

# **CITY OF LAKEPORT EMERGENCY OPERATIONS PLAN**



## **EMERGENCY OPERATIONS CENTER PROCEDURES ANNEX**

## **EMERGENCY OPERATIONS CENTER PROCEDURES**

### **Concept of Operations**

During a disaster or emergency, the Lakeport Emergency Operations Center (EOC) will serve the following functions as needed:

1) Support **Department Operations Centers (DOCs)** within the incorporated areas of the City of Lakeport. The primary emphasis will be placed on saving lives, protecting property, and preserving the environment.

The City EOC will operate using the Standardized Emergency Management System and the National Incident Management System (SEMS/NIMS) functions, principles, and components. It will develop an EOC Action Plan, identifying and implementing specific objectives for each operational period.

The Emergency Operations Center (EOC) coordinates resources and communications between the City of Lakeport (EOC), neighboring jurisdiction's EOC's, Lake County EOC and the OES Coastal Region. The EOC will be activated in accordance with procedures outlined in this plan. The City EOC will utilize the discipline-specific mutual aid coordinators to coordinate fire, law enforcement, public works and medical mutual aid resources. Other resource requests that do not fall into those four disciplines will be coordinated by the requesting branch, section or unit within the Logistics Section.

This section describes the procedures to be used in activating, staffing, operating, and closing the Emergency Operations Center (EOC). (Operating procedures are essentially the same for any location, dependent only upon the facilities available.)

### **Objectives**

The overall objective in managing emergency operations is to maximize emergency resources involved in responding to situations associated with major incidents; weather natural or manmade, either intentional or accidental. The specific objectives of the Emergency Operations Center are to facilitate:

- Overall management and coordination of emergency operations.
- Coordination and liaison with appropriate federal, state, and other local government agencies and private sector resources.
- Management of mutual aid resources.
- Establishment of priorities.
- Collection, evaluation, and dissemination of information and other essential data.

## Activation Policy

The Lakeport EOC is activated when field response agencies are not able to manage an incident with resources available.

Activation may involve partial or full staffing, depending on the support required.

The following list depicts the circumstance when the EOC may be activated, per the SEMS/NIMS regulations, California Code of Regulations, Title 19, Section 2409 f:

- A City department or the City of Lakeport City Council has requested activation of the EOC to support emergency operations.
- The City has declared a local proclamation of emergency.
- The City has requested a Governor's Proclamation of a State of Emergency, as defined in California's Emergency Services Act, § 8558(b).
- A state of emergency is proclaimed by the Governor for the City.
- A national security threat has impacted the City.
- The City is requesting resources from outside its boundaries to state and federal agencies (not including those resources used in normal day-to-day operations which are obtained through existing agreements such as fire or law enforcement mutual aid).
- The City has received resource requests from outside its boundaries (not including those resources used in normal day-to-day operations, which are obtained through agreements such as fire or law enforcement mutual aid).

The circumstances listed above require an automatic activation of the City EOC. Otherwise the activation of the Emergency Operations Center (EOC) must be effected by one of the following City of Lakeport personnel who are authorized to request the activation of the EOC:

- The City Manager (Director of Emergency Services), Resolution 2122
- The Police Chief or his Designee

Initial activation response notifications are accomplished using the EOC Call-out List. This list is maintained by the **City** Emergency services Coordinator and must be updated annually.

## Level of Activation

The Emergency Operations Center (EOC) will be activated as requested for impending or actual emergency support of the County or City, or for the support of exercises. A declaration of, or an actual state of emergency is not required to activate at any level. There are three levels of activation:

**Level One** A Level 1 activation may be required to monitor current events or anticipated events. The Emergency Operations Center (EOC) may be used

to support one or more jurisdictions that have requested assistance. Minimal staffing is needed to provide the support or monitor a situation. The City will provide staffing. Only essential functions will be staffed at this level and tailored to match the event. Examples:

