating significant mass casualties make preparedness and the mechanisms for effective response essential.



Related activities include bomb threats which disrupt the normal operations of transit systems, government or corporate facilities. Primary locations likely to be targets include airports, mass transit targets, government facilities, and high population density locations, although so-called soft targets such as schools, local entertainment facilities, sporting events, and concerts are also targets.

Cyber-terrorism Attacks is the use of computer network tools to shut down critical government infrastructures such as energy, transportation, and government operations, or to coerce or intimidate a government or civilian population. The premise of cyber terrorism is that as nations and critical infrastructure became more dependent on computer networks for their operation, new vulnerabilities are created. A form of cyber-terrorism can be carried out by computer viruses and worms.

Chemical Attacks would appear far more likely than either the use of nuclear or biological materials. Largely due to the availability of many of the necessary precursor substances needed to construct chemical weapons and the access to assembly instructions via the Internet.

Biological Attacks are accomplished by the release of an infectious agent such as a bacteria or virus used to produce illness or death in people, animals, or plants and are extremely difficult to detect.

Nuclear Attacks Radioactive materials could be put in a bomb to spread radiation to cause long lasting health issues and contaminate the target for a long period of time. Although the explosive device is easily recognized, radiation cannot be detected by human senses. There is the possibility that a terrorist organization may acquire the capability to create and detonate a nuclear bomb which would produce fallout affecting an area many times greater than that of the blast itself. This act would cause extreme devastation, long term health effects, and contamination of the blast area, as well as potential radiation in the water and food sources.

Domestic Security Threats / Attacks would necessitate detailed contingency planning and preparation of emergency responders to protect the City of Norco and adjoining communities. The California State Terrorism Response Plan outlines the authorities and procedures for dealing with a terrorist incident in California. The Federal Bureau of Investigation is designated as the lead federal agency for all terrorist activities within the United States. The FBI coordinates this activity with local law enforcement within the Riverside County OA through the Joint Terrorism Task Force and Joint Regional Intelligence Center fusion center.. The Riverside County Terrorism Response Plan aligns with and supports the State Terrorism Plan. The Riverside County Sheriff's Department supports the prevention and detection of terrorist activities through the Criminal Intelligence Unit. The Criminal Intelligence Unit has members assigned to the Riverside County Joint Terrorism Task Force.



Cal Fire / Riverside County Fire Department supports the prevention and detection of potential terrorist activities through its Fire Prevention / Law Enforcement Bureau and the use of designated Terrorism Liaison Officers (TLOs) throughout Riverside County (including the City of Norco). The Fire Prevention / Law Enforcement Bureau has a member assigned to the Riverside County Joint Terrorism Task Force. The TLO's function as an intelligence gathering / dissemination conduit between Cal Fire / Riverside County Fire Department, The City of Norco, and the Joint Regional Intelligence Center (JRIC) as well as provide training on emerging trends and threats that may impact first responders and the City of Norco.

Civil Unrest

Civil Unrest disrupts community affairs and threatens the public safety. Civil Unrest includes riots, mob violence, and any unlawful demonstration resulting in police intervention and arrests. Civil Unrest is generally associated with controversial political, judicial, and/or economic issues and events.

During a Civil Unrest incident that affects City of Norco, there are certain critical facilities within the City that may be more at risk than others. These critical facilities include venues for musical concerts and sporting events, facilities where legal and illegal demonstrations are held, and any other facilities with events that attract large numbers of people. All of these situations create significant traffic congestion and the potential for disruptive behavior. The overall risk of civil unrest in City of Norco may lead to fire, destruction of property, disruption of utilities power, injury to persons, and even loss of life.

Jails and Prison Incidents

The California Department of Corrections and Rehabilitation and the Riverside County Sheriff Department (with mutual aid from other Law Enforcement Agencies if necessary), are tasked with maintaining order in our correctional / detention facilities and preventing inmates from escaping into the community.

There are multiple correctional facilities and holding cell facilities in the City of Norco. They include:

- Norco Conservation Camp, Norco
- California Rehabilitation Center, Norco
- Riverside County Sheriff Department Station, Norco

Even though the following facilities are located in the County of San Bernardino, their proximity to City of Norco may impact the the City of Norco and the Riverside County OA:

- California Institution for Men, Chino
- California Institution for Women, Chino
- Herman J. Stark Youth Correctional Facility, Chino



2.4.11 Nuclear Incidents

Radioactive materials are routinely transported in California, whether the materials are for medical or industrial use, as well as wastes that have radioactive components. Many of the radioactive waste shipments come from research and cleanup efforts at national laboratories. Due to strict regulation of nuclear power plants in the United States, significant nuclear power incidents that can cause harm to the public have a low probability of occurrence, and none have occurred in California.

Planning includes an incident involving the San Onofre Nuclear Generating Station (SONGS), which has been shut down since January 2012, after a small radiation leak led to the discovery of unusual damage to hundreds of tubes that carry radioactive water. The plant is shutting down permanently due to problems with steam generators that were installed during an overhaul in 2010, after tests found some generator tubes were badly eroded and could possibly fail and release radiation into the air. Even though the plant may not be operating there may still be a threat due to the presence of the nuclear material in the decommissioning process, which will take up to 60 years to complete.

The possibility exists that a terrorist organization could acquire the capability of creating a small nuclear weapon. A single nuclear detonation in the United States would likely produce fallout affecting an area many times greater than that of the blast itself. A more likely scenario is the possibility that a terrorist will construct a dirty bomb to distribute radiological contaminated materials, which would have less of an effect than a nuclear bomb, but create a great terror effect on the population. A nuclear incident could also be initiated by a transportation emergency, either accidentally or intentionally.

Effects of a nuclear incident could include contaminated water, air, and soil. In the event of a release of radiological materials, whether accidental or intentional, a comprehensive health risk assessment will be conducted and a report of the conclusions for the risk to the general population inside and outside of the affected area. The health risks will be related to an increase in risk for specific cancers for certain subsets of the population and for the people in the most contaminated locations.

Preliminary dose-estimation reports will be developed, typically by the World Health Organization and the United Nations Scientific Committee on the Effects of Atomic Radiation, to indicate whether future health effects due to the radiological exposure may be statistically detectable. Future studies would be conducted to determine if radioactive iodine-131, exceeding safety limits, was detected at key infrastructure providers, such as water plants, to determine the ability to control the spread of radioactive material into the nation's food sources.



The City of Corona has a gamma irradiation facility that uses Cobalt 60 radiation in the sterilization process to kill microorganisms on a variety of different products, but the gamma process does not create residuals or impart radioactivity in processed products.

2.4.12 Toxic Pollution

Exposure to toxic pollution can occur by breathing contaminated air, eating contaminated food products, drinking water contaminated by toxic pollutants, or touching and ingesting contaminated soil. Young children are especially vulnerable because they often ingest objects they place in their mouths or residue from items they have touched.

The County of Riverside General Plan, Air Quality Element addresses toxic pollution. The South Coast Air Quality Management District (AQMD) is the air pollution control agency for all of Orange County and the urban portions of Los Angeles, Riverside and San Bernardino counties, which is the region in the U.S. with the most smog. AQMD is committed to protecting the health of residents, while remaining sensitive to the needs of businesses within the region.

2.4.13 Pipeline and Aqueduct Incidents

Pipeline distribution systems transverse the City of Norco. These include water, natural gas, and petroleum products which is common throughout the United States. Increased urbanization is resulting in more people living and working closer to existing gas transmission pipelines that were placed prior to current land use and modern pipeline safety regulations.

Pipe failure can result in loss of life, injury, property damage, and environmental impacts. Causes of and contributors to pipeline failures include construction errors, material defects, internal and external corrosion, operational errors, control system malfunctions, outside force damage, subsidence, and seismic activity. While the degree of damage county-wide for a given rupture may be minimal, there may be significant loss of life and property in the immediate area of the incident, depending on what kind of pipe ruptures and where the rupture occurs.

2.5 Planning Assumptions

This plan has been developed on the basis of several general assumptions as follows:

- SEMS requires the County Board of Supervisors to establish an OA to include all political subdivisions in the geographic area of the county which consists of the County, Cities, Special Districts, and School Districts. The OA is an intermediate level of the State emergency organization and provides coordination between and communication with the political subdivisions and the State;
- Riverside County government is an OA Member and a separate entity from the Operational Area. Although Riverside County personnel conduct the operations of the Operational Area, the roles and responsibilities of those individuals may be different whether they are acting under the auspices of the OA or Riverside County. For the sake of emergency planning and coordination at the OA Member-level, OA Members may consider the OA and County/OA EOCs as one in the same;



-
- All OA agencies have developed their emergency plans and/or operating procedures in accordance with this plan and have trained appropriate staff in their contents and use;
 - All OA Members and political subdivisions of Riverside County will utilize SEMS and NIMS, as identified in this plan, during response and recovery operations;
 - The resources of OA members within Riverside County will be made available to all OA Members to help mitigate the effects of disasters and emergencies in the area;
 - Mutual Aid Agreements and Systems exist to support emergency response agencies of the OA. OA Members must exhaust their capabilities before requesting mutual aid assistance;
 - The OA will commit the resources of OA Members to a reasonable degree before requesting mutual aid assistance from the regional or state levels.



Section 3.0 Concept of Operations

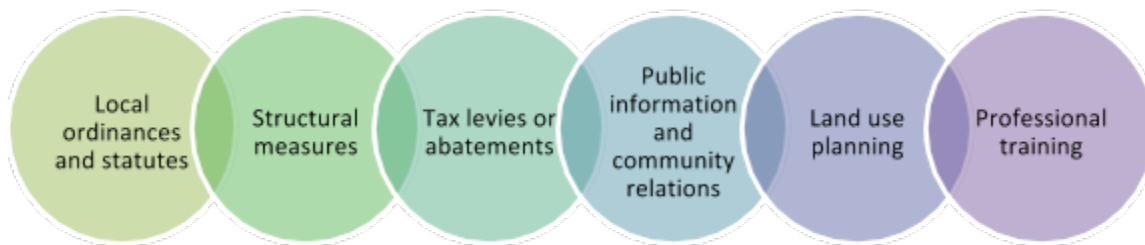
3.1 Phases of Emergency Management

Emergency management activities during peacetime and national security emergencies are often associated with the four federal emergency management phases indicated below, however, not every disaster necessarily includes all indicated phases. All departments of the City of Norco have responsibilities in all of the emergency phases.



3.1.1 Mitigation Phase

Mitigation efforts occur both before and following disaster events. Pre disaster mitigation includes, activities designed to reduce the damaging impact of a disaster should one occur in the future. Post-disaster mitigation is part of the recovery process. It includes eliminating or reducing the impact of hazards which exist within the City of Norco, that are a threat to life or property. Hazard mitigation includes:



Pre Mitigation Activities may include:

- Amending local ordinances and statutes, such as zoning ordinances, building codes, and other enforcement codes
- Initiating structural and infrastructure retrofitting measures.
- Assessing tax levies
- Flood control projects
- Reducing or removing vegetation in high fire prone areas.

3.1.2 Preparedness Phase

The preparedness phase involves activities that are undertaken in advance of an emergency or disaster to develop operational capabilities and effective responses to a disaster including:

- Pre / Post Mitigation activities



- Emergency/disaster planning
- Training and exercises
- Public education on preparedness

During the Preparedness Phase, the City will place emphasis on the following activities:

- **Training** of full-time and auxiliary emergency management personnel.
- **Conducting functional exercises** to ensure that operating plans and their associated support documentation are current and accurate. City Emergency Services, in cooperation with other City departments and outside agencies, is responsible for ensuring that these planning documents are kept up-to-date.
- **Public awareness and education** to inform the public about the City's preparation and mitigation activities. The development and presentation of community disaster awareness programs is a vital part of the Preparedness Phase. Community members can obtain disaster preparedness information at City Hall or by linking to the Federal Emergency Management Agency website at <http://www.fema.gov>. or the Riverside County Chapter of the American Red Cross at: <http://riversidecounty.redcross.org/>. Disaster preparedness topics available at these websites include:

Earthquake
Hurricanes
Wildland Fires
Winter Preparedness Safety Tips
House and Building Fires
Nuclear Power Plant Emergency
Thunderstorms and Lightning
Extreme Heat
Floods and Flash Floods
Tornadoes
Winter Storms
Hazardous Materials
Radiological Accidents
Terrorism
Winter Driving
Landslides and Mudflows



- **Resource management** to ensure the availability of sufficient resources to cope with emergencies. The City's ESC is responsible for the coordination and maintenance of emergency communications systems, warning systems, and emergency equipment, and for ensuring that the Emergency Operations Center (EOC) is maintained in an operable condition.

- **Identification** of City Vital Records such as:
 1. Building permits
 2. Business licenses
 3. City employee records
 4. Payroll and other financial records
 5. Historical records
 6. Minutes of City Council meeting, resolutions, and ordinances

- **Identification** of Critical Facilities such as:
 1. Medical Facilities (Hospitals, Clinics, Medical Offices, Dialysis Centers)
 2. Nursing Homes/Assisted Living Facilities
 3. Special Care/Mental Health Facilities
 4. Elderly / Adult / Child Day Care
 5. Hotels/Motels
 6. Shopping Centers
 8. Primary and Secondary Schools
 7. Private Educational Institutions
 8. Post Secondary Schools
 9. Military Installations
 10. Correctional Facilities

- **Updating** the identification of hazards in the City. These hazards include natural, man-made, and technological.

Increased Readiness

Upon receipt of a warning or the observation that an emergency situation is imminent or likely to occur, the City of Norco will initiate actions to prepare for the incident. This may involve establishing a Level 1, alerting appropriate departments and agencies, and in some instances alerting the public.

Events that may trigger Preparedness Phase activities include:

- Issuance of a credible long-term earthquake prediction by State OES;
- Receipt of a flood advisory or other special weather statement;
- Receipt of a potential dam failure advisory;
- Initiation of rolling blackout or other power failures;
- An unusual pattern of disease reporting;



- Notifications of actual or threatened cyber events;
- Conditions conducive to wildland fires, such as the combination of high heat, strong winds, and low humidity;
- A potential major hazardous materials incident;
- A rapidly deteriorating international situation that could lead to an attack upon the United States; and
- Information or circumstances indicating the potential for acts of terrorism, violence, or civil disturbance.
- A request by the Operational Area EOC for the City to activate their EOC at an appropriate level in support of activities or events in the County that may require some level of support from the City.
- If a threatening situation develops, the City Manager (EOC Director) will be notified immediately. As necessary, the Emergency Operations Center (EOC) will be activated to the level determined by the City Manager (based on a recommendation from the City's Emergency Management Team) or as suggested in the EOC Activation Guide. The various elements of the Emergency Operations Center will be activated at the direction of the EOC Director, and SEMS/NIMS will be used.

Modes of Emergency Management

Emergency operations are managed in one of three modes, depending on the magnitude of the incident/event.

1. Decentralized Coordination and Direction

This mode of operation is similar to day-to-day operations and is used from emergency activities in which normal management procedures and local resources are adequate. The Emergency Operations Center (EOC) is not activated and inter-unit coordination is accomplished via established telephone and radio communications. The Incident Command System (ICS) will be used for on-scene activities. On-scene managers and responders usually report through established normal reporting systems.

2. Centralized Coordination- Decentralized Direction

This mode of operation is used for emergency responses that require several functional units within the Plan to be activated. In these situations, key EOC personnel will meet in to provide emergency coordination. The coordinating groups meet at the EOC and established management coordination. The coordinating group meets at the EOC and establishes management organization in accordance with ICS and SEMS/NIMS. Incident commanders and on-site emergency services continue to report through established normal channels. Information is provided to the EOC through those normal channels (usually the dispatch facilities). Their activities can include, but are not necessarily limited to the following:

- a. Establishing a City-wide situation assessment function.
- b. Establishing a City-wide public information function.



- c. Determining resource requirements and coordinating resource requests.
- d. Establishing and coordinating the logistical systems necessary to support emergency services

3. Centralized Coordination and Direction

This mode of operation is used when a major emergency of disaster renders the City unable to function effectively in either of the other modes. In this situation, the EOC is activated and all coordination and direction of activities are accomplished from the EOC. If the situation warrants, a “Local Emergency” may be proclaimed. Other Preparedness Phase activities may include the following:

- a. Briefing of the Mayor and other key officials and/or employees of the City of Norco;
- b. Reviewing and updating of the City EOP, SOPs, and associated supporting documentation;
- c. Increasing public information efforts and warnings to threatened elements of the population;
- d. Accelerated training of permanent and volunteers
- e. Inspecting critical facilities and equipment;
- f. Recruiting additional staff and Disaster Services Workers;
- g. Conducting state and federal agencies that may be involved in field activities;
- h. Mobilizing personnel and pre-positioning resources and equipment;
- i. Contacting state and federal agencies that may be involved in field activities;
- j. Testing warning and communications systems; and
- k. Identifying the need for mutual aid and requesting such through appropriate channels (Section 5: Mutual Aid System)

For disasters with some warning INCREASED READINESS actions to be accomplished include, but are not necessarily limited to the activities listed below:

Increased Readiness between Warning and Disaster



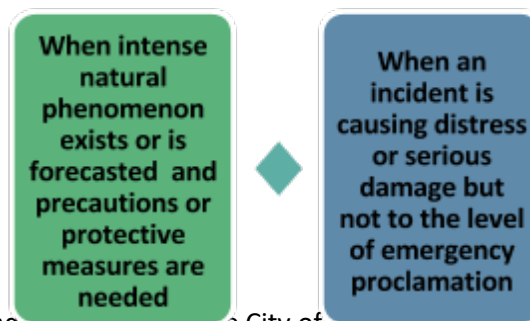
Disaster plans are reviewed to guide disaster response and increase available resources. Planning activities include developing hazard analyses, training response personnel, and improving public information and communications systems. Public awareness and education create resiliency from the bottom up so our communities are less likely to need help if they can



sustain themselves. Critical facilities undergo last minute preparations, additional staff and resources are brought in, and warning systems are utilized both to test and to let staff know what efforts are occurring.

3.1.2.2 Management Watch

Management Watch Activation Triggers



During an incident that could adversely impact the City of Norco, and require a level of response not normally associated with day-to-day operations, a Management Watch may be implemented. The Management Watch requires pre-designated officials to be notified, who will collect and analyze situation information, and refer other matters to the appropriate level for executive decision. City of Norco Emergency Services will monitor current events and notify the City Manager that Management Watch is being initiated. At the discretion of the EOC Director, or designee, the following activities may be taken:

3.1.2.3 Level 1

In order to establish a smooth transition from normal operations to a declared local emergency and to react to localized distress situations of lesser magnitude than a declared emergency, a “Level One” will be established.

Duties of the Level 1 Team will be to collect and analyze information relative to the situation, direct response to the degree allowable, and refer other matters to the appropriate level for executive decision. Specific activities that may be undertaken at the discretion of the EOC Director include the following:

- Recall Emergency Services staff to the office, as necessary for the situation;
- Make necessary preparations to activate the City EOC;
- Establish communications with key City officials as necessary to assess the situation;
- Establish communications with the Riverside County OA EOC and any applicable Special Districts;
- Ensure a communications check is performed on all City communications system;
- Coordinate emergency public information with the City PIO; and
- Anticipate EOC logistical needs (food, lodging, re-supplies, etc.)

3.1.2.4 Level 1 Activation



The City of Norco Emergency Services will maintain surveillance of current events and recommend to the City Manager that Level 1 be initiated whenever:

- Forecast/existing weather or other natural phenomenon is of such intensity to indicate a need for added precaution or extra protective measures; and/or
- An incident in progress is causing distress or damages of a serious nature but not of magnitude requiring an emergency deceleration.
- The County EOC requests activation

The EOC Director will direct initiation of Level 1.

3.1.2.5 Level 1 Personnel

Level 1 may consist of responsible individuals from the following departments (as determined by the EOC Director), with the authority to collect and display status information related to that agency's area of interest and to assure positive action toward protection of life and property:

- Riverside County Fire Department;
- Public Works;
- Riverside County Sheriff's Department;
- Other departments as directed by the EOC Director.

3.1.2.6 Level 1 Termination

Termination of Level 1 may occur whenever:

- The Situation subsides, and the City Manager directs a return to regular operations, or
- The Situation intensifies to the degree that a local emergency is declared. Level 1 will then phases-out as the EOC Staff assumes control responsibilities



3.1.3 Response Phase

The City of Norco's emergency response phase can be broken down into:

- Pre-Emergency
- Emergency (**Initial Response**)
- Sustained Emergency (**Extended Response**)

The terms "**Initial**" and "**Extended**" imply that these aspects of response are chronological in nature. This is true in some instances; however, depending on the nature of the incident, extended response activities can begin before initial response activities are completed, or the activities can happen simultaneously. The system is intended to be flexible so that emergency personnel can engage in the appropriate actions as dictated by an incident's characteristics.

Pre-Emergency Response – When a disaster is inevitable, actions are precautionary and emphasize protection of life. Typical responses might be:

- Evacuation of threatened populations to safe areas
- Alerting populations and apprising them of safety measures to be implemented
- Notifying your organization leadership and partners
- Identifying and requesting mutual aid
- Requesting an emergency proclamation by local authorities

Emergency (Initial Response) – The City of Norco's emphasis is placed on saving lives and property, controlling the situation, and minimizing the effects of the disaster. Immediate response is accomplished by City of Norco through timely and effective deployment of available personnel and resources. One of the following conditions will apply during this phase:

- Situation can be controlled by our staff
 - Actions to minimize threats (evacuation for example)
 - Outside help is required
 - City of Norco can provide aid locally or throughout the Operational Area
-
- The City of Norco will give priority to the following operations during ALL phases of Emergency Response:
 - Dissemination of accurate and timely emergency alerts and warnings to the public.
 - Provide emergency public information and instructions to the citizens of Norco.
 - Perform situation analysis
 - Prioritize Resource(s) allocation and control
 - Coordinate and conduct Evacuation and Rescue operations
 - Medical care operations
 - Mass Care: reception, feeding, and shelter operations
 - Access and perimeter control
 - Public health operations
 - Restoration of vital services and utilities



- Multi-agency coordination
- Clearing priority transportation routes;
- Conducting initial damage assessments and surveys;
- Assessing the need for mutual aid assistance;
- Coordinating the restriction of traffic/people movement and unnecessary access to affected areas;
- Implementing EOC Action Plans;
- Declaring a local emergency; and
- Making notifications to City Departments, City personnel, the Operational Area

When local resources are overwhelmed and additional resources are required, requests for mutual aid will be initiated through the County of Riverside Emergency Management Department Duty Officer OR the Riverside OA EOC (if activated). Fire and law enforcement agencies will request mutual aid directly through established mutual aid agreements. If required, the State of California, Governor's Office of Emergency Services (Cal OES) may be requested by Riverside County to coordinate where resources and supplies can be received, stockpiled, allocated, and dispatched to support operations in affected areas.

Depending on the severity of the emergency, the Riverside OA EOC may be activated to coordinate emergency activities for jurisdictions within the Riverside OA. An emergency may be proclaimed at city and/or county levels. Cal OES may request a gubernatorial proclamation of a State of Emergency. Should a State of Emergency be proclaimed, state agencies will, to the extent possible, respond to requests for assistance. These activities will be coordinated with Cal OES, who may also activate the State Operations Center (SOC) in Sacramento to support regions within the state, state agencies, and other entities in the affected areas, and to ensure the effectiveness of the state's emergency response. The State Southern Regional EOC (REOC) in Los Alamitos will support the Riverside OA EOC. If the Governor requests and receives a Presidential Declaration of an Emergency, or a Major Disaster under Public Law 93-288, he will appoint a State Coordinating Officer (SCO). Federal and State coordinating officers use the options in the strategic plan to make decisions regarding priorities and resources for recovery operations and to coordinate with other State and Federal agencies to leverage available resources and funding.

In the event the Southern REOC is overwhelmed or inoperable, the State and Federal governments form a Unified Coordination Group to consolidate incident-related operational elements of the REOC, SOC, and Incident Management Assistance Team (IMAT) at the Joint Field Office (JFO). Forming the Unified Coordination Group is a decisive concept of operations task that is aimed at achieving effective incident management. The Unified Coordination Group does not assume responsibility for field-level Incident Command activities but provides a structure for the command, control, and coordination of State and Federal resources not yet delivered to the Operational Areas, field-level Incident Command, or end users.



Sustained Emergency (Extended Response) – In addition to continuing life and property protection operations, mass care, relocation, registration of displaced persons, and damage assessment operations will be initiated.

The City of Norco’s extended response activities involve the coordination and management of personnel and resources to mitigate an emergency and facilitate the transition to recovery operations.