- Severe Weather Advisory
- Small incidents involving two or more City Departments
- Hazardous Material Spill
- City requesting resources from outside its boundaries
- Resource request from outside the City

**Level Two** A Level 2 activation may be required to monitor significant current or pending events or to support multiple agency requests for support. There may be a need to add staff to support multiple incidents however full staffing of the EOC is not deemed necessary. Examples:

- Moderate Earthquake
- Two or more large incidents involving City departments
- A State of Emergency is proclaimed by the Governor for the City

**Level Three** Level 3 activation is required for major events anywhere in the jurisdiction or when significant portions of the City staff are required to provide support, manage responses or coordinate with outside agencies. This level of activation will require the use of full EOC facilities and support of the hosting agency.

- Major impact damage
- Major city wide or county emergency
- Multiple City departments with heavy resource involvement

### **Emergency Communication System**

The Sheriffs Department Communications Center is responsible for alerting the City of Lakeport Departments and the Lakeport Fire District in the event of a threatened or actual emergency, which may require EOC activation.

The Lakeport City Police on duty supervisor is responsible for alerting EOC staff at the direction of the City Director of Emergency Services or Emergency Services Coordinator. (After a major earthquake or terrorist attack all designated EOC staff should automatically report immediately to the EOC after seeing to the safety of their families.)

### **Set-Up: Emergency Operations Center**

Emergency Operations Center activation set-up is the responsibility of the City Emergency Services Coordinator. The EOC floor plan layout is part of this Annex.

**Staffing: Emergency Operations Center**

Emergency Operations Center staffing decision will be driven by the nature and scope of the emergency. The City Emergency Services Coordinator or Director is responsible for initially requesting adequate assistance from departments and agencies for 24-hour EOC operations. After the staff has assessed the situation, a new staffing level will be established and the Personnel Unit will be responsible for scheduling, notification, and tracking

**Message Flow**

One of the primary functions of the EOC in an emergency is to collect and disseminate information. Information will reach the EOC through many different channels: telephone, teletype, government radio, amateur radio, citizens band radio commercial broadcast, walk-ups, runners, etc. When the EOC is activated, the Logistics Section will establish a message center in the EOC Communications Unit. Messengers from various departments will also support the message center.

**Incident Action Plans (IAP)**

The use of incident action plans in the City of Lakeport EOC provides a clear and measurable process for identifying objectives and priorities for a given event. Action planning is an important management tool that involves:

- A process for identifying priorities and objectives for emergency response and recovery efforts.
- Plans, which document the priorities and objectives, and the tasks and personnel assignments, associated with meeting the objectives.

The action planning process should involve the EOC Director and Section Chiefs, along with other EOC staff, as needed, such as unit coordinators, and other agency representatives.

The Planning/Intelligence Section is responsible for facilitating the action-planning meeting and completing and distributing the incident action plan. Action plans are developed for a specific operational period, which may range from a few hours to 24 hours. The operational period is determined by first establishing a set of priority actions needs to be performed. A reasonable time frame is then established for accomplishing those actions. The incident action plans do not need to be complex, but should be sufficiently detailed to guide EOC elements in implementing the priority actions. Guidelines for developing actions plans and an action plan format are contained in this appendix.

**Information and Resource Management**

Lake County Office of Emergency Services coordinates emergency activities within the Operational area by augmenting, not replacing, City or Special Districts emergency operations. The Lake County Office of Emergency Services serves as the communications link between Cal EMA Coastal Region Emergency Operations Center (REOC) and the Emergency Operation Centers throughout the Lake Operational Area

jurisdiction. It provides a single point of contact for information on the emergency situation, as well as resource needs and priorities. Using the forms of the Response Information Management System (RIMS) will provide critical information and resource requests from the City of Lakeport. The Operational Area will send transmission of information to the State's Coastal Region, Emergency Operations Center electronically using RIMS.

### **Resource Requests**

Resource request will be made through one of the following processes:

- Discipline-specific mutual aid systems: Requests for resources that are normally within the inventories of the mutual aid system will go from the local Law Enforcement, Fire Services and Public Works; to neighboring jurisdictions automatic aid; to the Lake Operational Area Mutual Aid coordinators; to the Regional Mutual Aid Coordinators.
- All other resource requests will be made through the Logistics Section.

### **Private and Volunteer Organizations**

Coordination of response activities with non-governmental agencies may occur throughout the community. It is essential that the assigned Liaison Officer establish contact and coordinate with these agencies.

### **Operational Area Coordination**

The City EOC must establish communications and coordination with the Lake Operational Area EOC (if activated) as soon as possible. The Operational Area will coordinate and communicate with the Regional Emergency Operations Center in filling mutual aid requests.

### **State and Federal Field Response**

There are some instances where a state or federal agency will have a field response. State agency field response may result from terrorist or national security activities, Interface wildland fire, flood fight effort, dam failure, petroleum spill, hazardous materials accident or other hazard scenarios. Federal field response could result from the same scenarios or military aircraft accident, for example.

When a state agency or federal agency is involved in field operations, coordination will be established with Lake County Office of Emergency Services (OES) and the appropriate City or County office, where the incident occurs. State and federal agencies field operations representatives may be found in any ICS section, or as part of a Unified Command. The incident will determine their location.

## **EMERGENCY DECLARATIONS**

### **Declaration of a Local Emergency**

If conditions of extreme peril to persons and property exist, The City of Lakeport City Council may pass a resolution declaring that a local emergency exists for the City of Lakeport. This declaration will be made within ten (10) days of the event if the City is to qualify for financial assistance under the State's Natural Disaster Assistance Act. In addition, the City Council must review, at least every fourteen (14) days, the continuing existence of the emergency situation. They must also terminate the emergency declaration at the earliest possible date that conditions warrant. The City of Lakeport Director of Emergency Services may also make a declaration under City Ordinance #No. 832 (2004) if the City Council is not in session. This is subject to ratification by the City Council within seven days.

The Declaration of a Local Emergency provides certain legal immunities for emergency actions taken by Lakeport City employees. This provides protection for the City and its employees. A local emergency declaration enables City Council to act as a board of equalization to reassess damaged property and provide property tax relief. It also enables the City to request state assistance under the California Natural Disaster Assistance Act. The County Director of Emergency Services may establish curfews, take measures necessary to protect and preserve the public health and safety, and exercise all authority granted by City ordinance No. 832 (2004). Samples of the declaration forms are found in this appendix of the plan.

### **Request For Concurrence of Local Emergency**

Following the Declaration of a Local Emergency for Lake County, the County Sheriff and/or Board of Supervisors may request that the Director, Cal EMA concur and provide assistance under the state Natural Disaster Assistance Act. This Act provides financial assistance for the permanent restoration of Public real property other than facilities used solely for recreational purposes when damaged or destroyed by a natural disaster.

### **Requesting Governor's Proclamation of a State of Emergency**

Following the Declaration of a Local Emergency for the City of Lakeport The Director of Emergency Services and/or the City Council having determined that local resources are insufficient, may request that the Governor proclaim a State of Emergency. The request will be forward to the Director, Cal EMA with a copy of the local emergency declaration and the damage assessment summary.

**PROCLAMATION  
BY  
THE DIRECTOR OF EMERGENCY SERVICES  
DECLARING A LOCAL EMERGENCY**

**WHEREAS**, Ordinance Number: 832 (2004) of the City of Lakeport empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when the City is affected or likely to be affected by a public calamity and the City Council is not in session; and

**WHEREAS**, The Director of Emergency Services of the City of Lakeport does hereby find:

**THAT** condition of extreme peril to the safety of the persons and property have arisen within said City, caused by \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_ and