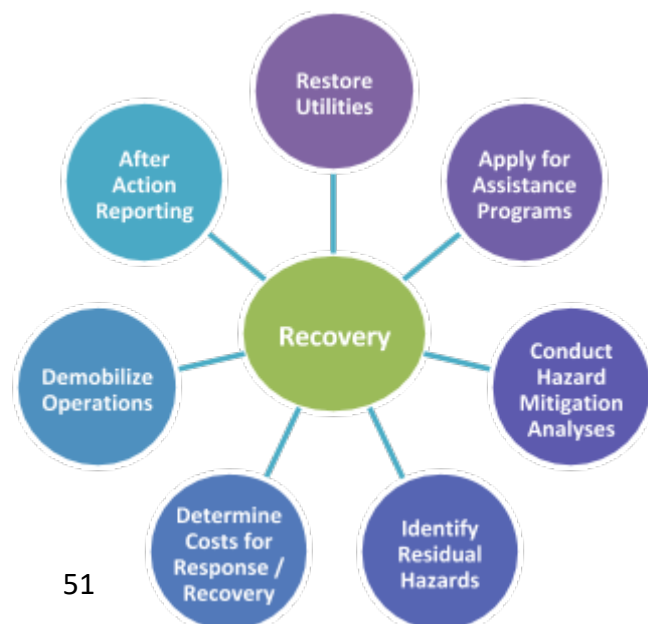
- Coordinating the restriction of traffic/people movement and unnecessary access to affected areas;
- Implementing EOC Action Plans;
- Declaring a local emergency; and
- Making notifications to City Departments, City personnel, the Operational Area

Examples of extended response activities include:

- Preparing detailed damage assessments;
- Coordinating the operation of mass care facilities;
- Coordinating the coroner operations;
- Procuring required resources required to sustain operations;
- Documenting situation status;
- Protecting, controlling, and allocating vital resources;
- Coordinating restorations of vital utility services;
- Tracking resource allocation;
- Conduct advanced planning activities;
- Documenting expenditures;
- Developing and implanting EOC Action Plans for extended operations;
- Disseminating emergency public information; and
- Coordinating with state and federal agencies.

3.1.4 Recovery Phase

Recovery operations address the procedures for accessing Federal and state programs available for individual, business, and public assistance following a disaster. This phase also continues long after the disaster is over with the purpose of getting the community back to normal, recovering disaster response funding, and learning from the response to prepare and mitigate for future response





Recovery activities begin when the disaster or events begins and involves the restoration of services to the public and returning to the affected area(s) to pre-emergency conditions. Recovery activities may be both short-term and long-term, ranging from restoration of essential utilities, such as water and power, to mitigation measures designed to prevent future occurrences of a given threat. Recovery activities may reflect the continuation of the response phases activities (e.g., restoration of utilities), or they may include new activities wholly enacted as a part of the recovery process after the disaster has abated (e.g., removal of debris after of flood).

Recovery also involves the process of recovering the costs associated with City's response to the disaster and the repair of damaged City infrastructure as well as assisting the members of the community in obtaining FEMA Disaster Assistance Program funds, if available.

Examples of recovery activities include:

- Coordinating restoration of utilities;
- Debris management;
- Damage assessment of public and private properties;
- Providing long-term recovery housing to displaced victims;
- Applying for State and Federal assistance programs;
- Conducting hazard mitigation analyses;
- Identifying residual hazards;
- Determining and recovering costs associated with response and recovery; and
- Establishing emergency index codes for cost tracking purposes.

3.1.5 Mitigation Phase

The City of Norco participated as a "submitting jurisdiction" in the Riverside County Multi-Jurisdictional Local Hazard Mitigation Plan (LHMP) that was approved by FEMA and State OES in May 2005. The County's LMHP provides a detailed identification and analysis of the hazards faced by Riverside County. Section 2.3 of this EOP provides a summary of information specific to the City of Norco that is contained in the LHMP.

Hazard mitigation is defined as any action taken to reduce or eliminate the long-term risk to human life and property from natural or man-made hazards. Section 409 of Public Law 93 288 requires that the State or local government recipients of Federal aid evaluate the natural hazards of the area in which the aid is to be used and take action to mitigate them, including safe land use and construction practices.

To be effective, hazard mitigation actions must be taken in advance of a disaster. After disaster strikes, mitigation opportunities exist only during recovery and even those opportunities can be limited by the absence of advanced planning. Nevertheless, the immediate post-disaster period does present special opportunities for mitigation. Section 409 deals with the opportunities presented in a current disaster to mitigate potential hardship and loss resulting from future disasters. Thus, hazard mitigation is a continuing year-round effort and activity in which all local communities and State agencies are encouraged to prepare hazard mitigation plans that



identify ways to reduce damage caused by disasters. Hazard mitigation activities can be divided into the following categories:

- Prevention;
- Property protection;
- Public education and awareness;
- Natural resource protection;
- Emergency services; and
- Structural projects.

After a disaster hazard mitigation action will need to be coordinated and employed in all activities by the City, in cooperation with all other local jurisdictions and special districts in order to ensure a maximum reduction of vulnerability to future disasters. The City will strive to restore essential facilities to their pre-disaster condition by retrofitting, repairing and reconstructing them during long-term recovery operations. In addition, consideration might be given to other mitigation activities such as zoning variances, building codes, plan reviews, seismic safety elements, and other land use planning techniques.

3.1.5.1 Mitigation Phase Management Approach

Mitigation activities in the City of Norco are coordinated by City Emergency Services and are implemented under the normal City management structure.

3.1.5.2 Short-Term Mitigation

The objectives of short-term mitigation activities are the identification of hazards following an emergency or major disaster, and accomplishment of appropriate hazard mitigation measures. The FEMA Regional Director and California OES shall ensure compliance with these objectives as a condition for Federal loans or grants.

3.1.5.3 Surveys

Local, State, and Federal Hazard Mitigation Team shall review applicable land use regulations, construction standards, and other appropriate hazard mitigation measures. Utilizing information from preliminary damage assessments, PWs, and all other readily available pertinent information, the team shall visit the sites of significant damage and shall evaluate all hazards at those sites. For each identified significant hazard, the team shall include appropriate recommendations of hazard mitigation measures in its final report.

3.1.5.4 Mapping

The Federal/State Hazard Mitigation Team shall verify the impact of the major disaster on disaster frequencies computed prior to the major disaster and shall consider the advisability of redefining boundaries of high-hazard areas as a result of their findings. The team shall make recommendations to the FEMA Regional Director and the GAR on any needs for new mapping or re-mapping of high hazard areas.

3.1.5.5 Long-Term Mitigation



The following measures are part of the long-term mitigation plan. Specific mitigation measures and projects are identified in the Riverside County multi-jurisdictional LHMP.

3.1.5.6 Prevention

Prevention measures are implemented to keep a hazard risk from increasing and to ensure that new development does not increase hazard losses. Prevention projects are designed to guide development away from hazardous areas through the use of planning and zoning, land development regulations, and open space preservation.

Following a major disaster or emergency declaration, the City has the responsibility for adopting or updating, as necessary, appropriate construction standards and enforcing them. The City may request State or Federal technical advice or assistance in taking these actions.

Prevention measures may also include infrastructure and maintenance, such as improved storm water management or other Public Works projects.

3.1.5.7 Property Protection

A second category of mitigation measures is property protection. This consists of projects to directly protect people and projects at risk. This may include modifications to existing structures to increase their hazard resistance or may involve relocating and/or rebuilding existing structures. Property protection measures may be implemented by private property owners or on a cost-sharing basis.

3.1.5.8 Public Education and Awareness

Public education and awareness is another category of hazard mitigation projects. This consists of informing the public about the existence of local hazards and advising them on how they can take steps to reduce damages and injuries. Public information projects may be directed towards local residents, businesses, or visitors.

3.1.5.9 Natural Resource Protection

Natural resource protection mitigation projects are designed to reduce hazard effects and improve the quality of the environment and wildlife habitats. Examples of natural resource protection projects include erosion and sediment and wetlands protection.

3.1.5.10 Emergency Services

Mitigation projects may also be developed to protect the City infrastructure that is required as part of the overall emergency response capability. This may include protection and hardening of critical facilities such as the EOC and other key response facilities. It may also include protecting and upgrading the warning and communications capabilities of the City.

3.1.5.11 Structural Projects

The final category of mitigation measures consists of structural projects that directly protect people and property. These involve the construction or improvement of man-made structures that are designed to directly control hazard such as reservoirs, levees and seawalls, diversions, channel modifications, and storm sewer.

3.2 Presidential Policy Directive 8- the National Preparedness Goal



The Presidential Policy Directive 8 (September 2011) directed creation of the National Preparedness Goal by stating:

“I hereby direct the development of a national preparedness goal that identifies the core capabilities necessary for preparedness and a national preparedness system to guide activities that will enable the Nation to achieve the goal. The system will allow the Nation to track the progress of our ability to build and improve the capabilities necessary to prevent, protect against, mitigate the effects of, respond to, and recover from those threats that pose the greatest risk to the security of the Nation.”

The National Preparedness Goal which was published in 2011 and again in 2015 is:

“A secure and resilient nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk.”

The National Preparedness Goal is meant to strengthen the security and resilience of the United States preparing for threats with the greatest risk to the Nation such as terrorism, cyber-attacks, pandemics, and catastrophic natural disasters. National preparedness is a shared responsibility between governments, the private and nonprofit sectors, and individual citizens. Key elements of the National Preparedness Goal include:

- 5 Mission Areas (prevention, protection, mitigation, response, recovery)
- 32 Core Capabilities
- Strategic National Risk Assessment Scenarios
- Concept of the “whole community”

3.3 National Incident Management System (NIMS)

Homeland Security Presidential Directive-5 (HSPD-5) established the National Incident Management System (NIMS), integrating best practices into a consistent, flexible and adjustable nationwide approach for emergency management. Using NIMS, Federal, State, local and tribal governments, and private sector and non-governmental organizations work together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size or complexity. Federal and State government agencies are required to use NIMS, while local government agencies and special districts must use NIMS in order to be eligible for federal funding for emergency and disaster preparedness activities.

3.4 Standardized Emergency Management System (SEMS)

The City of Norco Emergency Operations Plan (EOP), is in compliance with the Standardized Emergency Management Systems (SEMS) in accordance with the State of California Code 8607.



This plan is also fully compliant with the National Incident Management System (NIMS), which was enacted by the US Department of Homeland Security on March 1, 2004.

3.5 Incident Command System (ICS)

The Incident Command System (ICS) is a standardized, on-scene, all-hazards incident management approach that:

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

ICS is used by all levels of government—Federal, State, tribal, and local—as well as by many nongovernmental organizations and the private sector. ICS is also applicable across disciplines. It is structured to facilitate activities in five major functional areas: Command, Operations, Planning/Intelligence, Logistics, and Finance/Administration. All of the functional areas may or may not be used depending on the needs of the incident.

3.6 SEMS Organizational Levels

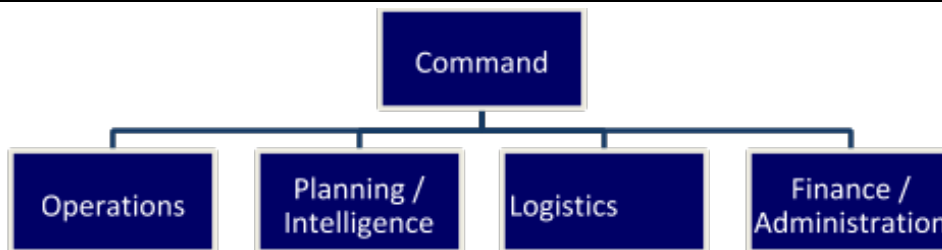
SEMS is designed to be applicable to all organizational levels and functions. Fully activated, SEMS consists of five organizational levels: **Field Response, Local Government, Operational Areas, Cal OES Mutual Aid Regions, and State Government**. The levels are activated as necessary based on the characteristics of a given incident and resource availability.

3.6.1 Field Response Level

The **Field Response Level**, is the level at which emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activities in direct response to an incident or threat. The Incident Command System (ICS) and Unified Command are used to control and coordinate all field-level response activities, either involving only local response (only City of Norco resources) or when the response involves local and mutual aid resources. CAL FIRE / Riverside County Fire, Riverside County Sheriff's Department, Riverside County Emergency Management Department, and the City of Norco serve at the Field Response Level within the City of Norco. ICS provides a standard organizational structure to facilitate coordination of various response organizations for short-term or extended incidents. Departmental SOP's and operational plans describe the specifics or the implementation of ICS in the various City departments.

During a field response operation, the City EOC may or may not be activated, depending on the severity and type of incident. If day-to-day response activities can resolve an emergency situation, activation will remain at the field response level.

SEMS regulations require the use of ICS at the field level of a multi-agency or multi-jurisdictional incident. There are five major management functions in ICS:



Requests for any resources or support that cannot be filled at the field level are requested through the CAL FIRE / Riverside County Fire Department Emergency Command Center (ECC), the City EOC and/or the County/OA EOC.

3.6.2 Local Government Level

Local Government under SEMS, include cities, counties, and special districts, The basic role of the **Local Governments Level** is to manage and coordinate the overall emergency response and recovery activities within their jurisdiction. Local governments are required to use SEMS when their EOC is activated or a local emergency is declared or proclaimed in order to be eligible for state funding of response-related personnel costs. Under SEMS, the local government emergency management organization and its relationship to the field response level may vary, depending upon factors related to geographical size, population, function, and complexity.

The City of Norco Emergency Services Coordinator has the lead responsibility for SEMS planning within the City of Norco organization. This involves:

- Communicating information within the City of Norco on SEMS requirements and guidelines
- Coordinating SEMS development among departments and agencies
- Identification of all departments and agencies involved in field level response
- Identification of departments and agencies with EOC representation
- Coordinating with other local governments, the operational area and volunteer and private agencies on development of SEMS
- Ensuring SEMS is incorporated into the City of Norco Emergency Operations Plan and procedures
- Ensuring SEMS is incorporated into the City of Norco emergency ordinances, agreements, memorandum of understandings, etc.
- Identification of special districts / entities that operate or provide services within the boundaries of City of Norco. The emergency role of these special districts should be determined and provisions made for coordination during emergencies
- Identification of local volunteer and private agencies that have an emergency response role. Contacts should be made to develop arrangements for coordination in emergencies

3.6.3 Operational Area Level



The **Operational Area (OA)** is defined in the Emergency Services Act and under SEMS, as an intermediate level of the state's emergency services organization consisting of a county and all political subdivisions within the county area. Political subdivisions include cities and special districts. There are 58 Operational Areas within the State representing each geographic county. The Riverside Operational Area has an agreement in place that defines roles and responsibilities, as well as jurisdictional authority in an emergency. The Riverside OA is comprised of all local government agencies within the boundaries of Riverside County, which includes all County of Riverside departments and agencies, all incorporated cities, Tribal Governments, and numerous school districts and special districts.

The Operational Area is responsible for:

- Managing and coordinating information, resources and priorities among local governments within the Riverside OA
- Serving as the coordination and communication link between the local governments within the operational area and the regional level
- Using multi-agency or inter-agency coordination to facilitate decisions for overall operational area level emergency response activities

The County of Riverside Emergency Management Department is the lead agency for the Riverside OA. All local, state and federal governments should cooperate in organizing an effective operational area, but the operational area authority and responsibility is not affected by the nonparticipation of any local government.

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

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

Riverside County Operational Area is responsible for coordinating with local governments and the field response level, and for providing mutual aid within their capabilities. Riverside County will comply with SEMS regulations in order to be eligible for state funding of response-related personnel costs and will:

- Use SEMS when a local emergency is declared or proclaimed, or the local government EOC is activated
- Establish coordination and communications with Incident Commander(s) either through



DOCs to the EOC or directly to the EOC

- Use existing mutual aid systems for coordinating fire and law enforcement resources;
- Establish coordination and communications between City and Special District EOCs when activated, the Riverside OA EOC, and any state or local emergency response agency having jurisdiction at an incident within the county's boundaries
- Use multi-agency or inter-agency coordination to facilitate decisions for overall local government level emergency response activities

Operational Area Planning Committee

The County of Riverside Emergency Services Ordinance 533, Section 2.1, establishes the Operational Area Planning Committee (OAPC) by the Board of Supervisors. The OAPC has the responsibility to oversee the emergency management activities of the Riverside OA. Membership in the committee consists of representatives from certain designated county departments, all cities within Riverside County, and all special districts who have signed the OA Agreement. The OAPC has a set of by-laws governing membership, voting, and grant review and funding policies.

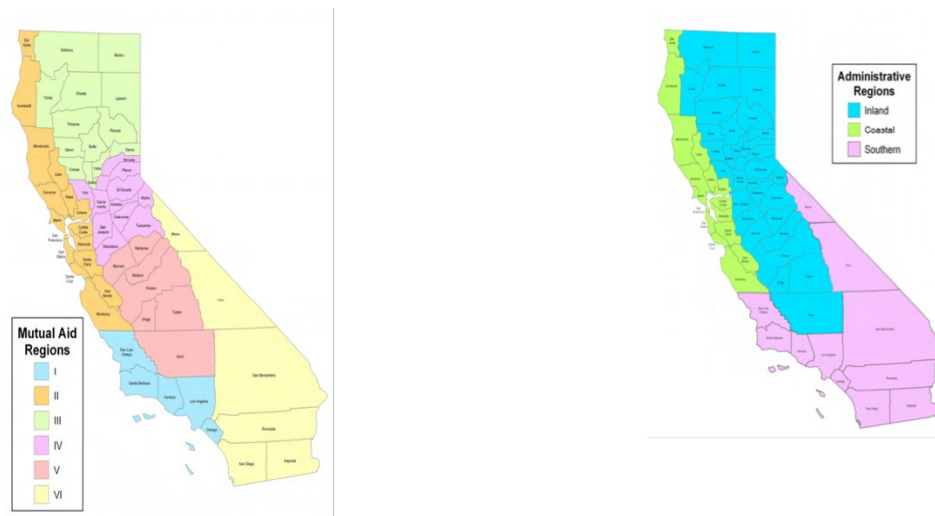
3.6.4 Regional Level

The **Regional Level** manages and coordinates information and resources among operational areas for mutual aid and other emergency related activities. Cal OES has divided California into three Administrative Regions – Inland, Coastal and Southern – which are further divided into six mutual aid regions. The City of Norco and Riverside County are in the Southern Administrative Region, and in Mutual Aid Region VI, which includes the counties of San Diego, Imperial, Riverside, San Bernardino, Inyo and Riverside. Region VI is managed through the Regional Emergency Operations Center (REOC) at the Cal OES Southern Region Office, 4671 Liberty Avenue, Building 283, Los Alamitos, CA. The REOC is managed and staffed by Cal OES personnel.

3.6.5 State Level

In response to the emergency needs and requests from local governments and operational areas, the **State Level** manages state resources and coordinates mutual aid among the mutual aid regions and between the regional and state levels. The state level also serves as the coordination and communication link between the state and the federal disaster response system. The State Cal OES office is located at 3650 Schriever Avenue, Mather, CA 95655.

Cal OES Mutual Aid and Administrative Regions

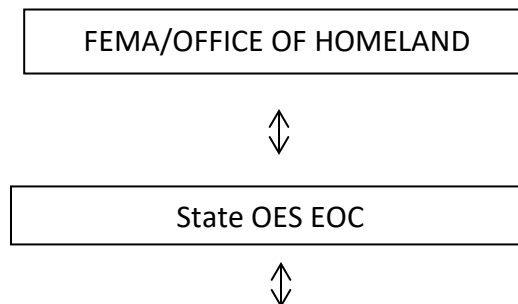


3.6.6 Federal Level

The Department of Homeland Security has designated the Federal Emergency Management Agency (FEMA) to serve as the main federal government contact during disasters and national security emergencies. In a disaster, different federal agencies may be involved in the response and recovery operations. Federal disaster assistance is organized under the concept of Emergency Support Functions as defined in the National Response Framework. All contact with FEMA and other federal agencies is made through the Operational Areas to the State during the response phase. During the recovery phase, cities, or special district may have direct contact with FEMA and other federal agencies. The FEMA Region IX Office is located at 1111 Broadway, Suite 1200, Oakland, CA 94607.

3.6.7 City of Norco EOC Interfaces

Figure 3-1 provides a diagram indicating the organizations that the City of Norco’s EOC interfaces with during an activation period.



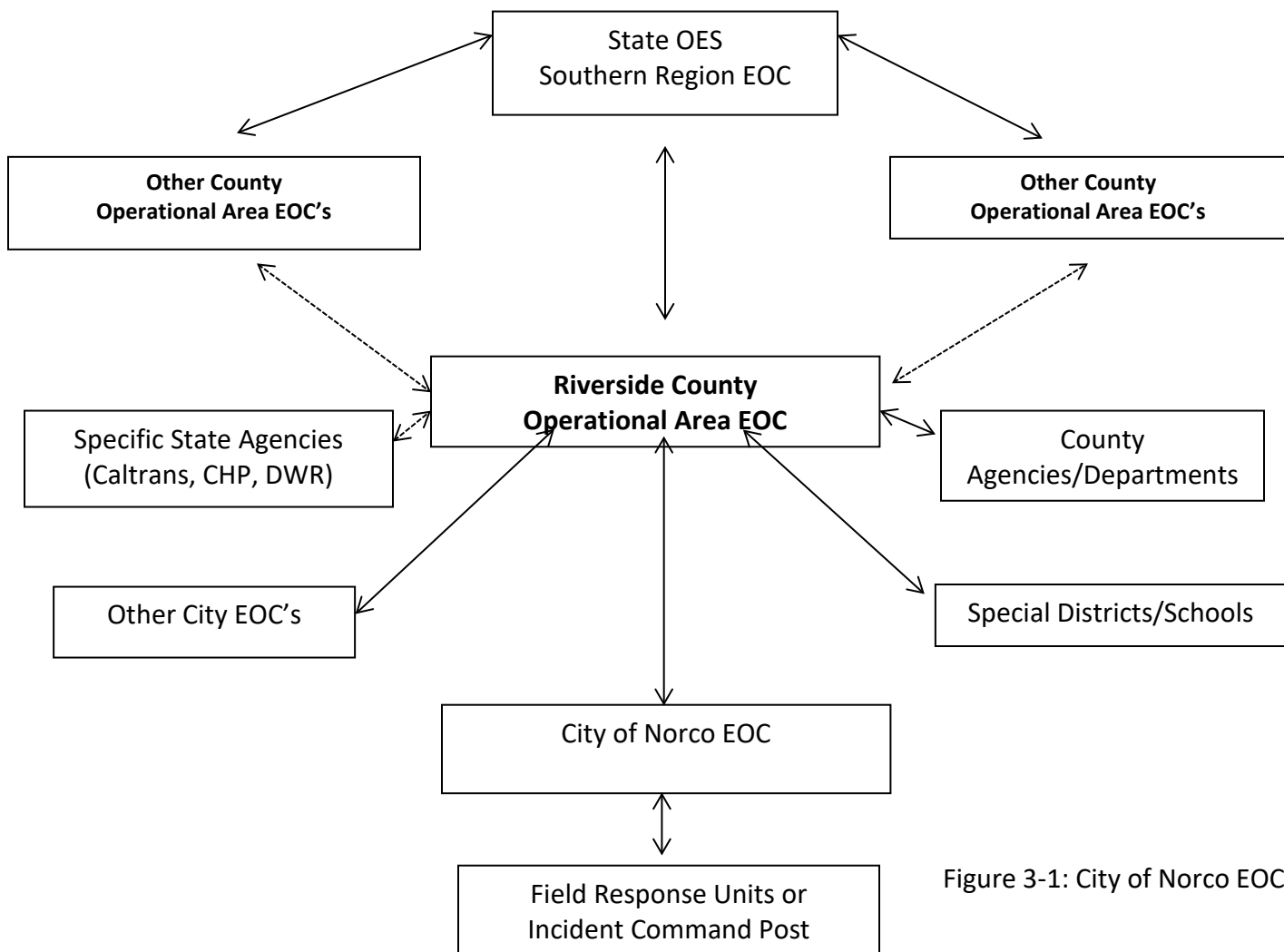


Figure 3-1: City of Norco EOC Interfaces

3.7 SEMS Organization

SEMS/NIMS regulations require local governments to provide for the five essential management functions as the basis for structuring the EOC organization. These functions, while originally designed to give direction and control only to field level responders, are also applicable in the EOC at the local government, operational area, regional, and state levels. They are:

Command (Field Level)

Command is responsible for directing, ordering, and/or controlling field resources by virtue of explicit legal, agency, or delegated authority.

Management (EOC Level)

Management is responsible for overall emergency policy and coordination through the joint efforts of government agencies and private organizations.



Operations (EOC Level)

Operations is responsible for the coordinated support of the tactical response operations in accordance with the field Action Plan and EOC Action Plan. Operations coordinate support for local government’s emergency response, inter-jurisdictional response, and Citywide activities.

Planning & Intelligence

Planning & Intelligence is responsible for collecting, evaluating, and disseminating information, developing the EOC Action Plan in coordination with other functions, and maintaining documentation.

Logistics (EOC Level)

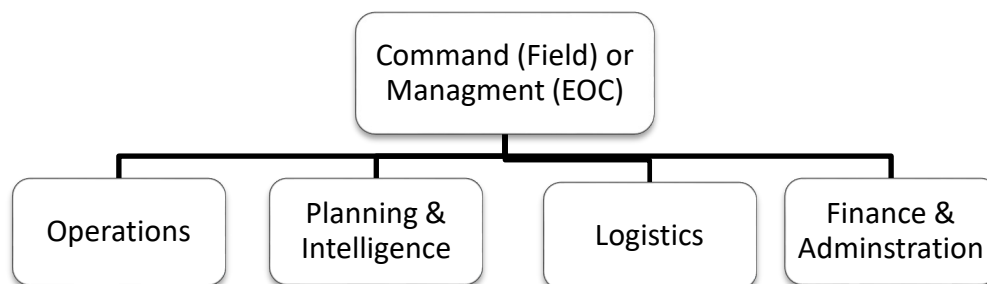
Logistics is responsible for providing facilities, services, personnel, and equipment , and tracking the status of resources and materials in support of the response to the incident. Logistics also provides the necessary communications for effective response coordination.

Finance & Administration (EOC Level)

Finance & Administration is responsible for all financial and cost analysis aspects of the incident and/or any administrative aspects not handled by other functions.

The system allows jurisdiction to accommodate their existing patterns because it is a flexible management tool and can be molded to suit the jurisdiction’s situation, not the reverse. Within the five basic functions, there are functional positions that have application to all SEMS levels. The duties and responsibilities for these functions are depicted in position checklists, which are provided for each SEMS function. A description of these EOC positions and their checklists can be found in Part 2 of this plan.

Figure 3-2 below shows the basic functional organization outline for SEMS.



3.7.1 EOC Activation Levels

Figure 3-3 presents the minimum statewide requirements for the activation of the various Emergency Operations Centers as defined by SEMS. EOC activation requirements do not relate



to the daily requests for resources under the State's Master Mutual Aid Agreement or inter-agency agreements.

EOC activation is not always at the same level. In some cases, a long term declaration may be made and not required the opening of the EOC. Examples would be declarations relating to agriculture emergencies, some health issues, or water related (water shortage due to drought). There may be situations where the County/OA may elect open their EOC at a limited level based on the severity and activity level of the event. In these cases, the County/OA will activate a Level One, with the County/OA duty officer maintaining awareness of the situation and/or responding to the involved agency's EOC to provide support. Additionally, the State may elect not to physically open the Region or State EOC based on the severity an activity level of the event, along with the recommendation of the Region. In these cases, the State will activate Level One, with the Region and State duty officer maintaining awareness of the situation.



EOC Activation Requirements per SEMS Regulations					
Situations Identified in SEMS Regulations	Field Response	Local Government	Operational Area	Region EOC	State EOC
Incident involving two or more involving Emergency response agencies §2405(x), 2405 (b)	Field Must Use ICS				
Local Emergency declared or Proclaimed §2407 (a)(2)		Activate EOC			
Local government EOC activated §2407(a)(1)		Activate EOC			
OA request Local Government to Open EOC in support of an Operational Area Event		Activate EOC	Activate EOC	Activate EOC	Activate EOC
Local government activates EOC and Requests Operational Area EOC Activation §2407 (a)(1)		Activate EOC	Activate EOC	Activate EOC	Activate EOC
Two or more cities within an operational area declare or proclaim a local emergency §2409(f)(2)		Activate EOC	Activate EOC	Activate EOC	Activate EOC
County and one or more cities declare or proclaim a local emergency §2409(0)(3)		Activate EOC	Activate EOC	Activate EOC	Activate EOC
City, city and county, or county requests Governor's state of emergency proclamation §2409(0)(4)			Activate EOC	Activate EOC	Activate EOC
Governor proclaims a state of emergency for county or two or more cities §2409(0)(5)			Activate EOC	Activate EOC	Activate EOC
Operational are requests resources from outside Its boundaries §2409 (0)(6)			Activate EOC	Activate EOC	Activate EOC
Operational area receives resource requests from outside its boundaries §2409(0)(7)			Activate EOC	Activate EOC	Activate EOC
An operational area EOC is activated §2411(a)			Activate EOC	Activate EOC	Activate EOC
A regional EOC is activated §2413 (a) (1)			Activate EOC	Activate EOC	Activate EOC



Governor proclaims a state of emergency §2413 (a) (2)			Activate EOC	Activate EOC	Activate EOC
Governor proclaims an earthquake or volcanic prediction §2413 (a)(3)			Activate EOC	Activate EOC	Activate EOC

NOTE: Whenever an EOC is activated, SEMS guidance requires that SEMS must be used.

Figure 3-3: SEMS Activation Requirements

3.7.2 Local Activation Authorities

Other than the above listed circumstances, the activation of the City of Norco’s EOC must be authorized. Pursuant to Ordinance Charter 2.28 the Norco EOC is activated by the City Manager. In the event the City Manager is unavailable to attend or otherwise perform these duties during an emergency, the order of succession shall be:

- Deputy City Manager
- Public Works Director
- Fire Chief

3.7.3 City of Norco EOC Activation Levels

The City of Norco has developed criteria that identify the events/situations that may require EOC activation. The City has established three standard levels of activation. For each level, a recommended staffing guide has been developed. The activation and staffing guide is depicted in the following figure.

In addition to these the standard levels of activation, the EOC Director may choose to activate Level One. A Level One watch by the City’s Emergency Services provides for the event to carefully monitor without the EOC physically being opened. Using Level One, allows the City to monitor a situation and begin the activation process as needed.

The EOC Director is assisted by a policy group, with the overall goals and objectives that would benefit the City of Norco during a disaster. Types of assistance include:

- Determining specific policy issues such as
 - a. Issues related to extended recovery
 - b. Curfew and evacuation order
 - c. Price gouging issues
- Preparing orders and directives to be presented to the Mayor and Norco City Council for ratification.

Members of the Policy Group include the Mayor, City Manager, City Attorney, Norco Fire Chief, Norco Police Chief, Public Works Director, Finance Director and Park & Recreations Director.



Event/Situation	Activation Level	Minimum Staffing
<ul style="list-style-type: none"> ▪ Small incidents involving two or more City Departments ▪ Flood Watch ▪ Resource request from outside City ▪ The Operational Area request the City activate their EOC in support of the Operational Area EOC ▪ There is an incident adjacent to the City that may impact the City 	<p>One</p>	<ul style="list-style-type: none"> ▪ EOC Manager ▪ Representatives of corresponding City departments
<ul style="list-style-type: none"> ▪ Moderate Earthquake ▪ Major wildland fire affecting developed area ▪ Major wind or rain storm ▪ Two or more large incidents involving two or more City Departments ▪ Flood Warning 	<p>Two</p>	<ul style="list-style-type: none"> ▪ EOC Director ▪ All Sections Chiefs ▪ Branches and Units as appropriate for situation ▪ Agency representatives as appropriate
<ul style="list-style-type: none"> ▪ Major Countywide or Regional emergency ▪ Multiple departments with heavy resource involvement ▪ Major earthquake damage ▪ Any real or potential failure of any local Dams 	<p>Three</p>	<ul style="list-style-type: none"> ▪ All EOC positions

Figure 3-4: City of Norco EOC Activation Levels



3.8 Field Level Interface with the EOC

The concepts, principles and organizational structure of the ICS will be used in managing field operations. The size, complexity, hazard environment, and objectives of the situation will determine the ICS organizational size and the support that will be required to support field activities. The incident will be managed by objectives to be achieved and those objectives are developed through the use of the action planning process.

Typically, an Incident Commander (IC) will communicate with the EOC, either via the ECC or directly, as to the situation and resource status. Members of the IC Command and General Staff will communicate with their counterparts in the EOC using the same communications methods. Some members of the EOC Command or General Staff may be asked to attend briefings or planning meetings at an Incident Command Post.

3.8.1 Field/EOC Communications and Coordination

Typically, field to EOC communications will occur at the Command and General Staff levels or, if they are established, field units will communicate with the CAL FIRE / Riverside County Fire Department Emergency Command Center (ECC) who will, in turn, relay the information to the appropriate section/function in the City of Norco EOC.

The County/OA EOC will communicate situation and resource status information to the Southern REOC via appropriate means.

3.8.2 Field/EOC Direction and Control Interface

The Emergency Services Coordinator or designee, will establish jurisdictional objectives and priorities and communicate those to everyone in the organization through the EOC Action Plan. The EOC Action Plan does not direct or control field units, but supports their activities. Incident Commander(s) will ensure incident objectives and priorities are consistent with those policies and guidelines established at the City of Norco level by the Emergency Services Coordinator, or designee.

It is the responsibility of Incident Commanders to communicate critical information to the Emergency Services Coordinator, or designee, in a timely manner.

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

If a Department within the City of Norco establishes a DOC to coordinate and support their departmental field activities, its location, time of establishment and staffing information will be communicated to the City of Norco EOC. All communications with the field units of that Department will be directed to the DOC who will then relay situation and resource information to the City of Norco EOC. DOCs act as an intermediate communications and coordination link between field units and the City of Norco EOC.



3.9 EOC Action Plans

At Local, Operational Area, Regional and State levels, the use of EOC action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans not only provide direction, but they also serve to provide a basis for measuring achievement of objectives and overall system performance.

Action planning is an important management tool that involves:

- A process for identifying priorities and objectives for response or recovery efforts
Documentation of the priorities, objectives, tasks, and personnel assignments

The action planning process should involve the Management Staff and General Staff along with other EOC elements, special district representatives, and other agency representatives as appropriate. The Planning/Intelligence Section is normally responsible for development of the action plan and for facilitation of action planning meetings.

Action plans are developed for a specified operational period that may range from a few hours to 24 hours. The operational period is determined by first establishing a set of priority actions that need to be performed. A reasonable time frame is then established for accomplishing those actions. The action plans need not be complex, but should be sufficiently detailed to guide EOC elements in implementing the priority actions.

3.10 After Action/Corrective Action Reports

SEMS makes it a requirement to complete and transmit an after action report to Cal OES within 90 days of the close of the incident period.

The Emergency Services Act, Section 8607 (f) mandates that the County in cooperation with involved state and local agencies complete an after action report within 120 days after each declared disaster.

An After Action/Corrective Action Report serves the following important functions:

- Provides a source for documenting response and early recovery activities
- Identifies problems and successes during emergency operations
- Analyzes the effectiveness of the different components of SEMS
- Plans corrective action for implementing recommended improvements to existing emergency response efforts

The City of Norco Emergency Services Coordinator or designee, will be responsible for the development of the After Action Report with input from other departments as needed.

3.11 Coordination with Emergency Response Levels



This section will provide an overview regarding the coordination with the various emergency levels.

3.11.1 Coordination with Field Response Level

Coordination among SEMS levels is clearly necessary for effective emergency response. In a major emergency, the City of Norco EOC may be activated to coordinate the overall response while the ICS is used by field responders. Incident Commanders may report pertinent information to DOCs or ECC, which in turn will report and coordinate with the EOC. When the City of Norco EOC is directly supporting Incident Command teams, the EOC is operating in a centralized coordination and support mode.

3.11.2 Coordination within the Riverside Operational Area

Coordination and communications should be established between the City of Norco EOC and the OA/EOC. The communications link may be through the radio system, telephone, fax, email, or amateur radio to ensure notifications, information sharing, and reporting are completed.

3.11.3 Coordination with Special Districts

A special district may serve several communities and county unincorporated areas. Some special districts serve multiple jurisdictions. In an emergency situation, the special district may wish to provide a liaison representative to the Riverside OA EOC to facilitate coordination and communication with the various entities it serves, through appropriate mode of communications.

3.11.4 Coordination with Volunteer and Private Sector Agencies

The City of Norco EOC will establish communication with private and volunteer agencies that assist the City during emergencies, e.g., American Red Cross, Volunteers Active in Disasters (VOAD), CERT, NART, Fire / Law Enforcement Explorers, faith based organizations, and community-based organizations. These agencies may assign a representative to the City of Norco EOC as an Agency Representative. Some agencies may have several personnel participating in functional elements in the City of Norco EOC, e.g., Red Cross personnel may be part of the staffing for the Care and Shelter Unit of the City of Norco EOC.

Agencies that have countywide response roles and cannot respond to the City of Norco EOC should be represented at the Riverside OA EOC. Coordination with volunteer and private agencies that do not have representatives at an EOC may be accomplished through telecommunications, liaison with community councils that represent several agencies, or involvement of agencies in special multi-agency groups on specific issues.

3.12 Statewide Emergency Management

Governments at all levels must work together effectively, along with the private sector, business and industry, community based organizations and volunteers, to meet the challenges posed by a disaster.



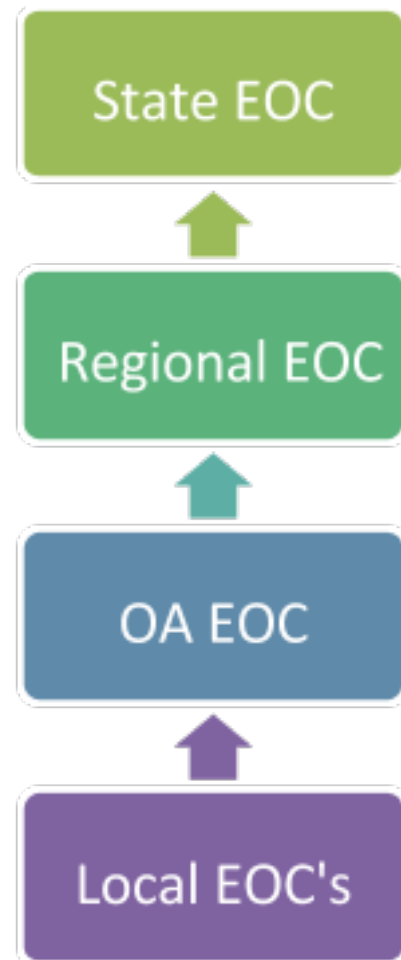
All resources available within the State that may be applied in disaster response and recovery phases, together with the private sector, are collectively referred to as the California Emergency Organization. During a state of war emergency, a state of emergency, or a local emergency, Cal OES will coordinate the emergency activities of all State agencies (California Emergency Services Act, §8587).

Emergency mutual aid response and recovery activities are generally conducted at the request and under the direction of the affected local government. Some emergency responses are led by designated State agencies that will be assigned authority at those emergencies or disasters.

at the lowest level of government and are progressively forwarded to the next level until filled. When support requirements cannot be met with State resources, the State may request assistance from federal agencies having statutory authority to provide assistance in the absence of presidential declarations. The State may also request a Presidential Declar Resource requests for response and recovery originate ation of an Emergency or Major Disaster under the provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93288 as amended.

3.12.1 California Master Mutual Aid Agreement

California's emergency assistance is based on a Statewide Mutual Aid system designed to ensure that additional resources are provided to the state's political subdivisions whenever their own resources are overwhelmed or inadequate. The basis for this system is the *California Disaster and Civil Defense Master Mutual Aid Agreement*, which is entered into by local governments and the State of California. The various departments and agencies within the political subdivisions, municipal corporations, and public agencies agree to assist each other by providing resources during an emergency. The agreement obligates each signatory entity to provide aid to each other during an emergency without expectation of reimbursement. Under specific conditions, federal, and state monies may be appropriated to reimburse public agencies who aid other jurisdictions. If other agreements, memoranda, and contracts are used to provide assistance for consideration, the terms of those documents may affect disaster assistance eligibility and local entities may only be reimbursed if funds are available. This plan promotes the establishment of emergency assistance agreements between public and private sector agencies at all levels.





3.12.2 Emergency Management Assistance Compact (EMAC)

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

3.12.3 Mutual Aid System

The Statewide Mutual Aid system, operating within the framework of the Master Mutual Aid Agreement, allows for the progressive mobilization of resources to and from emergency response agencies, local governments, operational areas, regions, and state with the intent to provide requesting agencies with adequate resources.

The statewide mutual aid system includes several discipline-specific mutual aid systems, such as fire and rescue, law, medical, and public works. The adoption of SEMS and NIMS does not alter these existing systems, but enhances the facilitation of mutual aid through the local government, operational area, regional, and state levels.

Within California, there are several discipline specific mutual aid plans that work in conjunction with the Master Mutual Aid Agreement. These plans derive their authority from the California Emergency Services Act and from the California Disaster and Civil Defense Master Mutual Aid Agreement.

3.12.4 Mutual Aid Coordinators

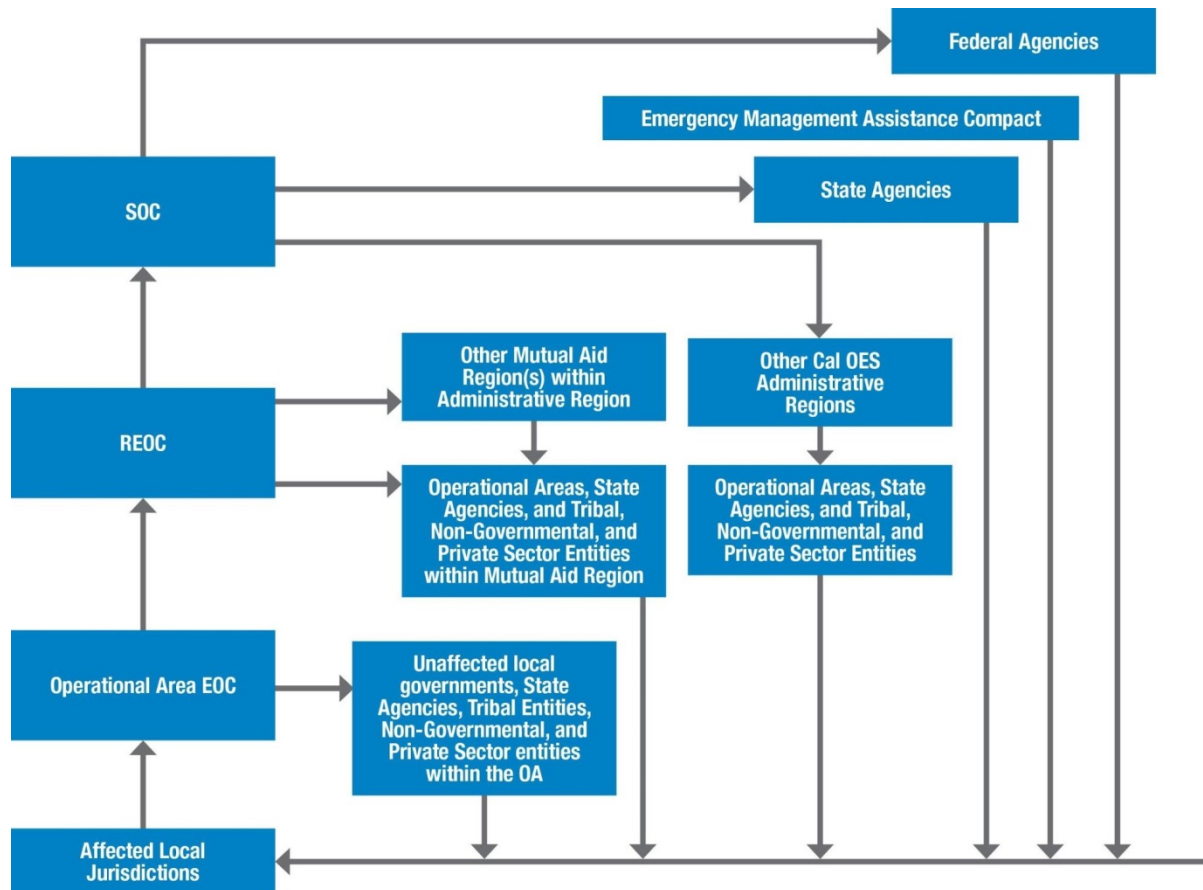
To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, regional and state levels. The basic role of a mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's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

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system by emergency management staff at the local government, operational area, regional, and state levels. When EOC's are activated, all discipline-specific mutual aid systems should establish coordination and communications within the respective local, operational area, regional, or state EOC's.

Mutual aid system representatives at an EOC may be located in various functional elements (sections, branches, groups, or units) or serve as an agency representative, depending on how the EOC is organized and the extent to which it is activated.



Figure: Discipline Specific Mutual Aid System



3.12.5 Mutual Aid Agreements

The City of Norco and Riverside County are participants in the following mutual aid agreements:

- California Master Mutual Aid Agreement
- California Medical Mutual Aid Agreement
- Region VI Fire and Rescue Operations Plan
- Region VI Law Enforcement Mutual Aid Agreement
- Region VI Public Works Mutual Aid Agreement
- Region VI Medical Services Mutual Aid Agreement
- Emergency Managers Mutual Aid Agreement
- Volunteer and Private Agencies Mutual Aid Agreement
- Riverside Operational Area Agreement

3.12.6 Riverside County/OA Mutual Aid Requests

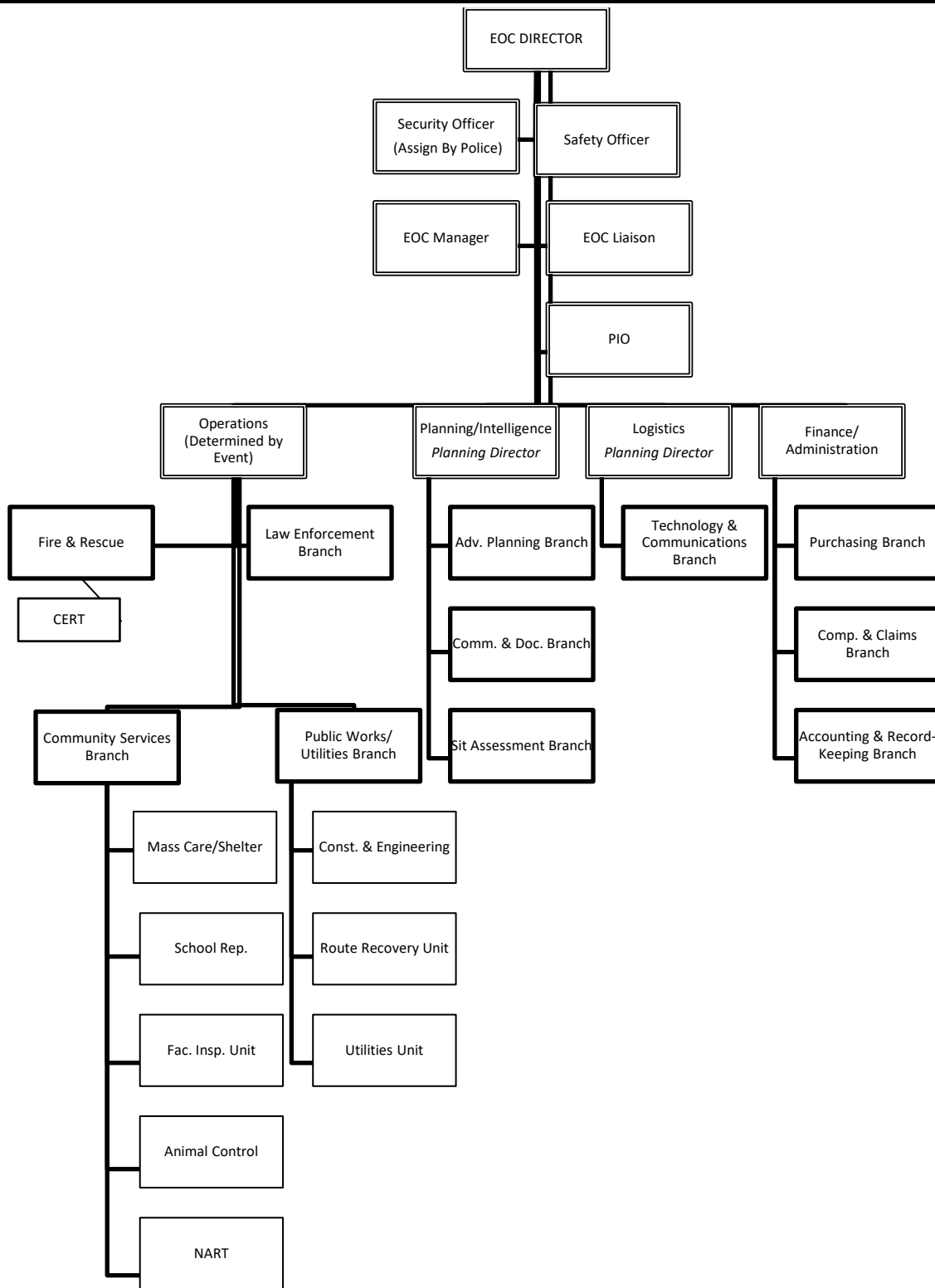
Cities within Riverside County will make mutual aid requests through the Riverside OA EOC. Riverside County will make mutual aid requests through the CAL OES Southern REOC. Requests for Fire and Law Enforcement mutual aid will be made through existing Regional Mutual Aid Coordinators that may be present at the Riverside OA EOC.