**THAT** the City Council of the City of Lakeport is not in session;

***NOW, THEREFORE, IT IS HEREBY PROCLAIMED*** that a local emergency now exists throughout the City of Lakeport; and

***IT IS FURTHER PROCLAIMED AND ORDERED*** that during the existence of said local emergency that powers, functions and duties of the emergency organization of this City shall be those prescribed by state law, by ordinances, and resolutions of this City, and by the City of Lakeport Emergency Plan, as approved by the City Council on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Director of Emergency Services  
City Manager, City of Lakeport

\_\_\_\_\_  
Date



**RESOLUTION CONFIRMING EXISTENCE  
OF  
A LOCAL EMERGENCY**

**WHEREAS**, Ordinance 832 (2004) of the City of Lakeport empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when the City of Lakeport is affected or likely to be affected by a public calamity and the City Council is not in session, subject to ratification by the City Council within seven (7) days; and

**WHEREAS**, conditions of extreme peril to the safety of persons and property have arisen within this City, caused by \_\_\_\_\_

\_\_\_\_\_ Commencing on the \_\_\_\_\_ day of \_\_\_\_\_ City of Lakeport City Council was not in session; and

**WHEREAS**, the City of Lakeport City Council does hereby find that aforesaid conditions of extreme peril did warrant and necessitate the proclamation of existence of a local emergency; and

**WHEREAS**, the Director of Emergency Services of the City of Lakeport did proclaim the existence of a local emergency within the City on the \_\_\_\_\_ day of \_\_\_\_\_

**NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED** that said local emergency shall be deemed to continue to exist until its termination is proclaimed by the City Council of the City of Lakeport, State of California.

***This resolution shall be effective upon its adoption.***

DATED: \_\_\_\_\_

APPROVED:

ATTEST:

\_\_\_\_\_  
City Clerk, City of Lakeport

\_\_\_\_\_  
Mayor, City of Lakeport

**RESOLUTION  
PROCLAIMING EXISTENCE  
OF A  
LOCAL EMERGENCY**

**WHEREAS**, Ordinance Number 832 (2004) of the City of Lakeport empowers the City Council to proclaim the existence or threatened existence of a local emergency when The City of Lakeport is affected by a public calamity; and

**WHEREAS**, the City Council has been requested by the Director of Emergency Services of the City of Lakeport to proclaim the existence of a local emergency within the City; and

**WHEREAS**, the City Council does hereby find:

**THAT** conditions of extreme peril to the safety of persons and property have arisen within the City of Lakeport, caused by

\_\_\_\_\_ commencing  
on or about \_\_\_\_\_ on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_; and

**THAT** aforesaid conditions of extreme peril warrant and necessitate and proclamation of existence of a local emergency;

**NOW, THEREFORE, IT IS HEREBY PROCLIMED that** during the existence of said local emergency the powers, functions, and duties of the Director of Emergency Services and the emergency organization of this City shall be those prescribed by state law, by ordinance and, resolutions of this City, and by the City of Lakeport Emergency Plan, as approved by the City Council on the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

**IT IS FURTHER PROCLAIMED AND ORDERED** that said local emergency shall be deemed to continue to exist until its termination is proclaimed by the City Council of the City of Lakeport, State of California.

***This resolution shall be effective upon its adoption.***

DATED: \_\_\_\_\_

APPROVED:

ATTEST:

\_\_\_\_\_  
City Clerk, City of Lakeport

\_\_\_\_\_  
Mayor, City of Lakeport

**RESOLUTION  
REQUESTING STATE DIRECTOR,  
GOVERNORS OFFICE OF EMERGENCY SERVICES  
CONCURRENCE IN LOCAL EMERGENCY**

**WHEREAS**, on the \_\_\_\_\_ day of \_\_\_\_\_, 2003 the City Council of the City of Lakeport found that due to

\_\_\_\_\_

a condition of extreme peril to life and property did exist in the City of Lakeport during the period of \_\_\_\_\_; and

**WHEREAS**, in accordance with state law the City Council now proclaim an emergency does exist throughout said City; and

**NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED.** that a copy of this Resolution be forwarded to the state director of Cal EMA with a request that he/she find it acceptable in accordance with provisions of the Natural Disaster Assistance Act; and

**IT IS FURTHER RESOLVED** that \_\_\_\_\_, having the title of \_\_\_\_\_ Is hereby designated as the authorized representative of the City of Lakeport for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available state assistance.