3.13 Riverside County Emergency Organization

The California Emergency Services Act requires Riverside County to manage and coordinate the overall emergency response and recovery activities within its jurisdiction. The County Director of Emergency Services, per Riverside County Municipal Code 5204, is responsible to impress into service all officers and employees of Riverside County, together with volunteers, groups, and organizations enrolled to aid them during an emergency, to constitute the emergency organization of Riverside County. All departments and agencies will use the ICS for emergency response and provide emergency related information to the Riverside OA EOC. The Emergency Organization chart shows the County departments within the SEMS/NIMS concept. FIGURE

City of Norco Emergency Organization Chart





3.13.1 Emergency Proclamations

There are three types of proclamations of emergency in the State of California: **Local Emergency, State of Emergency, and State of War Emergency**. The following sections discuss each of these proclamations.

3.13.2 Local Emergency

A **Local Emergency** may be proclaimed by the City Council or by the City Manager as specified by Ordinance Charter 2.28 adopted by the City Council. A Local Emergency proclaimed by the Director of Emergency Services (City Manager) must be ratified by the City Council as soon as practicable, but in no case later than the next regularly scheduled City Council meeting. Proclamations will normally be made when there is an actual or threatened existence of a disaster or 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, including conditions resulting from war or imminent threat of war, but other than conditions resulting from a labor controversy.

The City Council must review, at least every 21 days, the continuing existence of the emergency situation. The City Council must terminate the emergency declaration at the earliest possible date that conditions warrant.

The Declaration of a Local Emergency provides certain legal immunities for emergency actions taken by City of Norco employees. This provides protection for the City and the employees.

The Declaration of a Local Emergency provides the legal authority to:

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



A sample Local Emergency proclamation is shown below:

**RESOLUTION DECLARING THE EXISTENCE OF A
LOCAL EMERGENCY UNDER GOVERNEMENT CODE
SECTION 8630 AND ORDINANCE 2.56 OF THE
NORCO MUNICIPAL CODE**

WHEREAS, Ordinance Charter 2.28 of the Norco Municipal Code authorizes the City Council to proclaim the existence of a “Local Emergency,” and delegates such authority to declare such an emergency to the City Disaster Council is not in session, and;

WHEREAS, that conditions of extreme peril to the safety of persons and property have arisen with the City of Norco caused by _____, and;

WHEREAS, the aforesaid conditions of extreme peril warrant and necessitate the proclamation of a Local Emergency,

NOW THEREFORE, IT IS HEREBY PROCLAIMED that a Local Emergency exists throughout the City of Norco, and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said Local Emergency, the powers, functions, and duties of the Disaster Council of this City shall be those prescribed by State law and the ordinances, resolution and approved plans of the City of Norco in order to mitigate the effects of said Local Emergency, and

BE IT FURTHER RESOLVED AND ORDERED that the Emergency Director or his/her successor as outlined in Ordinance Charter 2.28 of the Municipal Code, is hereby designated as the authorized representative of the City of Norco for the purpose of receipt, processing and coordination of all inquiries and requirements necessary to obtain available state and federal assistance.

Dated: _____

City Manager/ Emergency Director

ATTEST: _____

City Clerk



3.13.3 State of Emergency

A **State of Emergency** may be proclaimed by the Governor of California when:

- Conditions of disaster or extreme peril exist which threaten the safety of persons and property within the state caused by natural or man-made incidents
- The Governor is requested to do so by local authorities
- The Governor finds that local authority is inadequate to cope with the emergency
- Mutual aid shall be given in accordance with approved emergency plans when the need arises in any county, city and county, or city for outside assistance.

When a State of Emergency has been proclaimed:

- The Governor shall, to the extent deemed necessary, have the right to exercise all police power vested in the state by the Constitution and the laws of the State of California within the designated area;
- Jurisdictions may command the aid of citizens as deemed necessary to cope with an emergency
- The Governor may suspend the provisions of orders, rules or regulations of any state agency and any regulatory statute or statute prescribing the procedure for conducting state business
- The Governor may commandeer or make use of any private property or personnel (other than the media) in carrying out the responsibilities of their office
- The Governor may promulgate, issue, and enforce orders and regulations deemed necessary

3.13.4 State of War Emergency

A **State of War Emergency** is proclaimed by the Governor of California whenever this State or nation is attacked by an enemy of 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 threat of war or enemy-caused disaster would require a number of preparedness actions in addition to those measures recommended for handling peacetime emergencies. These actions will be undertaken by the State automatically upon the existence of a State of War Emergency, or on order of the Governor or the Director of the Office of Emergency Services upon activation of a national defense emergency plan.

- Specifically, the Governor may:
 - Take any of the actions described under the conditions of a State of Emergency and will direct the mobilization of the State of War Emergency management organization;
 - Promulgate orders, rules and regulations necessary to protect life, property and the environment;
 - Direct all State agencies to use their personnel, equipment, and facilities to prevent or alleviate actual or threatened damage due to the emergency; and/or
 - Temporarily suspend any officer or employee of the State for willful neglect to obey any order or regulation issued by the Governor. The Governor may then designate the



person who shall carry on the rights, obligations, and duties of the office or position for the duration of the suspension.

- In addition, the Director of the California Office of Emergency Services:
- Established the State of War Emergency Organization and completes the transition to wartime emergency status in accordance with the Emergency Resources Management Plan.
- Mobilizes the staff of primary and alternate State Emergency Operations Centers (EOCs);
- Directs the mobilization of the State's mutual aid regional emergency staff and of the Regionals EOCs;
- Maintains liaison with appropriate Federal agencies and with the American Red Cross;
- Receives and allocates resources provided by the Federal government or other states; and
- Forms a policy group, from the California Emergency Organization, known as the Resource Priorities Board.

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

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

The Governor must call a meeting of the Emergency Council no later than the seventh day whenever it appears that a State of War Emergency will continue for more than seven days

SEMS is required by the California Emergency Services Act (Government Code Section 8607(a)) for managing multiagency and multijurisdictional responses to emergencies in California. The system unifies all elements of California's emergency management community into a single integrated system and standardizes key elements. SEMS incorporates the use of the Incident Command System, California Disaster and Civil Defense Master Mutual Aid Agreement, the Operational Area concept and multiagency or inter-agency coordination. State agencies are required to use SEMS and local government entities must use SEMS in order to be eligible for any reimbursement of response-related costs under the state's disaster assistance programs.

What sets SEMS apart from ICS is that ICS applies to field operations and SEMS originated at the state level where coordinating multi-agency resources and working together in a coordinated effort for sharing of critical resources and the prioritization of incidents. Unified command is what allows multiple agencies with responsibility for an incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, autonomy, responsibility, or accountability



3.14 Continuity of Government

Continuity of Government (COG) is the principle of establishing defined procedures that allow a government to continue its essential operations in case of a catastrophic event and ensure an enduring constitutional government.

A major disaster could result in death or injury of key government officials, the partial or complete destruction of established seats of government, and the destruction of public and private records essential to continued operations of government.

Government at all levels is responsible for providing continuity of effective leadership and authority, direction of emergency operations, and management of recovery operations. To this end, it is particularly essential that the City of Norco continue to function as a government entity. The California Government Code and the Constitution of California provide the authority for state and local governments to reconstitute themselves in the event incumbent officials and the other personnel are unable to serve.

To ensure continuity of government, several elements must be addressed by government at all levels:

- Succession of Officers
- Seat of Government
- Preservation of Vital Records
- Protection of Critical Infrastructure

Article 15, Chapter 7, Divisions 1, Title 2, of the California Government Code contains the primary sections pertaining to legal responsibilities of a local government as they relate to Emergency Management.

Section 8642, Article 15, directs local governing bodies to convene as soon as possible whenever a state emergency or local emergency exists and at a place not necessarily within the political subdivision.

Section 8643, Article 15, provides that the duties of the governing body during emergencies shall include ascertaining the damage to the political subdivision and its personnel and property, reconstituting itself and the political subdivision, and performing functions in preserving law and order and furnishing local services.

3.14.1 Primary / Alternate Seat of Government

In general, the seat of City government is the place where the City Council is sitting and holds its meeting. The Norco City Council Meetings are held in the City Hall Council Chambers at 2870 Clark Avenue Norco, CA 92860.

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



- The City Council shall designate alternative city seats, which may be located outside city boundaries
- Real property cannot be purchased for this purpose
- A resolution designating the alternate city seats must be filed with the Secretary of State
- Additional sites may be designated subsequent to the original site designations if circumstances warrant
 - The alternate seat shall be used at the determination of the Mayor, City Council, City Manager, or designee, when there is no ability to continue with City of Norco business from a location within the general jurisdiction of the city due to war or peacetime emergencies.
 - If the alternate seat for the City is activated, all business of the City transacted there shall be legal and binding as if transacted at the City seat.

In the event the primary location is not usable because of emergency conditions, The Mayor or any other members of the City Council may designate alternate or temporary seats of City government should that be necessary. Designated alternate seat of City government sites may be the City's EOC, the alternate EOC, or any other location determined to be safe to occupy.

The EOC is located at the Riverside County Fire Station #47- 3902 Hillside Avenue Norco, CA 92860. An Alternate EOC is located at the Norco City Hall at 2870 Clark Avenue Norco, CA 92860. Additional site for relocating the Seat of Government is located at Norco Community 3900 Acacia Avenue Norco, CA 92860

3.14.2 Lines of Succession

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

Norco Ordinance Charter 2.28 identifies the City Manager as the Director of Emergency Services. In the event the City Manager is unavailable to attend or otherwise perform these duties during an emergency, the order of succession shall be:

- Deputy City Manager
- Planning Director
- Public Works Director
- Finance Director

In addition to the provisions of Ordinance Charter 2.28, Article 15, Section 8638, of the California Emergency Services Act, provides the authority, as well as the procedures to be employed, to assure continued functioning of political subdivisions within the State of California. Generally, Article 15 Section 8638 permits the appointment of up to three Standby Officers for each member of the governing body, and up to three Standby Officers for the Chief



Executive, if not a member of the governing body. Article 15 permits provisions for the succession of officers who head departments having duties in the maintenance of law and order, or in the furnishing of public services relating to health and safety.

Article 15, Section 8644 of the Emergency Services Act establishes a method for reconstituting the governing body. It authorizes that should all members, including all standbys, be unavailable, temporary officers shall be appointed as follows:

- By the chairman of the board of the county in which the political subdivision is located;
- By the chairman of the board of any other county within 150 miles (nearest and most populated down to farthest and least populated)
- By the mayor of any city within 150 miles (nearest and most populated down to farthest and least populated)

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

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

- Ascertain the damage to the jurisdiction and its personnel and property
- Reconstitute itself and any subdivisions
- Perform function in preserving law and order and furnishing local services

3.14.3 Vital Record Retention

Vital records include those records that are essential to the rights and interests of individuals, governments, corporations, and other entities. Such as vital statistics, birth / death certificates, marriage/divorce certificates, land and tax records, license registers, articles of incorporation, and historical information. Vital records also include those records essential for emergency response and recovery operations, including utility system maps, emergency supply and equipment locations, emergency operations plan and procedures, and personnel rosters.

Vital records are both hardcopies and electronic copies of records. It is the responsibility of the City Clerk and Department Heads to ensure that these records are protected.

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



support recovery through reimbursement of disaster-related costs, vital records also have a broader and more important function. They help to describe a reasonably complete compilation of damage, death, physical and mental trauma, and allocation of public and private resources, making it possible to learn from the disaster experience. Vital records for the City of Norco are maintained by the City Clerk's Office. Vital records of Riverside County are routinely stored in the County-Assessor-Clerk-Recorder's Office.

These vital records are essential to the re-establishment of normal government functions for the City of Norco, serving to protect the rights and interests of government which are encapsulated in the constitutions, charters, statutes, ordinances, court records, official proceedings, and financial records of the City of Norco.

3.14.4 Critical Infrastructure

The identification of critical infrastructure prior to a disaster is essential. The ability of a City, along with private organizations, to maintain the critical infrastructure during, or immediately after a disaster helps build confidence in the public and helps return the City back to normal as quickly as possible. Critical infrastructure includes:

Telecommunications- The primary networks and systems that support the transmission and exchange of electronics communications among and between end-users (such as networked computers).

Electrical Power- The generation stations, transmission and distribution networks that create and supply electricity to end-users so that they achieve and maintain nominal functionality, including the transportation and storage of fuel essential to that system.

Gas and Oil Production, Storage, Transportation- The holding facilities for natural gas, crude and refined petroleum, and petroleum-based fuels, the refining and processing facilities for these fuels and the pipelines, trucks, and rail systems that transport these commodities from their source to systems that are dependent on gas and oil in one of their useful forms.

Banking and Finance- The retail and commercial organizations, investment institutions, and associated operational organizations, governmental operations, and support entities that are involved in all manner of monetary transactions, including storage for savings purposes, investment for income purposes, exchange for payment purposes, and disbursement for loan purposes.

Transportation- The aviation, rail, highway and aquatic vehicles, conduits, and support systems by which people and goods are moved from a point of origin to a destination in order to support and complete matters of commerce, government operations, and personal affairs.

Water Supply- The sources of water, reservoirs and holding facilities, aqueducts and other transport systems, the filtration and cleaning systems, the pipelines, the cooling systems and



other delivery mechanisms that provide domestic and industrial applications, including systems for dealing with waste water and firefighting.

Public Safety- The medical, police, fire, and rescue systems and personnel that are called upon when responding to a public health, safety, or other unusual incident where speed and efficiency are necessary.

3.15 Training, Documentation and Exercises

Emergency response exercises allow emergency response personnel to become fully familiar with the procedures, facilities, and systems used during an actual emergency. An exercise is a simulation of a series of emergencies for identified hazards affecting the County. During these exercises, emergency response organizations are required to respond as though a real emergency had occurred. If necessary, the public will be made aware of these exercises through normal media communications. Tabletop, Functional, and Full Scale exercises will be conducted utilizing the concepts and principles of the SEMS/NIMS.

The EOP and the overall City of Norco capability to respond will be tested using a combination of the following exercise types:

- *Tabletop Exercise.* A Tabletop Exercise is an activity in which elected/appointed officials and key staff with emergency management responsibilities are gathered together informally, usually in a conference room, to discuss various simulated emergency situations. An exercise is designed to elicit constructive discussion by the participants without time constraints as they examine and then attempt to resolve problems based on the existing EOP and to test Departmental Plans and procedures. The purpose of the exercise is for participants to evaluate plans and procedures, and to resolve questions of coordination and assignment of responsibilities throughout the exercise in a non-threatening format and under minimum stress. Tabletop Exercises are an effective method of determining if sufficiently robust policies and procedures exist to handle situations which may arise during an event.
- *Functional Exercise.* A Function Exercise is an activity designed to test or evaluate the capability of one or multiple functions, or activities within a function. A Functional Exercise is more complex than a Tabletop Exercise in that activities are usually under some type of constraint with the evaluations/critique coming at the end of the exercise. A Functional Exercise typically takes place in the EOC in conjunction with selected agencies and may include the State OES Southern Region, Federal Government agencies, the Riverside County Operational Area EOC, and/or neighboring Operational Areas EOCs.
- *Full-Scale Exercise.* A Full-Scale Exercise involves an actual deployment of personnel and equipment throughout a geographic area. It will typically involve the activation of the EOC and multiple agencies, and the establishment of field command posts. This type of exercise includes mobilization of personnel and resources; the actual movement of



emergency workers, equipment, and resources required to demonstrate coordination and response capability.

Exercises, drills, and actual incidents are a means for improving plans and systems through evaluation of the response activities. Exercises also encourage participation from Operational Area jurisdictions for effective coordination of disaster response capabilities. An After Action Report (AAR) will be developed for exercises and actual incidents. In addition, a Corrective Action Plan process will be completed for implementing improvements outlined in AARs. This system is in accordance with the guidance on SEMS/NIMS implementation.

The City of Norco Emergency Services Coordinator will inform City of Norco Departments and Operational Area partners of training and exercise opportunities associated with emergency management. Those with responsibilities under this plan must ensure their personnel partake in training and exercises in order to effectively carry out their disaster responsibilities. An actual EOC activation may take the place of a scheduled exercise.

It is the policy of City of Norco Emergency Services to conduct a minimum of two exercises each year to ensure NIMS compliancy. Full-Scale Exercise should be conducted every year and a Tabletop or Functional exercise within the city's jurisdiction at least once each year. An actual EOC activation may take the place of a scheduled exercise.

In addition to exercises, classroom training is an essential component of preparedness and response. The Emergency Services training program will provide training to employees through the use of classes presented by the Riverside County Operational Area Training Committee, Riverside County OES, CSTI, and FEMA. The objectives of this training program are to:

- Orient City employees (EOC and non-EOC personnel) on the concepts and procedures presented in the EOC
- Familiarize those assigned to the EOC with the function, equipment, and logistics of the EOC facility
- Provide all City employees with the appropriate SEMS/MINS/ICS according to the recommendations of State OES and the Riverside County Operational Area Training Committee.

The City of Norco is responsible for coordination and scheduling of regular exercises of this plan to train all necessary City staff in the EOC and proper response to disaster situations.

Each City Department is responsible to schedule and document emergency management training for their employees that have been designated with an emergency role.

The core ICS training courses have been revised to reflect lessons learned since their release in 2006. The courses of training will be selected from the following list, commensurate with individual and supervisory responsibilities:

- Introduction to SEMS



- IS-700.a: NIMS An Introduction
- IS-800.b: National Response Framework, An Introduction
- IS-100.b: Introduction to Incident Command System, ICS 100
- IS-200.b: ICS for Single Resources and Initial Action Incidents, ICS 200
- ICS-300: Intermediate ICS for Expanding Incidents
- ICS-400: Advanced ICS Command and General Staff—Complex Incidents

There are additional courses designed to enhance skills development and are geared towards fulfilling SEMS/NIMS credentialing tracks.

The following training records retention is required:

- An individual training record for each person, kept in their personnel file, or in a separate training record file. The name of the course, instructor, location, and date of the course should be included in the training record.
- Maintenance of the individual training record for as long as the person is employed in a position that involves an emergency response role. Records of personnel involved in an actual emergency are archived for five years after the close of a disaster or indefinitely.
- Documentation of the agency's SEMS/NIMS training program including copies of the training materials used, such as instructor syllabus, lesson plans, student notebook, exercises and tests.

3.16 Requirements of the Americans with Disabilities Act and California Access and Functional Needs Legislation

Access to emergency services shall not be denied on the grounds of race, color, national origin, sex, age, or handicap. To ensure that this goal is met, Title II of the ADA requires State and local governments to make their programs and services accessible to persons with disabilities. This requirement extends not only to physical access at government facilities, programs, and events -- but also to policy changes that governmental entities must make to ensure that all people with disabilities and others with access and functional needs can take part in, and benefit from, the programs and services of State and local governments. In addition, governmental entities must ensure effective communication -- including the provision of necessary auxiliary aids and services -- so that people with disabilities and others with access and functional needs can participate in civic life.

The Americans with Disabilities Act of 1990 (ADA) signed into law on July 26, 1990, by President George H. W. Bush, is a broad civil rights law that prohibits discrimination against people with disabilities and others with access and functional needs, including but not limited to mobility, vision, hearing, cognitive disorders, mental illnesses, and language barriers. In 2008, President George W. Bush signed an updated version of the ADA, which is known as the ADA Amendments Act (ADAAA). The revised law broadens the scope of the definition of what it means to have a disability. These changes went into effect January 1, 2009. These amendments



make it easier for individuals who require whole community support services to seek protection under the law.

The City of Norco will make every effort to address the needs of individuals who require whole community support services. Initially, priorities are focused on lifesaving operations, evacuations and stabilization of the incident. The City of Norco will take into consideration the needs of individuals such as issues with communications, mobility, and accessibility. Included in the City's planning efforts for individuals who require whole community support services are:

- TTD/TTY contact and captioned cable alert for the hearing-impaired
- Spanish/English outreach programs, identified language skills of City employees for interpretation
- ADA compliant access to City facilities and Red Cross shelter facilities
- Identified transportation assistance for those requiring physical assistance
- Reverse 911 telephone system for specific geographic areas
- Notification and warning procedures
- Evacuation considerations
- Emergency transportation issues
- Sheltering requirements
- Accessibility to medications, refrigeration and back-up power
- Accessibility for mobility devices or service animals while in transit or at shelters
- Accessibility to emergency information

Access and Functional Needs Planning Guidance

Riverside County Operational Area received the following guidance from the California Governor's Office of Emergency Services (Cal OES), Office of Access and Functional Needs. Assembly Bill 2311 (Brown, Chapter 520, Statutes of 2016), which added California Government Code section 8593.3, requires each county and city to integrate access and functional needs upon the next update to its emergency response plan. Specifically, jurisdictions must address how it will serve the access and functional needs community in:

- Emergency communications;
- Emergency evacuations; and
- Emergency sheltering.

Part of any successful planning effort is to understand the impacted population(s). The legal requirements are set forth in Government Code section 8593.3, and define access and functional needs as individuals who have:

- Developmental, intellectual or physical disabilities;
- Chronic conditions or injuries;
- Limited English proficiency or non-English speaking

Or, individuals who are:



- Older adults, children, or pregnant;
- Living in institutional settings;
- Low-income, homeless, and/or transportation disadvantaged; or
- From diverse cultures.

Lessons documented from years of assisting individuals with access and functional needs in disasters show three areas repeatedly identified as needing improvement: communications, evacuation, and sheltering.

Emergency communications

During a disaster, effective communication becomes especially critical. As such, information delivered at press conferences by public officials and broadcasted on television during a disaster needs to be effective, understood, consumable, and actionable by the whole community. Effective communication considerations include:

- Sign Language interpreters for individuals who are deaf or hard of hearing;
- Alternative formats for individuals who are blind/low vision; and
- Translation services for persons with limited English proficiency or for non-English speaking individuals.

Emergency evacuation

When local evacuations become necessary, considerations for the whole community include:

- Accessible transportation options;
- Medical needs; and
- Keeping individuals connected with their families, personal care providers, essential equipment and technologies, and service animals.

Proper planning is essential to a successful evacuation and includes having agreements and partnerships in place with local public and private accessible transportation providers in order to ensure individuals with disabilities and persons with access and functional needs can evacuate safely during emergencies.

Emergency evacuation plans should be viewed as living documents because communities change and integrating the needs of individuals with access and functional needs is a dynamic process. Emergency managers should work and partner with their local disability and whole community stakeholders to regularly practice, review, revise, and update their plans to reflect changes in technology, personnel, and procedures.



Sheltering

Shelters can be stressful environments and may, without proper planning, exacerbate the physical and emotional impacts that survivors with access and functional needs experience during disasters.

Sheltering needs to be inclusive and integrated, not segregated. General population shelters need to be in physically accessible locations and equipped with accessible resources (e.g. bathrooms, cots, showers, etc.) to meet the needs of individuals with access and functional needs in a manner that ensures they can remain with their support systems (e.g. personal care provider, service animal, etc.). Assessing potential sheltering facilities before disasters occur is essential as designated shelters should comply with the requirements of the Americans with Disabilities Act (ADA).

Additional Resources

The Cal OES Office of Access and Functional Needs has made resources available to assist communities as they integrate access and functional needs within their emergency planning. Two such tools are:

The Cal OES Access and Functional Needs Web Map

To empower emergency managers to identify the access and functional needs-related assets and resources needed to support the health and independence of survivors, the Cal OES Office of Access and Functional Needs partnered with the Cal OES' GIS Division to create the [California AFN Web Map](#) – the first-ever searchable, comprehensive, statewide resource for locating AFN-related assets and resources in California.

Using data from the U.S. Census, the web map contains the following information for every county in the State of California:

- **Disability** - Total number of individuals in each county with a disability, listed into four categories: hearing difficulty; vision difficulty; cognitive difficulty; and ambulatory difficulty.
- **Culture** - The ethnicity and primary language(s) spoken at home within each county.
- **Age** - The age (across the life spectrum) of individuals in every county.

The web map outlines where each of the following resources are located:

- **Accessible Hygiene Resources** - Showers, toileting, and hand washing stations that meet Americans with Disabilities Act (ADA) standards.
- **Accessible Transportation** - Organizations providing public transportation services to seniors and individuals with disabilities that meet Americans with Disabilities Act (ADA) standards.
- **American Sign Language Interpreting Services** - Organizations providing interpretation



services for individuals who are deaf or hard of hearing.

- Assistive Technology - Organizations providing devices, equipment or technology systems, and services for individuals with disabilities.
- Community Emergency Response Teams (CERT) Programs - Local programs that educate individuals about disaster preparedness and train them in basic disaster response skills.
- Independent Living Centers - Community-based, non-profit organizations designed and operated by individuals with disabilities.
- Language Translation Services - Organizations providing written text or interpretation services in a language other than English.
- Regional Centers - Non-profit private corporations that contract with the Department of Developmental Services to provide or coordinate services and support for individuals with developmental disabilities.

The Cal OES Office of Access and Functional Needs Library

In order to ensure that community leaders, state agencies, advocacy organizations, emergency managers and others have the best and most current access and functional needs-related planning resources available in an easy to access, one-stop-shop central repository, we created the [OAFN Library](#). The OAFN Library is a comprehensive clearinghouse for access and functional needs-specific best practices, guidance documents, videos, and more. For additional questions regarding access and functional needs contact the Cal OES Office of Access and Functional needs at: OAFN@caloes.ca.gov

The new Government Code reads:

8593.3. (a) A county, including a city and county, shall, upon the next update to its emergency plan, integrate access and functional needs into its emergency plan by addressing, at a minimum, how the access and functional needs population is served by the following:

(1) Emergency communications, including the integration of interpreters, translators, and assistive technology.

(2) Emergency evacuation, including the identification of transportation resources and resources that are compliant with the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101 et seq.) for individuals who are dependent on public transportation.

(3) Emergency sheltering, including ensuring that designated shelters are compliant with the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101 et seq.) or can be made compliant through modification and that showers and bathrooms are fully accessible to all occupants.



(b) For purposes of this section, the “access and functional needs population” consists of individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.

3.16.1 Individuals Requiring Whole Community Support Services

Individuals in need of Whole Community Support Services may include those who have disabilities; who live in institutionalized settings; who are older adults; who are children; who are from diverse cultures; who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged. According to a 2010 study, there are almost 11 million people who require access to Whole Community Support Services in California. The lessons documented from the years of assisting individuals who require whole community support services in disasters show three areas that are repeatedly identified as most important to these individuals: communications (alert, warning, notification), evacuation (transportation), and sheltering.

3.17 Animal Care Considerations

The PETS Act (Pets Evacuation and Transportation Standards Act of 2006) directs that state and local emergency preparedness plans address the needs of people with pets and service animals after a major disaster, including the rescue, care and sheltering of animals. The PETS Act amends the Stafford Act, and requires evacuation plans to take into account the needs of individuals with household pets and service animals, prior to, during, and after a major disaster or emergency. Riverside County has an Animal Control department that will lead the effort to comply with the PETS Act.

In conjunction with the City of Norco Animal Control Division, Animal Control officers and shelter attendants will provide for the coordination of evacuation and sheltering of household and service pets in the event of a disaster.

Shelter Name	Areas Served
Corona Animal Shelter	City of Corona
Norco Animal Shelter	City of Norco
Riverside County Animal Shelter	Western Riverside

These shelters also provide animal control services, shelter and rescue services in the event of animal evacuations.

3.18 Communications and Warning

Warning is the process of alerting governmental forces and the general public to the threat of imminent danger. Dependent upon the nature of the threat and the population group at risk,



warning can originate at any level of government. Success in saving lives and property is dependent upon timely dissemination of warning and emergency information to persons in threatened areas. Local governments are responsible for warning the populations within their jurisdiction. Government officials accomplish this using various warning systems and devices that can originate or disseminate information from a central location that is staffed 24 hours a day, typically a communications center.

The City of Norco and Riverside County uses a wide variety of systems for providing disaster information to the public to alert and warn them of impending danger.

3.18.1 Emergency Alert System (EAS)

The Emergency Alert System (EAS) is designed for the broadcast media to disseminate emergency public information. This system enables the President, as well as federal, state, and local governments to communicate with the general public through commercial broadcast stations.

EAS is operated by the broadcast industry on a volunteer basis according to established and approved EAS plans, standard operating procedures, and within the rules and regulations of the Federal Communications Commission (FCC). EAS can be accessed at federal, state, and local levels to transmit essential information to the public. Message priorities under Part 73.922(a) of the FCC's rules are as follows:

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

State programming originates from the state operations center and is transmitted through the state using the state's CLERS VHF/UHF radio relay stations. California has 30 EAS Operational Areas within radio reception range of EAS stations serving the area. The State message priorities are as follows:

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

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



In Riverside County, the EAS is administered under the authority of the Sheriff of Riverside County. Any official requesting an EAS warning or message will request such through the Sheriff's Office Watch Commander (Norco City Police Chief) or Riverside County Fire Department (Norco Battalion Chief).

Messages in Riverside County (including the City of Norco) will be disseminated through the Sheriff's Communications Center. The message must be a voice message that can be prerecorded. All OA partners are authorized to request an EAS activation.

If the Local Programming (LP) 1 EAS station receives an EAS message request, the station will call-back the requesting communication center using the phone number provided on the separate list to verify authenticity of request. A list of phone numbers for communications centers is provided separately for authentication. It is not for public release, but only for those with a need to know.

Monitor Assignments

This FCC Local Area is divided into five (5) Zones comprising two of the largest counties in the United States. No one broadcast station covers one entire county. There are a few locations without adequate California coverage due to terrain and distances. Stations monitor each other for redundancy.

Station/Facility	Monitors
Zone1: INLAND EMPIRE EAS ZONE	
LP1 KFRG 95.1 MHz	KFI 640, KGGI (FM) 99.1, CLERS 158.790
Simulcast KXFG 92.9 MHz	KNWS 162.450 Santa Ana for San Diego NWS
LP2 KGGI 99.1 MHz	KFRG 95.1, NWS 162.45, CLERS 158.790, KFI 640
Zone 2. COACHELLA VALLEY EAS ZONE	
LP1 KDES 104.7 MHz	KFRG 95.1, NWS 162.400, CLERS 158.790, KCLB 93.7, KFI 640
LP2 KCLB 93.7 MHz	KDES 104.7, NWS 162.400, CLERS 158.790, KFRG 95.1
Zone 3. VICTOR VALLEY EAS ZONE	
LP1 KZXY 102.3 MHz	KGGI 99.1, KFI 640, CLERS 155.910, NWS San Diego 162.550 (No LP2)
Zone 4. MOJAVE DESERT EAS ZONE	
LP1 KHVY 98.9 MHz*	KFI 640, KJAT 105.3
KRXV 98.1 MHz*	NWS Las Vegas or San Diego to telephone when alert imminent *
KHYZ 99.7 MHz* (*Trimulcast) (No LP2)	CLERS 155.910 Government Peak
Zone 5. SOUTH WEST (SW) RIVERSIDE EAS ZONE	
LP1 KATY 101.3 MHz	KXFG 92.9 MHz, KFI 640 KHz
(No LP2)	NWS Las Vegas or San Diego to telephone when



Station/Facility	Monitors
	alert imminent *
LP2 KXFG 92.9 MHz	KATY 101.3, KFI 640, KWRP

* Area of incomplete or no NWR coverage, telephone alert arranged with appropriate NWS facility

All stations and CATV control points must monitor two of the following:

- LP1 Station for their area
- LP2 Station for their area
- Out-of-area LP1 (such as KFI, Los Angeles)
- NWR, CLERS or EDIS if capable of being received

Stations unable to reliably receive the LP-1, LP1S, or an LP-1 alternate, must monitor the LP-2 station and one other assignment from paragraph 1.2 above.

In addition, but not in lieu of, any other station listed in 1.1 and 1.2 above are recommended monitoring.

3.18.1.1 Integrated Public Alert and Warning System

Mass media used to alert and warn the American public must now incorporate the use of technologies needed to reach people with disabilities and others with access and functional needs. Executive Order 13407 requires FEMA to “include in the public alert and warning system the capability to alert and warn all Americans, including those with disabilities.” In response, FEMA established the Integrated Public Alert and Warning System (IPAWS).

FEMA’s IPAWS allows authorities to send Wireless Emergency Alerts (WEAs), which are geographically targeted, text-like alerts to the public via their wireless handsets. WEAs use a unique signal and vibration to attract attention, which may be helpful to individuals with hearing or vision loss. Industry partners develop content and/or devices that can be used by individuals with disabilities and others with access and functional needs to receive emergency alerts. The public doesn’t need to sign up to receive WEAs and wireless customers are not charged for the delivery of WEA messages. Wireless carriers sell WEA capable phones with the service already included.

Local alerting authorities must complete the necessary authentication steps to use the Integrated Public Alert and Warning System (IPAWS). Riverside and San Bernardino Counties, as a Local Emergency Communications Committee (LECC), are authorized to use IPAWS.



3.18.2 National Warning System (NAWAS)

NAWAS is a dedicated wire-line system that provides two-way voice communications between the federal warning center, state warning points and local warning points. If the situation ever presents itself, NAWAS is a nationwide system developed to send warnings of impending attack throughout the nation. The system may be activated from two federal facilities that are staffed 24 hours daily: the National Warning Center (North American Air Defense Command, Colorado Springs) and the Alternate National Warning Center (Olney, Maryland).

CALWAS is the State portion of NAWAS that extends to communications and dispatch centers throughout the state. Both state and federal circuits are monitored 24 hours a day at the Warning Center, the alternate point, and each of the local warning points. Circuits then extend to county warning points. Counties not on this system will receive warning through other means (normally over the California Law Enforcement Telecommunications System (CLETS)).

NAWAS is tested three times daily at unscheduled times. Immediately following the NAWAS test through the Warning Center, the state conducts the CALWAS test through Cal OES. On alternate Wednesdays, the CHP conducts a test at 10:00 a.m. local time.

Backup communications systems for CALWAS alerts include:

- CESFRS - California Emergency Services Fire Radio System
- CESRS - California Emergency Services Radio System
- CLEMARS - California Law Enforcement Mutual Aid Radio System
- CLERS - California Law Enforcement Radio System
- CLETS - California Law Enforcement Telecommunications System

3.18.3 California State Warning Center (CSWC)

The CSWC is a signal and information conduit for Cal OES and a central information hub for statewide emergency communications. The CSWC is under the command and direction of the CHP, and staffed by sworn officers and civilian emergency services communications personnel. The CSWC provides service to all California law enforcement agencies and their officers 24 hours a day, 365 days a year. Additionally, the CSWC will provide the means by which fire service agencies can communicate intelligence information to the FBI.

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

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



- Facilitates toxic call-outs (drug labs)

3.18.4 Operational Area Satellite Information System (OASIS)

OASIS is a system that consists of a communications satellite, multiple remote sites, and a hub that allows virtually uninterrupted communication between state, regional, and operational area level EOC's. The system, which uses technology similar to cellular telephones, has 60 channels. When a user picks up the line, the system automatically searches for the best available channel and is capable of conducting six simultaneous voice conversations and one data channel at a rate of 9600 baud.

3.18.5 Emergency Digital Information System (EDIS)

The Emergency Digital Information Service (EDIS) delivers official information about emergencies and disasters to the public and the news media in California. California emergency bulletins posted to EDIS are available by email and pager from various providers. EDIS has been in operation since 1990, and was upgraded to add image and sound capabilities and to use an advanced satellite datacast technology for reliable statewide service in 1999. People and businesses can receive EDIS messages via their e-mail, wireless cell phone, or pager by registering on the EDIS webpage at <http://edis.oes.ca.gov/>.

3.18.6 Public Safety Enterprise Communication (PSEC)

PSEC is the County's standards-based P25 Phase II system, encrypted, digital radio system that provides communications and greater geographic coverage, reliability, access to data, and enhanced interoperability for Riverside County Fire, Riverside County Sheriff's Department, and non-public safety county departments.

3.18.7 County Disaster Net

The Riverside OA EOC staff uses a low-band radio to communicate countywide with other staff members as well as with City EOCs located in Western Riverside County. The capability exists to link the Western County Disaster Net with the Coachella Valley Disaster Net.

The County Alternate EOC in the Coachella Valley uses a VHF radio system to communicate internally and with City EOCs located in the Coachella Valley.

3.18.8 Satellite Telephones

The County EOC uses permanent and portable satellite phones to communicate with various cities and agencies that belong to the emergency managers talk group. Satellite phones utilize a high-powered satellite positioned in geostationary orbit, 22,300 miles in the sky, as a repeater. Satellite phones are also an alternate means of communications in the event communications systems are degraded.



3.18.9 Radio Amateur Civil Emergency Services (RACES)

The County utilizes the services of volunteer HAM radio operators to provide an alternate means of communications when primary systems are non-operational for communications where systems do not normally exist. Amateur radio operations are under the leadership of the County of Riverside Emergency Management Department. Riverside County RACES members are registered disaster service workers licensed by the Federal Communications Commission (FCC) for amateur radio service.

3.18.10 Alert RivCo

The Alert RivCo system uses telephone calls, text messages, and emails to alert residents, and businesses in Riverside County with emergency notifications. The Alert RivCo system uses phone numbers in the region's 9-1-1 database to contact listed and unlisted landline telephones. It is TTY/TDD capable. If the call is picked up by an answering machine, the system will leave a voice message. In addition, Alert RivCo allows community members to register additional contact information not in the 9-1-1 database including Voice over Internet Protocol (VoIP) lines, cell phone numbers, and email addresses.

3.18.11 Social Media

The City of Norco utilizes several forms of social media to reach the public including Twitter (@CityofNorco), and Facebook (@cityofnorco). The City of Norco also has a website (www.norco.ca.us and a FREE user friendly official app available in both Google and Apple formats) that can be used to communicate information to the public. In an emergency or disaster, additional information can also be accessed on CAL FIRE / Riverside County Fire Department's website www.rvcfire.org or Riverside County Sheriff Department's website www.riversidesheriff.org. The City of Norco or the EOC will post information and monitor the City of Norco accounts for messages and information from the public.

3.18.12 Relay Services

Free relay services are available within the State of California and anywhere in the United States by dialing 711. This service allows individuals with hearing or speech disorders to communicate with all telephone users.



SECTION 4.0 City of Norco Recovery Operations

Recovery refers to the activities and measures taken by the of City of Norco following a disaster that will return existence back to normal, or at least as normal as possible. Recovery operations consist of the implementation of a complex array of interdependent and coordinated actions with the goal of restoring services to the public and returning the affected areas(s) to pre-emergency conditions. A disaster may strike quickly, leaving the need for recovery activities to begin while the response phase is still in full activation. Severe windstorms, fires, and floods are examples of disasters that can be ongoing, presenting recovery challenges during and after an event. A major earthquake is an example of a disaster event that strikes and is over quickly, leaving severe damage in its wake.

Recovery actions occur in two general phases, short-term and long term recovery. Short-term recovery operations are coordinated from within the Emergency Operations Center. These activities begin during the response phase of the emergency. Long-term recovery may begin in the EOC and then transition to the City Departments responsible for the various recovery activities. Long-term recovery addresses the rebuilding process that may last years.

4.0.1 Short Term Recovery

The first phase of recovery operations is short term. The goal of short-term recovery is to restore local government services to at least minimal capacity operations. Short-term recovery includes:

- Assessment of the extent and severity of damages to homes and other property
- Restoration of services generally available in communities - water, food, and medical assistance
- Repair of damaged homes and property
- Professional counseling when the sudden changes resulting from the emergency have resulted in mental anguish and inability to cope
- Utility and infrastructure restoration
- Expanded social, medical and mental health services
- Re-establishment of City of Norco government operations
- Transportation route restoration
- Debris removal and clean-up operation
- Abatement and demolition of hazardous structures

Emergency actions may be taken to address specific conditions such as: suspension of evictions, request utilities to provide bill relief; waiver of permit fees for damage repairs; need for temporary housing and business space; and change or alter traffic patterns.

Short-term recovery operations will include all the agencies participating in the City's disaster response.

The City Public Works Department will coordinate with special district and private utility companies on all efforts to restore utility systems and services during recovery operations. The



County's Mental Health Department may be requested to coordinate and conduct Critical Stress Debriefings for emergency response personnel and victims of the disaster/event.

In coordination with the County Department of Social Services and the American Red Cross, sheltering for disaster victims will be provided until housing can be arranged. The City will ensure that debris removal and clean-up operations are expedited. For federally-declared disasters, tele-registration centers may be established by the Federal Emergency Management Agency (FEMA) to assist disaster victims and business in applying for individual assistance grants and Small Business Administration loans. In coordination with the Riverside County Office of Emergency Services, a Local Assistance Center will be opened to house representatives of public and private agencies offering services and resources to residents.

4.0.2 Long Term Recovery

The goal of long-term recovery is to restore facilities and community resources to pre disaster condition. Long-term recovery actions include; hazard mitigation, restorations and reconstruction of public facilities, restoration of economic, social and institutional activities and disaster response cost recovery. The City of Norco will coordinate with special districts and private utility companies on all efforts to restore utility systems and services during recovery operations. Mental Health services will be coordinated such as Critical Stress Debriefings for emergency response personnel, disaster service workers, and victims of the disaster/event. Oklahoma City Bombing still provides recovery mental health services over 20 years after the incident.

It is critical that the documentation functions during response continue and expand into long term recovery. The major objectives of long-term recovery operations include:

- Coordinated delivery of long-term social and health services
- Improved land use planning
- Re-establishing the local economy to pre-disaster levels
- Recovery of disaster response costs
- Effective integration of hazard mitigation strategies into recovery planning and operations
- Review and improvement of City of Norco EOP

The City of Norco will handle long-term recovery activities in the City, with the County of Riverside acting as a central resource for recovery activities for the County's many jurisdictions.

With public safety a primary concern, rapid recovery may require adjustment to policies and procedures to streamline the recovery process. The Community Development Department will be responsible for procedures that expedite the permit process for repair and rebuilding of residential and commercial properties.

Recovery programs will also be sought for individual citizens and private businesses. Strategic planning will include input from and participation by business, citizens and non-profit



organizations. The City’s Redevelopment Agency will play a vital role in rebuilding the commercial areas.

Failure to strictly account for damage documentation and personnel costs can result in loss of reimbursement.

4.0.3 Recovery Phase Management Approach

Recovery activities begin while the Emergency Management Organization is in place and the EOC is open. Most of the activities of the second phase will ultimately fall with the ongoing responsibilities of the individual City departments. For example, departments have primary responsibility for planning and implementing the recovery of their own functions and facilitates.

Many long-term, recovery tasks require the cooperation of many public and private agencies. The City will institute a long-term planning and implementation management structure to coordinate these activities to ensure the necessary coordination between City, County, State, and Federal agencies. This structure is referred to as the “Recovery Management Organization” and is managed by a Recovery Management Task Force.

The Recovery Management Task Force is responsible for long-term recovery operations for the City. Recovery issues involving other jurisdictions and/or special districts will be coordinated and managed between the City and their designated representatives. On a regularly scheduled basis, the Recovery Management Task Force will convene meetings. These meetings may include other key staff and individuals, as well as representatives from affected jurisdictions and special districts. These meetings will be held to collectively make policy decisions and to gather and disseminate information regarding completed and ongoing recovery operations. All City departments may need to take responsibility for certain functions throughout the recovery process. Recognizing that it is important to assess and take steps to reduce the impact of future events, every member of a recovery operations organization should be responsible for documenting and reporting possible mitigation actions.

The Recovery Management Task Force is composed of individuals from the following departments, agencies, and organizations:

- City Manager;
- Riverside County Fire Department;
- Emergency Services Coordinator;
- Controller’s Office;
- Planning Department;
- Department of Building & Safety;
- Department of Public Health;
- Public Works;
- Engineering;
- Economic Development;
- American Red Cross;
- Chamber of Commerce;



- Riverside County OES
- California OES
- Convention and Visitors Bureau; and
- Community Groups.

The Recovery Plan describes in detail the following:

- Recovery organization and diagram (similar to an org chart is showing reporting levels)
- Damage assessment organization
- Disaster Assistance Program including:
 - Public Assistance Grants- Public Assistance (PA) Grant Program is to provide assistance to States, local governments, and certain Non-Profit organizations to alleviate suffering and hardships resulting from major disasters or emergencies declared by the President. Through the PA Program, FEMA provides supplemental Federal disaster grant assistance for the repair, replacement, or restoration of disaster-damaged, publicly owned facilities and the facilities of certain Private Non-Profit (PNP) organizations. The Federal share of assistance is not less than 75% of the eligible cost for emergency measures and permanent restoration. The grantee (usually the State) determines how the non-Federal share (up to 25%) is split with the sub-grantees (eligible applicants).
 - Individual Assistance Grants- Disaster assistance is money or direct assistance to individuals, families and businesses in an area whose property has been damaged or destroyed and whose losses are not covered by insurance. The purpose is to help with critical expenses that cannot be covered in other ways. This assistance is not intended to restore individuals damaged property to its condition before the disaster.

Hazard Mitigation Grant Program- Provides grants to State and local governments to implement long-term hazard mitigation measures after a major disaster declaration. The purpose of HMGP is to reduce the loss of life and property due to natural disasters and to enable mitigation measures to be implemented during the immediate recovery from a disaster. *HMGP is authorized under Section 404 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.*

4.1 SEMS Recovery Organization

The Operational Area plays a different role in recovery than in response. The Operational Area may act as an information and coordination point for its constituent jurisdiction. However, each local jurisdiction, rather than the Operational Area, works directly with state and federal recovery programs.

4.2 Damage Assessment

During the early phase of a disaster, the initial damage from the disaster is estimated due to time constraints related to the response. It is necessary to collect and analyze information



concerning the nature, severity, and extent of the situation and to report the information through established channels. The information is used to assess the extent of the disaster/event and determine the appropriate level of response for the City/County.

Information needed to determine the operational problems and immediate needs of the community is critical. The specific information on dollar amounts of the damage and the economics consequences of the disaster also important, but must not be collected until the operational problems and immediate needs are collected and analyzed. Teams of personnel will be dispatched as soon as possible to assess the nature, severity, and extent of the situation. The teams may include personnel from:

- Riverside County Fire Department;
- Riverside County Sheriff Department;
- Riverside County Public Health;
- Riverside County Public Social Services (Care and Shelter);
- American Red Cross Damage Assessment Teams;
- Norco Public Works;
- Environmental Health;
- Public Social Services (Care and Shelter); and
- Radio Amateur Civil Emergency services (RACES) operators;

Assessment teams will accomplish the assessments by conducting ground surveys, which will require the observation and reporting of damage, casualties, and status of affected areas. The survey should also include the inspection of and reporting on facilities essential to public welfare, safety, and sheltering. A sample Damage Assessment organization chart is depicted below. The Damage Assessment teams may be comprised of various city, agency or volunteer groups.

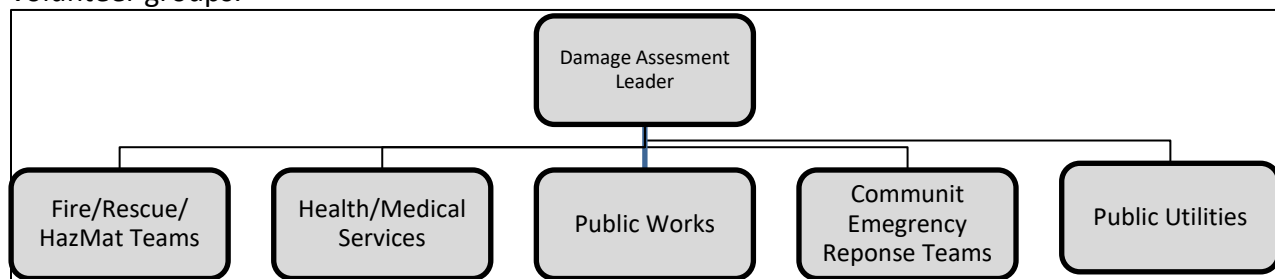


Figure 9-1 Sample Damage Assessment Organization Chart

Damage assessment is generally performed in three phases:

- Windshield Survey- a brief survey of all areas;
- Rapid Damage Assessment of City buildings and other structures; and
- Detailed Engineering Evaluation of certain buildings and structures; the Detailed Engineering Evaluation is used as the basis for repairs or replacement of structures; this information is useful to prepare documentation of eligible repair costs on State/Federal Damage Survey Reports.