***This resolution shall be effective upon its adoption.***

DATED: \_\_\_\_\_

APPROVED: \_\_\_\_\_

ATTEST:

\_\_\_\_\_  
City Clerk, City of Lakeport

\_\_\_\_\_  
Mayor, City of Lakeport

**RESOLUTION  
REQUESTING GOVERNOR TO PROCLAIM  
A  
STATE OF EMERGENCY**

**WHEREAS**, on \_\_\_\_\_ of \_\_\_\_\_ the City Council of the City of Lakeport found that due to \_\_\_\_\_; a condition of extreme peril to life and property did exist within said City; and

**WHEREAS**, in accordance with state law the City Council proclaimed an emergency did exist throughout the City; and

**WHEREAS**, it has now been found that local resources are unable to cope with the effects of said emergency;

**NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERD** that a copy of this resolution be forwarded to the Governor of California with the request that he/she proclaim the City of Lakeport to be in a state of emergency; and

**IT IS FURTHER ORDERED** that a copy of this Resolution be forwarded to the State Director of Cal EMA; and

**IT IS FURTHER RESOLVED** that \_\_\_\_\_, having the title of \_\_\_\_\_ is hereby designated as the authorized representative for public assistance and \_\_\_\_\_, having the title is hereby designated as the authorized representative of individual assistance of the City of Lakeport for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available state and federal assistance.

***This resolution shall be effective upon its adoption.***

DATED: \_\_\_\_\_

APPROVED:

ATTEST:

\_\_\_\_\_  
City Clerk, City of Lakeport

\_\_\_\_\_  
Mayor, City of Lakeport

**RESOLUTION  
PROCLAIMING TERMINATION OF LOCAL EMERGENCY**

**WHEREAS**, a local emergency existed in the City of Lakeport in accordance with the Resolution thereof by the City Council on the \_\_\_\_\_, day of \_\_\_\_\_,  
or

**IN ACCORDANCE** with the proclamation of the Director of Emergency Services on the \_\_\_\_\_, day of \_\_\_\_\_, and its ratification by the City Council on the \_\_\_\_\_ day of \_\_\_\_\_,

**AS** a result of conditions of extreme peril of the safety of persons and property caused by \_\_\_\_\_  
\_\_\_\_\_ : and

**WHEREAS**, the situation resulting from said conditions of extreme peril is now deemed to be within the control of normal protective services, personnel, equipment and facilities of and within the City of Lakeport.

**NOW THEREFORE** the City Council of the City of Lakeport does hereby proclaim the termination of said local emergency.

***This resolution shall be effective upon its adoption.***

DATED: \_\_\_\_\_

APPROVED:

ATTEST:

\_\_\_\_\_  
City Clerk, City of Lakeport

\_\_\_\_\_  
Mayor, City of Lakeport

### **Transition into Recovery Operations**

As the threat of life, property, and the environment dissipates, the Director of Emergency Services will consider deactivating the Emergency Operations Center (EOC).

The Director of Emergency Services will direct Section Chiefs to deactivate their sections, ensuring that each branch, unit and section coordinates with and provides its logs and files to the Demobilization Unit. The Demobilization Unit, in turn, provides material and coordination support to the Recovery Unit. The Recovery Unit will organize these materials so they can be archived and/or utilized for the financial recovery process.

The Recovery Unit Leader will coordinate the recovery effort, ensuring that all damaged public facilities and services are restored. In coordination with the Emergency Services Coordinator, the Recovery Unit will prepare the after-action report, submitting it to the Cal EMA Coastal Region within 60 days of the disaster or incident.