As significant damages become apparent, an Initial Damage Estimate (IDE) will be prepared and forwarded to the EOC. Information is obtained from each damage assessment team, as well as the City departments, to compile for this report. The IDE includes the location and description of the damages and provides a rough estimate of the associated dollar loss. The IDE will be used to justify a Governor’s Proclamation of a State of Emergency and to request a Presidential Deceleration of Emergency.

Detailed assessments of damage to public and private facilities, with more precise dollar loss estimates, will be formulated by the Planning & Intelligence Section of the EOC, and forwarded later as recovery operations begin.

Assessment teams will accomplish the assessments by conducting ground surveys, which will require the observation and reporting of damage, casualties, and status of affected areas. The survey should also include the inspection of and reporting on facilities essential to public welfare, safety, and sheltering.

This is followed by a detailed assessment of damage during the recovery phases. This detailed assessment provides the basis for determining the type and amount of State and/or Federal financial assistance available for recovery.

Documentation is the key to recovering emergency response recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs.

Under the State Natural Disaster Assistance Act (NDAA), documentation is required for damage sustained to public buildings, levees, flood control works, irrigation works, county roads, city/town streets, bridges, and other public works.

See information below regarding possible Individual/Public Assistance Grants available.

Program and Type of Assistance	Local	State	Federal	Program Implementation Criteria
F MAG-fire suppression	No	No	Yes	The uncontrolled fire must threaten such destruction as would constitute a major disaster.
State PA- Director’s Concurrence: restoration of public infrastructure only	Yes	No	No	The event must be beyond the control/capabilities of the local jurisdiction.
State PA- Governor’s Proclamation: response and restoration costs	Yes	Yes	No	The event must be beyond the control/ capabilities of the local jurisdiction.
Federal PA-Major Disaster: response and restoration	Yes	Yes	Yes	The state must request within 30 days of the occurrence; demonstrate that necessary actions are beyond the state’s capability



				and damages must meet the per capita threshold and/or other criteria defined in federal regulation.
Federal PA- Emergency response costs only	Yes	Yes	Yes	The state must request within 5 days after the need becomes apparent; must demonstrate that effective response is beyond that states capability and that federal assistance is necessary to save lives and protect health, safety and property.
Federal IHP: grants individuals for necessary expenses or serious needs	Yes	Yes	Yes	May be implemented upon a Presidential declaration. There is no set threshold; however, FEMA considers such criteria as concentration of damages, trauma, special populations, etc.
SSGP: supplemental grants beyond IHP	Yes	Yes	Yes	Administered by DSS and only implemented when Federal IHP is activated.
SBA EIDL: working capital loans for small businesses	No	No	Yes	May be independently implemented when at least 5 small business have suffered economic injury and other assistance is not otherwise available may be implemented under a USDA designation, and may be implemented under SBA physical declarations.
SBA Physical Disaster Loan Program: real and personal property loans	No	No	Yes	May be independently implemented when at least 25 homes and/or 3 businesses have suffered 40% uninsured losses; may also be implemented upon a Presidential declaration.
USDA Disaster Designation: crop production loss loan	No	No	Yes	May be made available to farmers/ranchers who have suffered at least 30% crop production loss or a physical loss to



				livestock products, real estate or chattel property. USDA can implement this program when requested by OES on behalf of a local agriculture commissioner or local government authority.
Crisis Counseling Programs: referral services and short-term counseling	Yes	Yes	Yes	Funded by FEMA and administered by DMH to provide short or long term (up to 9months) benefits.
Disaster Unemployment Assistance: weekly benefits	Yes	Yes	Yes	May be implemented by the Department of Labor upon Presidential declaration to provide up to 26 weeks of unemployment benefits.

4.2.1 Structural Damage

Checklists and procedures for survey teams should include the following terms when describing damages, which are limited to the structure and not contents:

- Destroyed - Cost of repair is more than 75% of value
- Major Damage - Cost of repair is greater than 10% of value
- Minor Damage - Cost of repair is less than 10% of value.

4.3 Recovery Activities

Recovery activities begin while the Emergency Management Organization is in place and the EOC is open. Most of the activities of the second phase will ultimately fall with the ongoing responsibilities of the individual City departments. For example, departments have primary responsibility for planning and implementing the recovery of their own functions and facilitates.

Many long-tem, recovery tasks require the cooperation of many public and private agencies. The City will institute a long-term planning and implementation management structure to coordinate these activities to ensure the necessary coordination between City, County, State, and Federal agencies. This structure is referred to as the “Recovery Management Organization” and is managed by a Recovery Management Task Force.

The Recovery Management Task Force is responsible for long-term recovery operations for the City. Recovery issues involving other jurisdictions and/or special districts will be coordinated and managed between the City and their designated representatives. On a regularly scheduled basis, the Recovery Management Task Force will convene meetings. These meetings may include other key staff and individuals, as well as representatives from affected jurisdictions and special districts. These meetings will be held to collectively make policy decisions and to gather and disseminate information regarding completed and ongoing recovery operations. All City departments may need to take responsibility for certain functions throughout the recovery process. Recognizing that it is important to assess ad take steps to reduce the impact of future



events, every member of a recovery operations organization should be responsible for documenting and reporting possible mitigation actions.

The Recovery Management Task Force is composed of individuals from the following departments, agencies, and organizations:

- City Manager;
- Riverside County Fire Department;
- Emergency Services Coordinator;
- Controller's Office;
- Planning Department;
- Department of Building & Safety;
- Department of Public Health;
- Public Works;
- Engineering;
- Economic Development;
- American Red Cross;
- Chamber of Commerce;
- Riverside County OES
- California OES
- Convention and Visitors Bureau; and
- Community Groups.

The Recovery Plan describes in detail the following:

- Recovery organization and diagram (similar to an org chart is showing reporting levels)
- Damage assessment organization
- Disaster Assistance Program including:
 - Public Assistance Grants- Public Assistance (PA) Grant Program is to provide assistance to States, local governments, and certain Non-Profit organizations to alleviate suffering and hardships resulting from major disasters or emergencies declared by the President. Through the PA Program, FEMA provides supplemental Federal disaster grant assistance for the repair, replacement, or restoration of disaster-damaged, publicly owned facilities and the facilities of certain Private Non-Profit (PNP) organizations. The Federal share of assistance is not less than 75% of the eligible cost for emergency measures and permanent restoration. The grantee (usually the State) determines how the non-Federal share (up to 25%) is split with the sub-grantees (eligible applicants).
 - Individual Assistance Grants- Disaster assistance is money or direct assistance to individuals, families and businesses in an area whose property has been damaged or destroyed and whose losses are not covered by insurance. The purpose is to help with critical expenses that



cannot be covered in other ways. This assistance is not intended to restore individuals damaged property to its condition before the disaster.

- Hazard Mitigation Grant Program- Provides grants to State and local governments to implement long-term hazard mitigation measures after a major disaster declaration. The purpose of HMGP is to reduce the loss of life and property due to natural disasters and to enable mitigation measures to be implemented during the immediate recovery from a disaster. *HMGP is authorized under Section 404 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.*

Common terms for recovery activities are listed below:

- Category A: Debris Clearance - Clearance of debris, wreckage, demolition, and removal of buildings damaged beyond repair.
- Category B: Protective Measures - Measures to eliminate or lessen immediate threats to life, public health, and safety.
- Category C: Roads & Bridges - All non-emergency work and any that may require more time for decision-making, preparation of detailed design, construction plans, cost estimates, and schedules.
- Category D: Water Control Facilities - Includes flood control, drainage, levees, dams, dikes, irrigation works, and bulkheads.
- Category E: Public Buildings and Equipment - Buildings, vehicles or other equipment, transportation systems, fire stations, supplies or inventory, higher education facilities, libraries, and schools.
- Category F: Utilities - Water supply systems, sanitary sewerage treatment plants, storm drainage, and light/power.
- Category G: Other - Park facilities, public and private non-profit facilities, recreational facilities, and playground equipment.

4.3.1 List of Damages

Once a Presidential Disaster Declaration has been made a complete and comprehensive list of all the damage that has occurred needs to be completed by each jurisdiction and transmitted to the Operational Area. The Operational Area will transmit the damage information to the Cal OES Region, who will in turn send it to the State and FEMA. It should include:

- Location of Action/Damage - Geographical location of damaged facility or emergency work
- Description of Action/Damages - Narrative description explaining the nature of the disaster related problem (engineering details are not needed)
- Estimates of Cost - A separate estimate for each facility or system affected



4.4 Recovery Reporting and Documentation

Recovery documentation and reporting is the key to recovering eligible emergency response and recovery costs.

4.4.1 After-Action Reporting

SEMS regulations require that jurisdictions complete an After Action Report (AAR) within 120 days after each emergency proclamation. Furthermore, the SEMS regulations under Title IX, Division 2, Chapter 1, Section 2450(a) requires any federal, state, or local jurisdiction proclaiming or responding to a Local Emergency for which the governor has declared a *State of Emergency* or *State of War Emergency* shall complete and transmit an AAR to Cal OES within 90 days of the close of the emergency period. Upon completion of the AAR, corrective actions are identified to make recommendations for correcting problems noted in the response/recovery effort, or during exercises and training. Depending on the level of the AAR, corrective action may encompass anything from detailed recommendations for improving individual agency plans and procedures to broader system-wide improvements. Priority corrective actions are assigned to relevant stakeholders and tracked to ensure the identified problem has been addressed.

The after-action report serves as a source for documenting emergency response activities, identifying areas of success and concern, and for developing a work plan for implementing improvements.

The after-action report provides, at a minimum, the following:

- Response actions taken
- Necessary modifications to plans and procedures
- Training needs
- Recovery activities to date

The after-action report is a composite document for all Emergency Support Functions, providing a board perspective of the incident and referencing more detailed documents. It includes an overview of the incident, enclosures, and addresses specific areas of the response as necessary.

4.4.2 Recovery Documentation

The recovery documentation information should include the location and extent of damage, and 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 hazard mitigation grant programs. Documentation is the key to recovering expenditures related to emergency response and recovery operations. Documentation must begin at the field response level and continue as the disaster unfolds. Included in the Riverside OA EOC Planning/Intelligence Section is a Documentation Branch that will coordinate the collection of all incident documentation for dissemination and filing.



4.5 Disaster Assistance

Disaster assistance is divided into two forms: Individual and Public Assistance. Recovery plans should address both types of assistance, methods of acquiring help, restrictions, and other pertinent information.

4.5.1 Government Assistance to Individuals

Individual assistance consists of services provided to individuals and private sector businesses.

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

4.5.2 Federal Programs

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

- Roads
- Water control facilities
- Public buildings and related equipment
- Public utilities
- Facilities under construction
- Recreational and parks facilities
- Educational institutions
- Certain private non-profit facilities

The documentation information should include the location and extent of damage and estimates of costs for debris removal, emergency work, and repairing or replacing damaged



facilities to pre-disaster conditions. The cost of compliance with building codes for new construction, repair, and restoration will also be documented.

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

4.6 Non Profit Volunteer Charitable Organizations

Volunteer charitable organizations, including VOAD members and other Non-Governmental Organizations, may provide assistance to individuals outside the scope of the Riverside County Recovery Organization.

4.7 Public Assistance

Public assistance consists of various programs of disaster relief to the public and private non-profit sectors:

- Debris Management
- Individual Assistance (IA)
- Public Assistance (PA)
- Private Nonprofit Program (PNP)
- Safety Assessment Program (SAP)
- Technical Assistance Programs (TAP)
- Laws and Regulations

Public sector includes state and local government (city, county, special district). Private non-profit includes certain eligible Private Nonprofits (PNP) or an Intermediary PNP applicant to receive state assistance for extraordinary costs incurred while providing assistance at the request of local agencies during a state disaster event.

4.7.1 Federal – Robert T Stafford Disaster Relief Act of 1974

The following is a brief overview of this program:

A Presidential Declaration of Major Disaster or Emergency is required to activate the provisions of this law. Eligible applicants include the following:

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



- Utilities
- Emergency agencies
- Medical agencies
- Custodial care organizations
- Government services such as: community centers, libraries, homeless shelters, senior citizen centers, and similar facilities open to the general public

4.7.2 Joint Field Office

Following a Presidential Declaration of a Major Disaster or Emergency, a Joint Field Office (JFO) will be established in the proximity of the disaster area. The JFO provides the direction and coordination point for federal assistance. Typical functions of the JFO include:

- Management - Coordination of the overall federal assistance programs for Individual and Public Assistance, as well as any existing emergency work
- Public Information - Overall direction of public news releases on the progress of the emergency recovery actions, public notices on obtaining assistance, problems, and other pertinent information
- Liaison - Provides coordination and cooperation with other federal and state agencies
- Operations - Responsible for damage survey teams, outreach activities, and program implementation (i.e., Public Assistance, Individual Assistance, Hazard Mitigation, etc.)
- Planning/Intelligence - Develops action plans, identifies priorities, potential problems, documents the overall recovery actions
- Logistics - Provides materials and resources to perform the tasks associated with recovery
- Finance/Administration - Tracks and monitors costs, approves purchases, audits activities as needed

4.7.3 State – California Disaster Assistance Act (CDAA)

The California Disaster Assistance Act provides state financial assistance for recovery efforts to counties, cities, special districts, and certain eligible private non-profit agencies after a Cal OES Director's Concurrence or the Governor's Proclamation. CDAA may be implemented as a "stand alone" funding source following a state disaster.

CDAA is available to counties, cities, and special districts to repair disaster-related damages to public buildings, levees, flood control works, channels, irrigation works, city streets, county roads, bridges, and other public works except those facilities used solely for recreational purposes. This program offers a percentage of the eligible cost to: repair, restore, reconstruct or replace public property or facilities; to cover direct and indirect costs of grant administration with the Cal OES Director's concurrence; and to cover the cost of overtime and supplies used for response. The conditions for implementation of the CDAA are as follows:

- The Cal OES Director must concur with local emergency declaration for permanent restoration assistance;
- The Governor must proclaim a state of emergency for disaster response and permanent restoration assistance; or



- The President must declare a major disaster or emergency for matching fund assistance for cost sharing required under federal public assistance programs

4.8 Hazard Mitigation Grant Programs

The Hazard Mitigation Grant Program (HMGP) activities are aimed at reducing or eliminating future damages. Activities include hazard mitigation plans approvable by FEMA and cost-effective hazard mitigation projects. HMGP grants are provided on a cost-share of 75% federal share and 25% non-federal share.

Disaster Mitigation Act of 2000 (DMA2000)(Public Law 106-390) provides the legal basis for FEMA mitigation planning requirements for State, local and Indian Tribal governments as a condition of mitigation grant assistance. DMA 2000 amended the Robert T. Stafford Disaster Relief and Emergency Assistance Act by repealing the previous mitigation planning provisions and replacing them with a new set of requirements that emphasize the need for State, local, and Indian Tribal entities to closely coordinate mitigation planning and implementation efforts. The requirement for a State mitigation plan is continued as a condition of disaster assistance, adding incentives for increased coordination and integration of mitigation activities at the State level through the establishment of requirements for two different levels of state plans.

The Pre-disaster Hazard Mitigation Act of 2010 (H.R. 1746 111th) amended the Robert T. Stafford Relief and Emergency Assistance Act to reauthorize the pre-disaster mitigation program of the Federal Emergency Management System (Disaster Mitigation Act of 2000). This bill was enacted after being signed by the President on January 4, 2011. The Act states that each jurisdiction (counties, cities, towns, and special districts) must have a Local Hazard Mitigation Plan (LHMP) approved by Cal OES in order to be eligible for FEMA pre and post disaster mitigation funds. The objective of the LHMP is to save lives, preserve property, and protect the environment during times of disaster. Riverside County participated in the DMA2000 program and adopted the Riverside County Hazard Mitigation Plan on May 2012.

Federal funding is provided under the Robert T. Stafford Emergency Assistance and Disaster relief Act (The Stafford Act) through FEMA and Cal OES. Cal OES is responsible for identifying program priorities, reviewing applications and forwarding recommendations for funding to FEMA. FEMA has final approval for activity eligibility and funding. The cost of improving facilities may be included. The federal regulations governing the HMGP are found in Title 44 of Code of Federal Regulations (44CFR) Part 206 and Part 13.

Mitigation is critical in reducing or eliminating disaster-related property damage and loss of lives. The immediate post-disaster period presents a rare opportunity for mitigation. During this time officials and citizens are more responsive to mitigation recommendations and unique opportunities to rebuild or redirect development may be available. Recovery plans benefit from addressing mitigation planning as part of the recovery process. The following issues represent some information that would be useful in recovery sections of emergency plans:



- Changes in building codes
- Variances or set-backs in construction
- Zoning, to reduce types of construction in high hazard areas
- Relocation or removal of structures from high hazard zones

4.9 Roles of Other Agencies

4.9.1 Federal Government

The FEMA Regional Director is responsible for hazard recovery and mitigation actions under the terms of the Federal/State/Agreement. The Regional Director shall:

- Provide for a Joint Federal/State/Local Hazard Mitigation Team to survey the disaster affected area as soon as possible following a major disaster or emergency deceleration by the President and to accomplish hazard mitigation planning in accordance with Federal/State Agreement;
- Appoint a Hazard Mitigation Coordinator (HMC) to:
 - a. Serve on the Federal/State Hazard Mitigation Team, and
 - b. Confer with local, State and Federal officials concerning these hazards and hazard mitigation measures;
- Ensure that the ultimate benefits to be gained through effective hazard mitigation programs are not diminished;
- Provide technical advice and assistance;
- Encourage State and local governments to adopt safe land use practices and construction standards;
- Ensure that FEMA and other Federal efforts are supplemental to local and State efforts;
- Encourage initiative by State and local governments;
- Take actions required by FEMA Floodplain Management Regulations (as applicable for flood disasters).

Depending on the type of emergency, other Federal agencies may be involved in the recovery operations.

4.9.2 California Office of Emergency Service (CAL-OES)

A representative of State OES will be appointed by the Governor to act in the capacity of the Governor's Authorized Representative (GAR), who will be responsible for State performance of hazard mitigation activities under the Federal/State Agreement. The GAR, in coordination with the FEMA Regional Director, shall:

- Appoint a State Hazard Mitigation Coordinator (SHMC) to serve on the Federal/State Hazard Mitigation Team, and
- Arrange for State and local participation in Federal-State survey and hazard mitigation planning in disaster affected areas.



4.9.3 Federal Documentation Requirements

Under Federal disaster assistance programs, documentation must be obtained regarding damage sustained to:

- Roads;
- Water control facilities;
- Public buildings and related equipment;
- Public utilities;
- Facilities under construction;
- Recreational and park facilities;
- Educational institutions; and
- Certain private non-profit facilities.

The documented information should include the location and extent of damage and estimates of costs for debris removal, emergency work, and repairing or replacing damaged facilities to pre-disaster condition.

The cost of compliance with building codes for new construction, repair, and restoration will also be documents. The cost of improving facilities may be included under Federal mitigation programs.

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



Appendix A – Glossary

Appendix B – Abbreviations / Acronyms

Appendix C - Legal Citations / Supporting Documentation

Appendix D - Forms



Appendix A – Glossary of Terms

This list contains definitions of terms commonly used in Emergency Management, the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS) and the Incident Command System (ICS)

A

Action Plan: The plan prepared in the EOC containing objectives for the emergency response SEMS level reflecting overall priorities and supporting activities for a designated period. See also Incident Action Plan.

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.

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

Agency: An agency is a division of government with a specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation), or assisting and/or cooperating (providing resources and/or assistance). (See Assisting Agency, Cooperating Agency and Multi-agency.)

Agency Dispatch: The agency or jurisdictional facility from which resources are assigned to incidents.

Agency Executive or Administrator: Chief executive officer (or designee) of the agency or jurisdiction that has responsibility for the incident.

Agency Representative: An individual assigned to an incident or to an EOC from an assisting or cooperating agency that has been delegated authority to make decisions on matters affecting that agency's participation at the incident or at the EOC. Agency Representatives report to the Liaison Officer at the incident, or to the Liaison Coordinator at SEMS EOC levels.

Air Operations Branch Director: The person primarily responsible for preparing and implementing the air operations portion of the Incident Action Plan. Also responsible for providing logistical support to helicopters operating on the incident.

Allocated Resources: Resources dispatched to an incident.



Area Command: An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

Assigned Resources: Resources checked in and assigned work tasks on an incident.

Assignments: Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident or EOC Action Plan.

Assistant: Title for subordinates of the Command Staff positions at the Field SEMS level. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be used to supervise unit activities at camps.

Assisting Agency: An agency directly contributing tactical or service resources to another agency.

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

B

Base: The location at an incident at which primary logistics functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term "Base.") The Incident Command Post may be collocated with the Base.

Branch: The organizational level at the SEMS Field Level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.).

Branch Director: The ICS title for individuals responsible for supervision of a Branch at the Field Level. At SEMS EOC levels, the title Branch Coordinator is preferred.



C

Cache: A pre-determined complement of tools, equipment and/or supplies stored in a designated location, available for incident use.

Camp: A geographical site, within the general incident area, separate from the Incident Base, equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

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

Check-in: The process whereby resources first report to an incident or into an EOC. Check-in locations at the SEMS Field level include: Incident Command Post (Resources Unit), Incident Base, Camps, Staging Areas, Helibases, Helispots, and Division Supervisors (for direct line assignments).

Clear Text: The use of plain English in radio communications transmissions. No Ten Codes or agency specific codes are used when utilizing Clear Text.

Command: The act of directing, and/or controlling resources at an incident by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

Command Post: (See Incident Command Post)

Command Staff: The Command Staff at the SEMS Field level consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed. These functions may also be found at the EOC levels in SEMS. At the EOC, they would report to the EOC Director but may be designated as Coordinators. At EOCs, the functions may also be established as Sections, or Branches to accommodate subsequent expansion.

Communications Unit: An organizational unit in the Logistics Section responsible for providing communication services at an incident or an EOC. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to provide the major part of an Incident Communications Center.

Compacts: Formal working agreements among agencies to obtain mutual aid.

Compensation/Claims Unit: Functional unit within the Finance/Administration Section responsible for financial concerns resulting from property damage, injuries or fatalities at the incident or within an EOC.



Complex: Two or more individual incidents located in the same general area that are assigned to a single Incident Commander or to a Unified Command.

Cooperating Agency: An agency supplying assistance other than direct tactical or support functions or resources to the incident control effort (e.g., American Red Cross, Telephone Company, etc.).

Coordination: The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc. Multi-agency or Inter-agency coordination is found at all SEMS levels.

Coordination Center: Term used to describe any facility that is used for the coordination of agency or jurisdictional resources in support of one or more incidents.

Cost Sharing Agreements: Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost sharing agreements are normally written but may also be verbal between authorized agency or jurisdictional representatives at the incident.

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

D

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. Many agencies require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.

Demobilization Unit: Functional unit within the Planning Section responsible for assuring orderly, safe and efficient demobilization of incident or EOC assigned resources.

Department Operations Center (DOC): A facility used by a distinct discipline, such as flood operations, fire, medical, hazardous material, or a unit, such as Department of Public Works, or Department of Health. Department Operations centers may be used at all SEMS levels above the field response level depending upon the needs of the emergency.

Deputy Incident Commander: A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In



some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies may also be found as necessary at all SEMS EOC levels.

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

Dispatch: The implementation of a command decision to move a resource or resources from one place to another.

Dispatch Center: A facility from which resources are assigned to an incident.

Division: Divisions are used to divide an incident into geographical areas of operation. Divisions are identified by alphabetic characters for horizontal applications and, often, by numbers when used in buildings. Divisions are also used at SEMS EOC levels and are found organizationally between Branches and Units.

Division or Group Supervisor: The position title for individuals responsible for command of a Division or Group at an Incident. At the EOC level, the title is Division Coordinator.

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

E

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, other than conditions resulting from a labor controversy.

Emergency Management Coordinator: The individual within each jurisdiction that is delegated the day to day responsibility for the development and maintenance of all emergency management coordination efforts.

Emergency Medical Technician (EMT): A health-care specialist with particular skills and knowledge in pre-hospital emergency medicine.

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: The plan that each jurisdiction has and maintains for responding to appropriate hazards.



Emergency Response Agency: Any organization responding to an emergency, or providing mutual aid support to such an organization, whether in the field, at the scene of an incident, or to an operations center.

Emergency Response Personnel: Personnel involved with an agency's response to an emergency.

Emergency Services Director: The individual within each political subdivision that has overall responsibility for jurisdiction emergency management. For cities and counties, this responsibility is commonly assigned by local ordinance.

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

Event: A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts or sporting events.