### **After Action Report**

The After Action Report is required following any activation of the Emergency Operations Center. This report will contain a summary of the event, dates and times of activation and operational termination, number of personnel, identification of resources utilized and the final outcome of the event. Added, as attachments will be all staff unit log sheets, work schedules, Incident Board hard copies and Incident map overlays. The Planning/Intelligence Section Chief and the Documentation Unit will be responsible for completion of the report. All Section Chiefs and Units Leaders will assist.

### **Demobilization Procedures**

The Emergency Operations Center may be closed at any time designated by the Director; however, it may also be closed in stages according need. The entire EOC does not have to be in operation. Any Section, Branch or Unit requiring the facility may remain until assigned tasks are completed. Upon closing any part of the EOC, each Unit will ensure that all supplies are replenished, broken items repaired or replaced and all equipment cleaned before leaving. This is to make sure that the facility is ready to activate and open immediately on request.

### **Designated Emergency Operations Center Location**

The designated primary City of Lakeport Emergency Operations Center location Lakeport City Hall, 225 Park Street, Lakeport California unless reassigned due to the emergency impact. County Departmental Operation Centers (DOC), Cooperating Agencies Emergency Centers, City Emergency Operation Centers and field Incident Command Post locations should be listed when the information becomes available. The City of Lakeport has designated an alternate Emergency Operation Center location.

1<sup>st</sup> Alternate Location: (To be determined.)

### **Emergency Operation Center Functions and Responsibilities**

The five SEMS functions in the City of Lakeport EOC are: Management, Operations, Planning/Intelligence, Logistics, and Finance/Administration. These functions are the basis of the City EOC Organization.

- Management is responsible for overall emergency policy and coordination through the joint efforts of government agencies and private organizations.
- Operations is responsible for coordinating support for local governments' emergency response, coordinating inter-jurisdictional responses, and coordinating City-wide activities through implementation of the City Emergency Operation Plan (EOP).
- Planning/Intelligence is responsible for collecting, evaluating, and disseminating information, developing the City incident action plan in coordination with other functions, and maintaining documentation.
- Logistics is responsible for providing facilities, services, personnel, equipment, and materials to support the emergency response.
- Finance/Administration is responsible for financial and other administrative activities.

The general responsibilities of key members of the City emergency management organization are presented in the foregoing. The duties and responsibilities for these functions are depicted in the position checklists, which provides for each assigned SEMS function. The checklists are based on three phases: Activation, Operational, and Deactivation. A generic checklist, for the activation and deactivation phases, is also provided. Some positions may have unique actions to take under these two phases, which will be noted on their specific checklist.

### **EMERGENCY OPERATIONS CENTER ORGANIZATION**

The Emergency Operations Center (EOC) will be organized using the Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) structure. The SEMS-NIMS structure consists of five principle Sections, which normally activate for a major incident. The Sections are:

## MANAGEMENT SECTION

The Management Section is responsible for the overall coordination and administration of emergency response operations within the City of Lakeport jurisdiction. The Management Section includes positions that provide management functions for situation response.

**Director of Emergency Services:** The Director is the City Manager. The City Manager appoints the assistant Director or other designated representative.

**Emergency Services Coordinator:** The Emergency Services Coordinator serves as a resource to and assists the Director in administration of the emergency response. Provides and maintains coordination with the County OES and/or Coastal Region REOC.

**Liaison Officer:** When an incident has a multi-agency or multi-jurisdictional response, the Liaison Officer maintains and provides coordination with outside agency representatives, other Operational Area jurisdictions, local business and employers and City EOC's.

**Legal Officer:** City Council serves as the Legal Officer. This position provides legal counsel to the Director and, assist in preparing a Declaration of a Local Emergency.

**Public Information Officer:** The Public Information Officer serves as the point of contact for the media and other organizations seeking information on the emergency response. The function provides information to the general public through the media and monitors broadcasts for correct information. The PIO monitors media operations in the jurisdiction to ensure safety and lack of interference. Provides the Director and other emergency service personnel with current information. Monitors the use of and prepares releases for the Emergency Alert System (EAS).

**Safety Officer:** Monitors all operations within the jurisdiction and screens plans for activities, which may place disaster workers in conditions, which are unduly hazardous for the event. Makes recommendations to staff and Director to modify or terminate operations. Monitors the scheduling, work conditions, feeding and rest requirements of all Disaster Workers to ensure the safest possible environment for conditions. Prepares and monitors a safety plan for the emergency and ensures adequate measures are taken to guard the safety and well being of all personnel.

**Security Officer:** Responsible for the control of personnel in and out of the EOC. Denies access to all unauthorized persons, unless otherwise directed. Establishes an access roster and maintains a identification and, entry pass system.

**Agency Representative:** Agency representatives are from other jurisdictions or organizations outside of the City management. They serve as key points for requests to or from their agencies. They should be able to speak on behalf of their jurisdiction or agency within established policy limits.



**MEDIA CONTACTS  
LAKE COUNTY OPERATIONAL AREA**

**RADIO**

<b>Description</b>	<b>Address</b>	<b>Telephone</b>	<b>Fax</b>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**TELEVISION**

<b>Description</b>	<b>Address</b>	<b>Telephone</b>	<b>Fax</b>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

## OPERATIONS SECTION

The Operations Section is dedicated to all operations being carried out within the City of Lakeport jurisdiction.

**Operations Section Chief:** The Operations Section Chief has the management responsibility of all activities directly applicable to the field emergency response in the City jurisdiction. The Operations Section Chief participates in the development and execution of the Incident Action Plan (IAP).

**Fire & Rescue Branch:** The Fire & Rescue Branch is headed by a member of Lakeport Fire District who coordinates the activities of personnel engaged in fire operations, EMS/disaster triage, urban search & rescue (USAR), hazardous materials and other emergency operations; maintains communications with field commands; evaluates status reports; makes decisions regarding the commitment of resources; and determines the need for mutual aid assistance. Request mutual aid through the Lake Operational Area Fire/Rescue Coordinator. Documents and prepares RIMS Fire & Rescue Status report.

**Law Enforcement Branch:** The Law Enforcement Branch coordinates general law enforcement, counter-terrorist activities (WMD), public warning information, evacuation procedures, traffic control, coroner operations, search & rescue teams, and public security and order. Maintains communications with field commands; evaluates status reports; makes decisions regarding the commitment of resources; and determines the need for mutual aid assistance. Requests mutual aid through the Lake Operational Area Law Enforcement Coordinator. Documents and prepares RIMS Law Enforcement/Coroner Status report.

**Construction & Engineering - Public Works:** The Public Works Branch surveys all jurisdictional facilities, assessing damage and coordinating repairs, conducts debris removal services, establishes priorities to restore essential services. Coordinates the allocation of engineering resources (construction equipment, materials, etc.) required for route recovery, and other engineering operations. Coordinates response for the management and restoration of all transportation facilities. Monitors and coordinates all responses related to utilities to include electricity, gas, water, telephone, sanitation; and other utilities. Coordinates and inspects facilities for structural safety. Documents and prepares RIM Public Works Status report.

**Medical & Health Branch:** The Medical/Health Branch coordinates and prioritizes requests from field responders and obtains medical/health personnel, supplies and equipment through mutual aid. Public Health oversees medical, environmental health, hazardous materials and biological health activities. Support for this activity is coordinated from the Lake Operational Area EOC jointly with the other county departments. The branch coordinates the procurement and allocation of critical public and private medical and other resources; the activation and operations of Casualty Collection Points (CCP); the transportation of casualties and medical resources; the relocation of patients from damaged or untenable health care facilities; and oversight of patient care for persons in special care programs who may become isolated.