F

Facilities Unit: Functional unit within the Support Branch of the Logistics Section at the SEMS Field Response Level that provides fixed facilities for the incident. These facilities may include the Incident Base, feeding areas, sleeping areas, sanitary facilities, etc.

Field Operations Guide: A pocket-size manual of instructions on the application of the Incident Command System.

Finance/Administration Section: One of the five primary functions found at all SEMS levels which is responsible for all costs and financial considerations. At the incident the Section can include the Time Unit, Procurement Unit, Compensation/Claims Unit and Cost Unit.

Food Unit: Functional unit within the Service Branch of the Logistics Section responsible for providing meals for incident and or EOC personnel.

Function: In ICS, function refers to the five major activities in the ICS, i.e., Command, Operations, Planning, Logistics and Finance/Administration. The same five functions also are found at all SEMS EOC levels. At the EOC, the term Management replaces Command. The term function is also used when describing the activity involved, e.g., "the planning function."

Functional Element: Refers to a part of the incident, EOC or DOC organization such as section, branch, group or unit.



G

General Staff: The group of management personnel reporting to the Incident Commander or to the EOC Director. They may each have a deputy, as needed. At the Field SEMS level, the General Staff consists of the Operations Section Chief, Planning/Intelligence Section Chief, Logistics Section Chief, and Finance/Administration Section Chief. At the EOC levels, the position titles are Section Coordinators.

Ground Support Unit: Functional unit within the Support Branch of the Logistics Section at the SEMS Field Response level that is responsible for the fueling, maintaining and repairing of vehicles, and the transportation of personnel and supplies.

Group: Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (See Division.) Groups are located between Branches (when activated) and Resources in the Operations Section.

H

Helibase: The main location for parking, fueling, maintenance, and loading of helicopters operating in support of an incident. It is usually located at or near the incident base.

Helispot: Any designated location where a helicopter can safely take off and land. Some helispots may be used for loading of supplies, equipment, or personnel.

I

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 natural resources.

Incident Action Plan: The plan developed at the field response level which 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 Base: Location at the incident where the primary logistics functions are coordinated and administered. The Incident Command Post may be collocated with the Base. There is only one Base per incident.

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



Incident Command Post (ICP): The location at which the primary command functions are executed. The ICP may be collocated with the incident base or other incident facilities.

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.

Incident Communications Center: The ICS facility designated for use by the Communications Unit and the Message Center.

Incident Management Team: The Incident Commander and appropriate General and Command Staff personnel assigned to an incident.

Incident Objectives: Statements of guidance and direction necessary for the selection of appropriate strategy(s), and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Initial Action or Response: The actions taken by resources which are the first to arrive at an incident or the resources initially committed to an incident.

J

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., Sheriff's Office, health department, etc.). (See Multi-jurisdiction.)

Jurisdictional Agency: The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

L

Landing Zone: (See Helispot.)

Leader: The ICS title for an individual responsible for a functional unit, task forces, or teams.



Liaison Officer: A member of the Command Staff at the Field SEMS level responsible for coordinating with representatives from cooperating and assisting agencies. At SEMS EOC levels, the function may be done by a Coordinator and/or within a Section or Branch reporting directly to the EOC Director.

Life-Safety: Refers to the joint consideration of both the life and physical well-being of individuals.

Local Government: Means local agencies per Article 3 of the SEMS regulations. The Government Code 8680.2 defines local agencies as any city, city and county, county, school district or special district.

Logistics Section: One of the five primary functions found at all SEMS levels. The Section responsible for providing facilities, services and materials for the incident or at an EOC.

M

Management by Objectives: In SEMS field and EOC levels, this is a top-down management activity which involves a three-step process to achieve the desired goal. The steps are: establishing the objectives, selection of appropriate strategy(s) to achieve the objectives; and the direction or assignments associated with the selected strategy.

Master Mutual Aid Agreement: An agreement entered into by and between the State of California, its various departments and agencies, and the various political subdivision, municipal corporations, and other public agencies of the State of California to assist each other by providing resource during an emergency Mutual aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other to prevent and combat any type of disaster or emergency.

Medical Unit: Functional unit within the Service Branch of the Logistics Section at SEMS Field levels responsible for the development of the Medical Emergency Plan, and for providing emergency medical treatment of incident personnel.

Message Center: The Message Center is part of the Incident or EOC Communications Center and is collocated or placed adjacent to it. It receives, records, and routes information to appropriate locations at an incident or within an EOC.

MHOAC: Medical Health Operational Area Coordinator; a functional position established by Health and Safety Code &1979.153. In the event of a local, State, or federal declaration of emergency, the MHOAC provides a 24 hour, seven day a week capability to staff public health and medical emergency operations.



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

Multi-Agency or Inter-Agency Coordination: The participation of agencies and disciplines involved at any level of the SEMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

Multi-Agency Coordination System (MACS): The combination of personnel, facilities, equipment, procedures and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting agency resources and support in a multi-agency or multijurisdictional environment. A MAC Group functions within the MACS. MACS organizations are used within the California Fire Services.

Multi-Agency Incident: An incident where one or more agencies assist a jurisdictional agency or agencies. The incident may be managed under single or unified command.

Multi-jurisdiction Incident: An incident requiring action from multiple agencies that have a statutory responsibility for incident mitigation. In ICS these incidents will be managed under Unified Command.

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 Coordinator: An individual at local government, operational area, region or state level that is responsible to coordinate the process of requesting, obtaining, processing and using mutual aid resources. Mutual Aid Coordinator duties will vary depending upon the mutual aid system.

Mutual Aid Region: A mutual aid region is a subdivision of state OES established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more county (operational) areas.

O

Operational Area: An intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county area.

Operational Period: The period of time scheduled for execution of a given set of operation actions as specified in the Incident or EOC Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.



Operations Section: One of the five primary functions found at all SEMS levels. The Section responsible for all tactical operations at the incident, or for the coordination of operational activities at an EOC. The Operations Section at the SEMS Field Response Level can include Branches, Divisions and/or Groups, Task Forces, Teams, Single Resources and Staging Areas. At the EOC levels, the Operations Section would contain Branches or Divisions as necessary because of span of control considerations.

Out-of-Service Resources: Resources assigned to an incident but unable to respond for mechanical, rest, or personnel reasons.

P

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

Planning/Intelligence Section: One of the five primary functions found at all SEMS levels. Responsible for the collection, evaluation, and dissemination of information related to the incident or an emergency, and for the preparation and documentation of Incident or EOC Action Plans. The section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident. At the SEMS Field Response level, the Section will include the Situation, Resource, Documentation, and Demobilization Units, as well as Technical Specialists.

Procurement Unit: Functional unit within the Finance/Administration Section responsible for financial matters involving vendor contracts.

Public Information Officer (PIO): A member of the Command Staff responsible for interfacing with the public and media or with other agencies requiring information directly from the incident. There is only one PIO per incident. The PIO may have assistants. At SEMS EOC levels, the information function may be established as a Coordinator or as a section or branch reporting directly to the EOC Director.

R

Recorders: Individuals within ICS or EOC organizational units who are responsible for recording information. Recorders may be found in Planning, Logistics and Finance/Administration Units.

Regional Emergency Operations Center (REOC): Facilities found at State OES Administrative Regions. REOCs are used to coordinate information and resources among operational areas and between the operational areas and the state level.



RDMHS: Regional Disaster Medical Health Specialist - performs the Medical and Health Branch functions in the REOC, providing support and coordination to the MHOAC

Reporting Locations: Specific locations or facilities where incoming resources can check-in at the incident. (See Check-in.)

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

Resources Unit: Functional unit within the Planning Section at the SEMS Field Response level responsible for recording the status of resources committed to the incident. The Unit also evaluates resources currently committed to the incident, the impact that additional responding resources will have on the incident, and anticipated resource needs.

S

Safety Officer: A member of the Command Staff at the incident or within an EOC responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have assistants.

Section: That organization level with responsibility for a major functional area of the incident or at an EOC, e.g., Operations, Planning, Logistics, Administration/Finance.

Section Chief: The ICS title for individuals responsible for command of functional sections: Operations, Planning/Intelligence, Logistics and Administration/Finance. At the EOC level, the position title will be Section Coordinator.

Service Branch: A Branch within the Logistics Section responsible for service activities at the incident. Includes the Communications, Medical and Food Units.

Single Resource: An individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work supervisor that can be used on an incident.

Situation Unit: Functional unit within the Planning Section responsible for the collection, organization and analysis of incident status information, and for analysis of the situation as it progresses. Reports to the Planning Section Chief.

Span of control: The supervisory ratio maintained within an ICS or EOC organization. A span of control of five-positions reporting to one supervisor is considered optimum.



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.

Staging Area: Staging Areas are locations set up at an incident where resources can be placed while awaiting a tactical assignment. Staging Areas are managed by the Operations Section.

Staging Area Managers: Individuals within ICS organizational units that are assigned specific managerial responsibilities at Staging Areas.

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 which are activated as necessary: Field Response, Local Government, Operational Area, Region, and State.

State Operations Center (SOC): An EOC facility operated by the California Office of Emergency Services at the state level in SEMS.

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

Supply Unit: Functional unit within the Support Branch of the Logistics Section responsible for ordering equipment and supplies required for incident operations.

Support Branch: A Branch within the Logistics Section responsible for providing personnel, equipment and supplies to support incident operations. Includes the Supply, Facilities and Ground Support Units.

Support Resources: Non-tactical resources under the supervision of the Logistics, Planning, Finance/Administration Sections or the Command Staff.

Supporting Materials: Refers to the several attachments that may be included with an Incident Action Plan, e.g., communications plan, map, safety plan, traffic plan, and medical plan.

T

Tactical Direction: Direction given by the Operations Section Chief at the SEMS Field level which includes the tactics appropriate for the selected strategy, the selection and assignment of resources, tactics implementation, and performance monitoring for each operational period.

Task Force: A combination of single resources assembled for a particular tactical need, with common communications and a leader.



Technical Specialists: Personnel with special skills that can be used anywhere within the ICS or EOC organization.

Time Unit: Functional unit within the Finance/Administration Section responsible for recording time for incident or EOC personnel and hired equipment.

Type: Refers to resource capability. A Type 1 resource provides a greater overall capability due to power, size, capacity, etc., than would be found in a Type 2 resource. Resource typing provides managers with additional information in selecting the best resource for the task.

U

Unified Area Command: A Unified Area Command is established when incidents under an Area Command are multijurisdictional. (See Area Command and Unified Command.)

Unified Command: In ICS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility or accountability.

Unit: An organizational element having functional responsibility. Units are commonly used in incident Planning, Logistics, or Finance/administration sections and can be used in operations for some applications. Units are also found in EOC organizations.

Unity of Command: The concept by which each person within an organization reports to one and only one designated person.



Appendix B - Abbreviations / Acronyms

ACS	Auxiliary Communications Services
AAR	After Action Report
AP	Action Plan
CLERS	California Law Enforcement Radio System
CLETS	California Law Enforcement Telecommunications System
DOC	Departmental Operations Center
DSR	Damage Survey Report
EAS	Emergency Alert System
EMS	Emergency Medical Services
EDIS	Emergency Digital Information System
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPI	Emergency Public Information
ETA	Estimated Time of Arrival
FCC	Federal Communications Commission
GAR	Governor's Authorized Representative
HMC	Hazard Mitigation Coordinator
HSPD	Homeland Security Presidential Directive
IAP	Action Plan
ICS	Incident Command System
IDE	Initial Damage Estimate
IMS	Incident Management System
JIC	Joint Information Center
LHMP	Local Hazard Mitigation Plan
NAWAS	National Warning System
NCIC	National Crime Information Center
NDAA	National Disaster Assistance Act
NEPA	National Environmental Policy Act
NFIP	National Flood Insurance Program
NIMS	National Incident Management System
OA	Operational Area
OASIS	Operational Area Satellite Information System
OES	Office Emergency Services
P.L.	Public Law
PIO	Public Information Officer
RDMHC	Regional Disaster Medical Health Coordinator
REOC	Region Emergency Operations Center
RIMS	Response Information Management System
SEMS	Standardized Emergency Management System
SHMC	State Hazard Mitigation Coordinator



SOP	Standard Operating Procedures
WMD	Weapons of Mass Destruction



Appendix C - Legal Citations / Supporting Documents

The following sections contain excerpts from various City, County, and State codes that are referenced in Part 1 of this EOP

Appendix C - California Government Code, Section 8630-8634

Local Emergency:

8630. (a) A local emergency may be proclaimed only by the governing body of a city, county, or city and county, or by an official designated by ordinance adopted by that governing body.

(b) Whenever a local emergency is proclaimed by an official designated by ordinance, the local emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the governing body.

(c) The governing body shall review the need for continuing the local emergency at least once every 30 days until the governing body terminates the local emergency.

(d) The governing body shall proclaim the termination of the local emergency at the earliest possible date that conditions warrant.

8631. In periods of local emergency, political subdivisions have full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements therefore.

8632. State agencies may provide mutual aid, including personnel, equipment, and other available resources, to assist political subdivisions during a local emergency or in accordance with mutual aid agreements or at the direction of the Governor.

8633. In the absence of a state of war emergency or state of emergency, the cost of extraordinary services incurred by political subdivisions in executing mutual aid agreements shall constitute a legal charge against the state when approved by the Governor in accordance with orders and regulations promulgated as prescribed in Section 8567.

8634. During a local emergency the governing body of a political subdivision, or officials designated thereby, may promulgate orders and regulations necessary to provide for the protection of life and property, including orders or regulations imposing a curfew within designated boundaries where necessary to preserve the public order and safety. Such orders and regulations and amendments and rescissions thereof shall be in writing and shall be given widespread publicity and notice.

The authorization granted by this chapter to impose a curfew shall not be construed as restricting in any manner the existing authority of counties and cities and any city and county to impose pursuant to the police power a curfew for any other lawful purpose.

Appendix C - California Government Code, Section 8625-8628

State of Emergency:



8625. The Governor is hereby empowered to proclaim a state of emergency in an area affected or likely to be affected thereby when:

- (a) He finds that circumstances described in subdivision (b) of Section 8558 exist; and either
- (b) He is requested to do so (1) in the case of a city by the mayor or chief executive, (2) in the case of a county by the chairman of the board of supervisors or the county administrative officer; or
- (c) He finds that local authority is inadequate to cope with the emergency.

8626. Such proclamation shall be in writing and shall take effect immediately upon its issuance. As soon thereafter as possible such proclamation shall be filed in the office of the Secretary of State. The Governor shall cause widespread publicity and notice to be given such proclamation.

8627. During a state of emergency the Governor shall, to the extent he deems necessary, have complete authority over all agencies of the state government and the right to exercise within the area designated all police power vested in the state by the Constitution and laws of the State of California in order to effectuate the purposes of this chapter. In exercise thereof, he shall promulgate, issue, and enforce such orders and regulations as he deems necessary, in accordance with the provisions of Section 8567.

8627.5. (a) The Governor may make, amend, or rescind orders and regulations during a state of emergency that temporarily suspend any state, county, city, or special district statute, ordinance, regulation, or rule imposing nonsafety related restrictions on the delivery of food products, pharmaceuticals, and other emergency necessities distributed through retail or institutional channels, including, but not limited to, hospitals, jails, restaurants, and schools. The Governor shall cause widespread publicity and notice to be given to all of these orders and regulations, or amendments and rescissions thereof.

(b) The orders and regulations shall be in writing and take effect immediately on issuance. The temporary suspension of any statute, ordinance, regulation, or rule shall remain in effect until the order or regulation is rescinded by the Governor, the Governor proclaims the termination of the state of emergency, or for a period of 60 days, whichever occurs first.

8628. During a state of emergency the Governor may direct all agencies of the state government to utilize and employ state personnel, equipment, and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency; and he may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services which must be restored in order to provide for the health and safety of the citizens of the affected area. Any agency so directed by the Governor may expend any of the moneys which have been appropriated to it in performing such activities, irrespective of the particular purpose for which the money was appropriated.

8629. The Governor shall proclaim the termination of a state of emergency at the earliest possible date that conditions warrant. All of the powers granted the Governor by this chapter with respect to a state of emergency shall terminate when the state of emergency has been



terminated by proclamation of the Governor or by concurrent resolution of the Legislature declaring it at an end.

Appendix C - California Government Code, Section 8620-8624

State of War Emergency:

8620. During a state of war emergency the Governor shall have complete authority over all agencies of the state government and the right to exercise within the area or regions designated all police power vested in the state by the Constitution and laws of the State of California in order to effectuate the purposes of this chapter. In exercise thereof he shall promulgate, issue, and enforce such orders and regulations as he deems necessary for the protection of life and property, in accordance with the provisions of Section 8567.

8621. During a state of war emergency every department, commission, agency, board, officer, and employee of the state government and of every political subdivision, county, city and county, or city, public district, and public corporation of or in the state is required to comply with the lawful orders and regulations of the Governor made or given within the limits of his authority as provided for herein. Every such officer or employee who refuses or willfully neglects to obey any such order or regulation of the Governor, or who willfully resists, delays, or obstructs the Governor in the discharge of any of his functions hereunder, is guilty of a misdemeanor. In the event that any such officer or employee shall refuse or willfully neglect to obey any such order or regulation, the Governor may by his order temporarily suspend him from the performance of any and all the rights, obligations, and duties of his office or position for the remainder of the period of the state of war emergency, and the Governor may thereupon designate the person who shall carry on the rights, obligations, and duties of the office or position for the duration of such suspension.

8622. During a state of war emergency, the Governor, any state agency, or any agency acting under the authority of this chapter may exercise outside the territorial limits of this state any of the powers conferred upon him or it by or pursuant to this chapter.

8623. During a state of war emergency, any person holding a license, certificate, or other permit issued by any state evidencing the meeting of the qualifications of such state for professional, mechanical, or other skills, may render aid involving such skill to meet the emergency as fully as if such license, certificate, or other permit had been issued in this state if a substantially similar license, certificate, or other permit is issued in this state to applicants possessing the same professional, mechanical, or other skills.

8624. All of the powers granted the Governor by this chapter with respect to a state of war emergency shall terminate when:

- (a) The state of war emergency has been terminated by proclamation of the Governor or by concurrent resolution of the Legislature declaring it at an end; or
- (b) The Governor has not within 30 days after the beginning of such state of war emergency issued a call for a special session of the Legislature for the purpose of legislating on subjects relating to such state of war emergency, except when the Legislature is already convened with power to legislate on such subjects.



Appendix C - Riverside County Emergency Services Ordinance 533.5

Article III. Emergency Management Organization

Section 3.1. The Riverside County "Emergency Management Organization" consists of all officers and employees of the County of Riverside, its agencies, and of the cities and special districts of Riverside County, together with all volunteers and all groups, organizations and persons commandeered under the provisions of the California Emergency Services Act and this ordinance, with all equipment and material publicly owned, volunteered, commandeered or in any way under the control of the aforementioned personnel, for the support of the aforementioned personnel in the conduct of emergency operations.

Section 3.2. The Riverside County Emergency Management Organization shall be activated, and function only:

- a. Upon the existence of a "State of War Emergency";
- b. Upon the declaration by the Governor of the State of California, or of persons authorized to act in his/her stead, of a "State of Emergency" affecting and including Riverside County; or
- c. Upon the declaration of a "Local Emergency" by the Board of Supervisors of Riverside County, or by persons herein authorized to act in its stead.
- d. Upon the declaration of a "Public Health Emergency" by the Board of Supervisors of Riverside County, or by persons herein authorized to act in its stead.
- e. Two or more cities within the Operational Area have declared or proclaimed a local emergency.
- f. The Operational Area is requesting resources from outside its boundaries, except those resources used in normal day-to-day operations which are obtained through existing agreements providing for the exchange or furnishing of certain types of facilities and services on a reimbursable, exchange, or other basis as provided for under the Master Mutual Aid Agreement;
- g. Mutual Aid Agreement;
- h. The Operational Area has received resource requests from outside its boundaries, except those resources used in normal day-to-day operations which are obtained through existing agreements for the exchange or furnishing of certain types of facilities and services on a reimbursable, exchange, or other basis as provided for under the Master Mutual Aid Agreement.

Section 3.3. The Emergency Management Organization shall be composed of such elements as are provided for in the County of Riverside Emergency Operations Plan. The Emergency Operations Plan shall provide for the organization of the Emergency Management Organization, utilizing the concepts of the Standardized Emergency Management System (SEMS). The Officers of the County of Riverside shall have the duty and authority to plan for the mobilization, operation and support of that segment of the Emergency Management Organization for which each is responsible as provided for in the Emergency Plan.



Article IV. Disaster Council

Section 4.1. The Chair of the Board of Supervisors shall serve as the Chair of the Disaster Council.

Section 4.2. The line of succession for Chair of the Board In their absence, or upon their inability to act, the Chair of the Board shall automatically be succeeded as Chair of the Disaster Council by the following officials in the order named:

- a. Vice-Chair, Board of Supervisors;
- b. Remaining County Supervisors in the sequence of the numbers of their respective Supervisorial Districts, unless said Board shall otherwise determine;
- c. Standby Officers are excluded from the line of succession for the Chairman of the Board of Supervisors, unless said Board shall otherwise determine.

Section 4.3. The Riverside County Disaster Council consists of the following persons:

- a. Chairperson - Board of Supervisors
- b. Disaster Council Chair of each incorporated city in Riverside County;
- c. County Executive Officer
- d. District Attorney
- e. County Counsel
- f. Director - DPSS
- g. County Fire Chief
- h. Sheriff
- i. CHA Director
- j. Director - Human Resources
- k. Director - County Flood Control
- l. Director – TLMA
- m. Director – Public Health
- n. Director – Mental Health
- o. Additional members may be appointed by the Board of Supervisors and may include:
 1. Military Representative
 2. County Superintendent of Schools
 3. The American Red Cross
 4. Such additional individuals or businesses of Riverside County as the Board of Supervisors may appoint as "members at large".
- p. The Deputy Director, Office of Emergency Services or designee shall be the Secretary and provide technical guidance.

Section 4.4. The Disaster Council shall have power to:

- a. Elect a Vice-Chair and such other officers as it shall deem necessary;
- b. Enact its own rules of procedures;
- c. Review and recommend for adoption to the Board of Supervisors those emergency and mutual aid plans, agreements, ordinances, resolutions, and regulations as it shall deem



necessary to implement such plans and agreements, and any necessary amendments to those documents.

Section 4.5. Additional duties of the Disaster Council include:

- a. Assess and coordinate disaster related training relating specifically to the unincorporated areas of the County of Riverside.
- b. Develop plans for meeting any condition constituting a local emergency or state of emergency, including, but not limited to, earthquakes, natural, or manmade disasters.
- c. Evaluate the potential hazards within the County and assist in the development of response plans relating to those hazards.
- d. Review and approve the County of Riverside Emergency Operations Plan.
- e. Develop and approve plans providing for the effective mobilization of all of the resources within the political subdivision, both public and private.
- f. By ordinance, provide for the organization, powers and duties, divisions, services, and staff of the County's emergency organization.
- g. Act as an advisory board to the EOC Policy Group during a declared disaster as deemed necessary by the Chairperson of the Board or the Director of Emergency Services.
- h. Certify Disaster Service Workers through the County Office of Emergency Services under authority of Section 3211.9 of the California Labor Code.

Section 4.6. The Disaster Council shall meet annually or upon call of the Chair, or in his/her absence or inability to call such a meeting, upon the call of the Vice-Chair.

Section 4.6. During a "State of War Emergency", "State of Emergency" or a "Local Emergency", the Chair of the Disaster Council or the Director of Emergency Services may call upon the Disaster Council to meet with the EOC Policy Group to act as an advisory group on issues as determined by the Director of Emergency Services or the Disaster Council Chair.

ARTICLE V. DIRECTOR OF EMERGENCY SERVICES

Section 5.1. The Director of Emergency Services shall mean that person designated in a resolution adopted pursuant to Government Code Section 8610 by the Board of Supervisors to provide direction and control of the Riverside County Emergency Organization, during times of emergency or disaster. The County Chief Executive Officer shall be the Director of Emergency Services.

Section 5.2. The line of succession for the Director of Emergency Services, in the absence of the County Chief Executive Officer, or inability to act, shall automatically be succeeded by the following officials in the order named. A designee may not fill the position of Director of Emergency Services without the approval of the County Chief Executive Officer or the Chair of the Board of Supervisors.

- a. Assistant County Chief Executive Officer
- b. Sheriff
- c. County Fire Chief



- d. Public Health Officer
- e. Director - TLMA
- f. Director - Public Social Services (Welfare)

Section 5.3. The Director of Emergency Services shall have the following powers and duties:

- a. To make key appointments, subject to the approval of the Board of Supervisors, within the Emergency Management Organization;
- b. Request the Board of Supervisors to proclaim the existence of a "Local Emergency" if said Board is in session, or to issue such proclamation if said Board is not in session. Whenever a "Local Emergency" is proclaimed by the Director of Emergency Services, the Board of Supervisors shall take action to ratify the proclamation within seven days thereafter or the proclamation shall have no further force or effect;
- c. During the existence of "State of War Emergency", or the proclaimed existence of a "State of Emergency" or a "Local Emergency" affecting Riverside County or the Riverside County Operational Area to:
 - 1. Control and direct the activities of the Riverside County Emergency Management Organization;
 - 2. Use all County resources for the preservation of life and property and to reduce the effects of emergency;
 - 3. Resolve questions of authority and responsibility that may arise in emergency operations;
 - 4. Obtain vital supplies, equipment and other resources needed for the preservation of life and property by either binding the County for the fair value thereof or by commandeering same;
 - 5. To delegate to elected and appointed officials of the County of Riverside such duties and authorities as he deems necessary;
 - 6. To make and issue rules and regulations on matters reasonably related to the protection of life and property as affected by any conditions proclaimed as provided herein;
 - 7. To require emergency services of any county officer or employee, and to command the aid of as many citizens of the County of Riverside as the Director deems necessary in the execution of his/her duties;
 - 8. To exercise complete authority over the County and to exercise all police power vested in the County by the Constitution and general laws;
 - 9. In addition to the powers granted herein, the Director of Emergency Services shall have such powers incidental to the performance of said duties as shall be necessary to allow for the carrying out of the Emergency Plan of the County of Riverside, it being the intent that the enumerated powers herein are not intended to be limitations upon the Director's powers.

ARTICLE VI. RESPONSIBILITIES OF THE FIRE CHIEF



Section 6.1. The Fire Chief, through the Deputy Director, Office of Emergency Services (or designee), shall, prior to the existence of a "Local Emergency":

- d. Support and coordinate the activities of Operational Area, the Operational Area Planning Committee, and its subcommittees;
- e. Develop, coordinate, and bear primary responsibility for basic planning to provide for the use of all governmental entities, resources and equipment; all commercial and industrial resources; and all such special groups, bodies and organizations as may be needed to support disaster operations;
- f. Develop and coordinate such emergency training programs and exercises as may be needed;
- g. Develop and coordinate a public information program designed for self-protection;
- h. Coordinate planning and training with federal, state, and other county and city emergency agencies, Red Cross, and with appropriate elements of the Armed Forces;
- i. Develop such standby ordinances, rules and regulations as planning may dictate as being necessary and shall bring said instruments to the Board of Supervisors, recommending their enactment;
- j. Recommend to the Riverside County Disaster Council matters for consideration within the purview of said Council's responsibilities;
- k. Recommend to the Board of Supervisors matters of policy for consideration insofar as they relate to the planning process for emergency services;
- l. Assign duties and authorities to personnel of the Office Emergency Services;
- m. Implement the Standardized Emergency Management System (SEMS) as the method of organization in all said plans and activities;
- n. Ensure that the County's Emergency Plan is kept up to date, and that current emergency management concepts are applied.

Section 6.2. During a "State of War Emergency" or of a "State of Emergency" or "Local Emergency" affecting Riverside County, the Fire Chief, through the Deputy Director, Office of Emergency Services shall:

- a. Serve as staff advisor to the Director of Emergency Services and the EOC Policy Group;
- b. Recommend to said Director of Emergency Services operating decisions and policies in the operation of the County Emergency Management Organization;
- c. Provide for the coordination and facilitation of personnel and materiel resources as directed by said Director of Emergency Services;
- d. Perform such duties, in the scope of disaster management, as may be assigned by said
- e. Director of Emergency Services

ARTICLE VII. COUNTY OFFICE OF EMERGENCY SERVICES

Section 7.1. There is hereby created the Riverside County Fire Department, Office of Emergency Services, which is responsible for the administration of all matters relating to the



County's emergency management program to include the plan writing and review of the County's Emergency Operations Plan.

Section 7.2. There is hereby established the position of Deputy Director, Office of Emergency Services (OES) which shall be filled by appointment by the Fire Chief and ratified by the Board of Supervisors.

- a. This position shall administer the day-to-day activities of the County Office of
- b. Emergency Services and will be responsible to ensure emergency management duties under the State Office of Emergency Services (OES) and Federal Emergency Management Agency (FEMA) guidelines are applied wherever applicable;
- c. The County Fire Chief, the Deputy Director, the County Chief Executive Officer, shall act as "applicant agent" to the State Office of Emergency Services or Federal
- d. Emergency Management Agency;
- e. The Deputy Director, OES shall report to the County Fire Chief;
- f. The Deputy Director, OES, or a designated member of his/her staff, will attend any multi-agency coordination meetings to provide the briefing on the nature and scope of the disaster, the progress made to date on control measures and the status of available resources;
- g. The Deputy Director, OES, or designed staff member will serve as a technical advisor to the Riverside County Director of Emergency Services and any multi-agency coordination meetings.

ARTICLE VIII. RIVERSIDE COUNTY OPERATIONAL AREA

Section 8.1. The "Riverside County Operational Area" is an intermediate level of the state emergency services organization consisting of the County of Riverside, all political subdivisions, and those special districts that have signed an agreement and become part of the Operational Area within the geographic boundaries of Riverside County. The "Riverside County Operational Area" is used for the coordination of emergency activities and to serve as the link in the system of communications and coordination between the state's emergency operation centers and the emergency operation centers of the county and the political subdivisions comprising the "Riverside County Operational Area".

Section 8.2. The county government shall serve as the lead agency of the "Riverside County Operational Area" unless another member agency of the operational area assumes that responsibility by written agreement with county government.

Section 8.3. The operational area authority and responsibility under the Standardized Emergency Management System shall not be affected by non-participation of any local government(s) within the operational area.

Section 8.4. As the lead agency, the county government shall:

- a. Coordinate information, resources and priorities among local governments within the operational area.



- b. Coordinate information, resources and priorities between the regional level and the local government level. Coordination of fire and law enforcement resources shall be accomplished through their respective mutual aid systems.
- c. Use multi-agency coordination to facilitate decisions for overall operational level emergency response activities.
- d. Provide for an Operational Area EOC, which may be co-located with the County EOC.
- e. Coordinate resources within the county not covered by normal law or fire mutual aid.

Section 8.5. The Operational Area EOC shall be activated and SEMS used when any of the following conditions exist:

- a. A local government within the Operational Area has activated its EOC and requested activation of the Operational Area EOC to support emergency operations;
- b. Two or more cities within the Operational Area have declared or proclaimed a local emergency;
- c. The county and one or more cities have declared or proclaimed a local emergency;
- d. A city, city and county, or county has requested a governor's proclamation of a state of emergency, as defined in Government Code Section 8558(b);
- e. A state of emergency is proclaimed by the governor for the county or two or more cities within the Operational Area;
- f. The Operational Area is requesting resources from outside its boundaries, except those resources used in normal day-to-day operations which are obtained through existing agreements providing for the exchange or furnishing of certain types of facilities and services on a reimbursable, exchange, or other basis as provided for under the Master Mutual Aid Agreement;
- g. The Operational Area has received resource requests from outside its boundaries, except those resources used in normal day-to-day operations which are obtained through existing agreements for the exchange or furnishing of certain types of facilities and services on a reimbursable, exchange, or other basis as provided for under the Master Mutual Aid Agreement.

Section 8.6. The Operational Area Planning Committee (OAPC) is established by the Board of Supervisors to oversee the activities of the Riverside County Operational Area. Membership in the committee shall consist of designated County Departments, all cities within Riverside County, and all Special Districts who have signed an Operational Area Agreement. The OAPC shall establish a set of by-laws governing membership, voting, and grant review and funding policies.

Section 8.7. The Operational Area Planning Committee is responsible for the oversight of all grant funds directed to the Operational Area from various federal and state agencies sources. The Operational Area Planning Committee shall establish subcommittee(s) as needed to determine the scope of these grants, the method of distribution of these funds, and to review and approve requests for these funds.

ARTICLE IX. POWERS OF SUCCESSION



Section 9.1. Each person who shall succeed to each position of office as provided herein, and as provided in the Emergency Operations Plan of the County of Riverside, shall assume all of the powers and duties of the office succeeded to immediately upon such succession.

ARTICLE X. ORDERS OF MEMBERS

Section 10.1. During the existence of a "State of War Emergency" or a proclaimed "State of Emergency" or "Local Emergency" affecting Riverside County, each member of the County Emergency Management Organization shall have authority to require that all persons shall follow reasonable orders given within the scope of functions in order to execute the Emergency Plan of the County of Riverside, and the willful failure of any person to follow such reasonable order or orders shall be a misdemeanor punishable by a fine of not more than \$1,000.00 or by imprisonment for not more than 6 months or both.

Adopted: 533 Item 37 f 08/24/1971 (Eff: 09/23/1971)
533.1 Item 6.1 of 06/10/1975 (Eff: 07/10/1975)
533.2 Item 3.4 of 07/02/1985 (Eff: 08/01/1985)
533.3 Item 3.9 of 11/15/1988 (Eff: 12/15/1988)
533.4 Item 3.4 of 08/15/1995 (Eff: 09/14/1995)
533.5 Item 3.52 of 08/23/2005 (Eff: 09/21/2005)



Appendix C - City of Norco Emergency Services Ordinance

Chapter 2.28 Emergency Services

As used in this Chapter, conditions or degrees of emergencies shall mean as follows:

A. "State of War Emergency" means the condition which exists immediately, with or without a proclamation thereof by the Governor, whenever this State or 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.

B. "State of Emergency" means 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, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy or conditions causing a "State of War Emergency," which conditions, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment and facilities of any single County, City or County, or City and require the combined forces or a mutual aid region or regions to combat.

C. "Local Emergency" means 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, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an 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 require the combined forces of other political subdivisions to combat.

D. Other terms used herein shall have meanings as used in the California Emergency Services Act, (Sections 8550, et. seq., California Government Code) the County of Riverside's Multi-Hazard Functional Plan, (hereinafter referred to as "County Emergency Operations Plan"), and the City of Norco's Multi-Hazard Functional Plan, (hereinafter referred to as "City Emergency Operations Plan"). (Ord. 616, Sec. 3, 1990; Ord. 212 Sec. 2, 1972)



APPENDIX D- FLASH REPORT

Form 10

RIVCO OA

RIVERSIDE OPERATIONAL AREA FLASH REPORT

1. Reporting Jurisdiction/Agency: **City of Norco** Time: _____

(Circle the appropriate response)

2. Type of Incident: Earthquake / Flood / Fire / Hazmat / Other:
3. Initial Damage Estimate: None / Light / Medium / Heavy / Unknown
4. Casualties: None / Light / Medium / Heavy / Unknown
5. Major Highways/Roads: None / Light / Medium / Heavy / Unknown
6. Airfields: None / Light / Medium / Heavy / Unknown
7. Telephone System: None / Light / Medium / Heavy / Unknown
8. Radio System: None / Light / Medium / Heavy / Unknown
9. Utility System: None / Light / Medium / Heavy / Unknown
10. EOC Activated? Yes / No / Pending If Yes, Date & Time:
11. NEGATIVE REPORT

REMARKS/COMMENTS



APPENDIX D- SITUATION REPORT

RIVERSIDE COUNTY OPERATIONAL AREA SITUATION REPORT – PAGE 1 of 2

REPORTING AGENCY

REPORTING JURISDICTION:	SUBMITTED BY:
DATE OF THIS REPORT SUBMISSION:	TYPE OF INCIDENT:
TIME OF THIS REPORT SUBMISSION:	SUBMISSION #: <i>(UPDATE EACH TIME THIS FORM IS SUBMITTED)</i>
INCIDENT NAME:	CONTACT PHONE #:

EOC OVERVIEW SECTION

IS YOUR EOC ACTIVATED:	ACTIVATION LEVEL:
EOC MANAGER (OR EQUIVALENT):	EOC MANAGER CELL #:
EOC MANAGER EMAIL:	EOC MAIN #:
EOC MAIN FAX #:	EOC SATELLITE PHONE #:
HAVE YOU DECLARED A LOCAL EMERGENCY:	IF YES, HAVE COPIES BEEN PROVIDED TO THE OA:
WHAT ARE YOUR OPERATIONAL PERIODS:	

COMMUNICATIONS SECTION

NOTHING TO REPORT AT THIS TIME FOR THIS SECTION:

TELEPHONE COMMUNICATIONS:	DISASTER NET:
RIV. CO. OA WEBOEC:	AMATEUR RADIO:
PUBLIC INFORMATION OFFICER:	PIO CELL #:
EARLY WARNING NOTIFICATION SYSTEM:	

UTILITIES SECTION

NOTHING TO REPORT AT THIS TIME FOR THIS SECTION:

GAS STATUS:	ESTIMATED GAS OUTAGE DURATION:
NUMBER OF GAS CUSTOMERS AFFECTED:	
ELECTRICITY/POWER STATUS:	ESTIMATED POWER OUTAGE DURATION:
NUMBER OF POWER CUSTOMERS AFFECTED:	
WATER STATUS:	ESTIMATED WATER OUTAGE DURATION:
NUMBER OF WATER CUSTOMERS AFFECTED:	

ROAD CLOSURES SECTION

NOTHING TO REPORT AT THIS TIME FOR THIS SECTION:

DOES YOUR JURISDICTION HAVE ANY ROAD CLOSURES:	APPROPRIATE DISPATCH CTR. NOTIFIED OF CLOSURE(S):
CLOSURE LOCATION (1): <i>IF APPLICABLE</i>	
CLOSURE LOCATION (2): <i>IF APPLICABLE</i>	

HIGHWAY CLOSURES

NOTHING TO REPORT AT THIS TIME FOR THIS SECTION:

DOES YOUR JURISDICTION HAVE ANY HIGHWAY CLOSURES:	APPROPRIATE DISPATCH CTR. NOTIFIED OF CLOSURE(S):
CLOSURE LOCATION (1): <i>IF APPLICABLE</i>	
CLOSURE LOCATION (2): <i>IF APPLICABLE</i>	

EVACUATION CENTERS

NOTHING TO REPORT AT THIS TIME FOR THIS SECTION:

HAS YOUR JURISDICTION ESTABLISHED EVACUATION SITE(S):	NO. OF SITES ESTABLISHED (IF APPLICABLE):
EVACUATION CENTER LOCATION Site 1:	



RIVERSIDE COUNTY OPERATIONAL AREA SITUATION REPORT – PAGE 2 of 2

EVACUATION CENTER Site 1 – MAXIMUM CAPACITY:
EVACUATION CENTER SITE 1 – ACCEPTING ANIMALS:
ESTIMATED DURATION OF EVACUATION CENTER SITE 1:

CURRENT POPULATION SITE 1:
EVACUATION CENTER SITE 1 CURRENTLY OPERATED BY:

EVACUATION SITE 1 IS NOW CLOSED

EVACUATION CENTER LOCATION Site 2: EVACUATION CENTER SITE) – MAXIMUM CAPACITY:
EVACUATION CENTER SITE 2 – ACCEPTING ANIMALS:
ESTIMATED DURATION OF EVACUATION CENTER SITE 2:

CURRENT POPULATION @ SITE 2:
EVACUATION CENTER SITE 2 CURRENTLY OPERATED BY:

EVACUATION SITE 2 IS NOW CLOSED

IF YOU HAVE ADDITIONAL EVACUATION SITES TO LIST, PLEASE INCLUDE UNDER THE COMMENTS SECTION.

SHELTER LOCATIONS

NOTHING TO REPORT AT THIS TIME FOR THIS SECTION:

HAS YOUR JURISDICTION ESTABLISHED SHELTER SITE(S):

NO. OF SITES ESTABLISHED (IF APPLICABLE):

SHELTER LOCATION Site 1:
SHELTER LOCATION Site 1 – MAXIMUM CAPACITY:
SHELTER LOCATION Site 1 – ACCEPTING ANIMALS:
ESTIMATED DURATION OF SHELTER LOCATION Site 1:

CURRENT POPULATION Site 1:
EVACUATION CENTER Site 1 CURRENTLY OPERATED BY:

SHELTER SITE 1 IS NOW CLOSED

SHELTER LOCATION Site 2:
SHELTER LOCATION Site 2 – MAXIMUM CAPACITY:
SHELTER LOCATION Site 2 – ACCEPTING ANIMALS:
ESTIMATED DURATION OF SHELTER LOCATION Site 2:

CURRENT POPULATION Site 2:
EVACUATION CENTER Site 2 CURRENTLY OPERATED BY:

SHELTER SITE 2 IS NOW CLOSED

IF YOU HAVE ADDITIONAL SHELTER LOCATIONS TO LIST, PLEASE INCLUDE UNDER THE COMMENTS SECTION.

CASUALTY SECTION

NOTHING TO REPORT AT THIS TIME FOR THIS SECTION:

NUMBER OF ESTIMATED CASUALTIES:

COMMENTS SECTION

TO SUBMIT FORM - EMAIL TO: RVCEOC@FIRE.CA.GOV (PREFERRED) OR FAX TO: (951) 955-5995



APPENDIX D- LOGISTICS REQUEST FORM

1 FROM:	RIVERSIDE COUNTY OA LOGISTICS REQUEST FORM		REQUESTEE # [FOR OPTL AREA USE ONLY]:
2 <input type="checkbox"/> TO LOGISTICS or <input type="checkbox"/> TO (OTHER AGENCY)			PRIORITY (circle one): 1. Life Threatening 2. Urgent 3. Non-urgent
REQUESTING AGENCY INFORMATION (Filled out by Requestor)			
3. REQUESTING AGENCY/SECTION/UNIT:			
4 DATE/TIME OF REQUEST:	5 BY:	6 AUTHORIZED BY:	
7 LOCAL INCIDENT NO#:	8 LOCAL REQUEST NO#:	9 CONTACT: NUMBER/CALL:	
INFORMATION ABOUT RESOURCES REQUIRED (Filled out by Requestor)			
10 DESCRIPTION:	11 QUANTITY:	12 PRIORITY:	
13 WHY NEEDED? TO DO WHAT?:			
14 HOW LONG NEEDED?:			
REPORTING/DELIVERY INSTRUCTIONS (Filled out by Requestor)			
15 WHEN NEEDED? DATE/TIME:	16 DELIVER TO (NAME/TITLE):	17 PHONE:	
18 DELIVERY LOCATION/ THOMAS GRID REFERENCE:			
19 BEST LOCAL ACCESS ROUTE:			
FOLLOW-UP INFORMATION (Filled out by Receiving Personnel)			
20 REQUEST RECEIVED (DATE/TIME):	21 RECEIVED BY: 22 POSITION:	23 ACTION TAKEN: FILLED REJECTED (ANSWER IN REMARKS) FORWARDED	24 OA CONTROL#:
FORWARDING INFORMATION			
25 AGENCY:		26 TELEPHONE:	
27 AGENCY RESPONDING:		28 CONTACT:	
29 METHOD OF DELIVERY:		30 ESTIMATED COST:	
31 ESTIMATED ARRIVAL:		32 MISSION/CONTROL #:	
33 ARRIVED:	34 CONDITION:	35 VERIFIED BY:	
36 REMARKS:			

COPIES TO: REQUESTING UNIT LOGISTICS FINANCE DOCUMENTATION



COPIES TO: REQUESTING UNIT LOGISTICS FINANCE
DOCUMENTATION

INSTRUCTIONS FOR USE OF LOGISTICS REQUEST FORM

General Information

1. This form may be used to request any type of assistance in a disaster - personnel, equipment, supplies, or facilities.
2. Make sure the support you require is not locally available before you submit this request. Check the Resource Manual and your emergency plans.
3. The form may be used within local Emergency Operating Centers to track requests, or to request support from other cities or from the OA.
4. The form may be sent in any existing communications mode:
 - By telephone or government radio;
 - Via radio amateur (RACES);
 - By facsimile;
 - Electronically.

Entered by Person Making Request:

1. ENTER the name of your agency EXAMPLE: *EOC/Plans*.
2. ENTER the name of the agency to which this request is being sent.
3. PRINT the name of the requesting unit. EXAMPLE: *Time Unit, Police Branch, etc.*
4. PRINT the date and the time you make the request. EXAMPLES: *8/15/94 22:00* or *21 OCT 94 11:15 PM*
5. PRINT the name of the person making the request.
6. PRINT the name of the supervisor or Section Chief approving the request.
7. For local use. If you attach your request to your local incident number, it may help in tracking response and recovery costs. EXAMPLE: *RIV PD-4 (Riverside Police Incident 4)*
8. For local use, to keep a log of all requests you have made internally and externally.
9. PRINT the name and number or call sign of the person to be called for further information about this request. This may be a person at a field incident who can give more detailed information about the type of support needed, or whether a particular substitute might work.
10. PRINT a short description of the resource needed.
11. ENTER the number of items needed.
12. ENTER your evaluation of the priority of this request (See box on top right of form). Also CIRCLE the appropriate number in the box at the top right of the form.
13. DESCRIBE generally the task for which you need the resource (if the specific resource you request is not available, the Area may suggest an alternative that could perform the same kind of function).
14. ENTER the estimated length of time you may need this resource.
15. PRINT when you need this resource. Remember that it will take time to order, assemble, and transport the resource to you.
16. PRINT the name and title of the person to whom the resource should be delivered.
17. ENTER the telephone number or other communications contact channel for the person to whom the resource will be delivered.
18. PRINT the location to which the resource should be delivered. Be as complete as possible, including street number, cross street, and Thomas Brothers map grid. REMEMBER: The better you describe what you need, when you need it, and where you need it, the more likely it is that your request will be filled.
19. ENTER any special information you have about access to the delivery location, including best approaches and any detours or caution areas that the providing agency should be aware of.



Entered by Person Receiving the Request:

20. ENTER the date and time you received the request.
21. PRINT your name.
22. PRINT your position in the Emergency Operating Center.
23. CHECK or CIRCLE the action you took: filled (enter date and time), rejected, or forwarded (if you forwarded the request to the OES Region or to another agency, fill out the following block, numbers 25 through 32).
24. ENTER the City Control Number if one is being used.
25. PRINT the name of the agency to which you forwarded the request.
26. ENTER the telephone number of the agency to which you forwarded the request.
27. PRINT the name of the agency that will actually provide the assistance.
28. PRINT the name of the contact person in the agency listed on line 27.
29. PRINT the method of delivery.
30. ENTER the projected cost of the assistance, if any.
31. ENTER the date and time the assistance is estimated to arrive at the place where it is needed.
32. ENTER any state or federal mission numbers or other reference numbers.
33. ENTER actual arrival time.
34. PRINT general condition on arrival.
35. ENTER the name of the person verifying arrival and condition.
36. PRINT any general remarks (enter number referring back to item number the remark concerns).



APPENDIX D- GENERAL MESSAGE FORM

(4 COPIES- PLEASE PRESS HARD)



CITY OF NORCO
EMERGENCY OPERATIONS CENTER
GENERAL MESSAGE FORM



DATE: _____

CALLER: _____

INJURIES: _____

PHONE NO: _____

ADDRESS: _____

CROSS STREETS: _____

MESSAGE:

TRANSFERRED CALLER TO: _____

OTHER DISTRIBUTION: (circle)

MANAGEMENT WATER EDISON GAS OTHER: _____



APPENDIX D- AFTER ACTION REPORT QUESTIONNAIRE

APPENDIX F: AFTER ACTION REPORT QUESTIONNAIRE

This questionnaire should be completed for all functional or full-scale exercises, and actual occurrences/events.

Disaster Name:	Planned Event/Exercise Name:

1. Were procedures established and in place for response to the disaster?
Yes ___ No ___ N/A ___
2. Were procedures used to organize initial and ongoing responses?
Yes ___ No ___ N/A ___
3. Was the ICS used to manage field response?
Yes ___ No ___ N/A ___
4. Was Unified Command considered or used?
Yes ___ No ___ N/A ___
5. Was your EOC and/or DOC activated?
Yes ___ No ___ N/A ___
6. Was the EOC and/or DOC organized according to SEMS?
Yes ___ No ___ N/A ___
7. Were sub-functions in the EOC/DOC assigned around the five SEMS functions?
Yes ___ No ___ N/A ___
8. Were response personnel in the EOC/DOC trained?
Yes ___ No ___ N/A ___
9. Were action plans used in the EOC/DOC?
Yes ___ No ___ N/A ___
10. Were action planning processes used at the field response level?
Yes ___ No ___ N/A ___
11. Was there coordination with volunteer agencies such as Red Cross?
Yes ___ No ___ N/A ___