**Care & Shelter Unit:** The Care & Shelter Unit is responsible for the coordination of volunteer agencies; the provision of food, potable water, clothing, shelter, animal welfare, emotional support and other basic necessities of citizens. The Care & shelter Unit provides a central registration and inquiry service to reunite families and respond to outside welfare inquiries. Coordinate with Logistics Section to provide housing and feeding of all response personnel, to include mutual aid agencies.

**Designated Shelter Sites:**

- Clearlake: American Legion: 100 persons, no showers,  
Elks Lodge: 50 persons, no showers.  
Church of the Nazarene: Food Service Only-full kitchen, 100 meals per shift.  
Kingdom Hall Jehovah Witnesses: Service Center or Headquarters.  
Church of Jesus Christ of Latter Day Saints: 150 persons, no showers.  
Clearlake Church of Christ: 25 people, no showers.
- CL Oaks: Moose Lodge: 50 persons, full kitchen, no showers, small septic system, would need porta-potties.
- Lower Lake: Brick Hall: Emergency Evacuation Center 24 hour. Service Center
- Middletown: Hidden Valley Country Club: 50 persons, full kitchen, has showers  
Lions Club: 80 persons, full kitchen, no showers.  
Middletown Sr. Center: Food Service only 250 meals per shift.
- Lucerne: Lucerne Sr. Center: 30 persons, full kitchen 200 meals per shift, no showers.
- Kelseyville: Grace Evangelical Church: 150 persons, full kitchen 200 meals per shift, no showers.  
Riviera Heights Club House: Service Center or Headquarters.
- Lakeport: United Christian Parish: 50 persons, full kitchen 100 meals per shift, no showers.  
National Guard Armory: 200 persons, full kitchen 100 meals per shift, showers.  
Fairgrounds: approx 500 persons could be housed in all halls, showers.  
Church of Jesus Christ of Latter Day Saints: 150persons no showers.
- Schools: Lakeport, Kelseyville, Lower Lake, Middletown, Lucerne, Upper Lake.

**Animal Care and Control Service Sites and Holding Facilities:**

- Clearlake: Clearlake Veterinary Clinic: 3424 Emerson Drive, 18 dog kennels, 12 cat kennels.  
Dr. Eagle: 14360 Lakeshore Drive, 8 dog kennels, 12 cat kennels.  
Clearlake Impound: Airport Road, 5 dog kennels, 9 cat kennels.
- Middletown: Middletown Animal Hospital: 21503 Hwy 29, 30 dog kennels, 30+ cat kennels, 25 horses, 3 horse slant trailer, and a P/U truck.  
Hidden Valley Security: Hartmann Rd, 6 dog kennels.

Lakeport:     Animal Care and Control: 4949 Helbush, 84 dog kennels, 300+ cats.  
                  2 stock trailers, 6 AC trucks.  
                  Wasson Veterinary Clinic: 3083 Hwy 175, 13 dog kennels, 12 cat kennels.  
                  Main St Veterinary Clinic: 2530 So. Main,  
                  Lakeport Fairgrounds: Martin St, Livestock of all kinds.

**Staging Area Manager:** The Staging Area Manager is responsible for the locating, establishment and operations of a central staging area used for the collection and dispatch of resources entering the City during a major incident. The Staging Manager will be responsible for the processing of resources, coordination with the Logistics Section and properly coordinating demobilization.

**Air Operations:** Air Operations Unit is responsible for coordination of air traffic restrictions over the County with the Federal Aviation Administration (**FAA**) through the Lake Operational Area Air Operations Coordinator. The unit coordinates helicopter transportation needs in support to fire and law enforcement branches.

## PLANNING/INTELLIGENCE SECTION

The Planning/Intelligence Section collects, evaluates, processes, and disseminates information for use in the overall emergency. The Section conducts planning meetings and prepares the action plan for events which require extended operations.

**Planning/Intelligence Section Chief:** The Section Chief has the management responsibility for all planning activities relating to response, demobilization and recovery operations. The Section Chief assist the EOC Director in the development of the Incident Action Plan (IAP).

**Situation Analysis Branch:** The collection, processing, and organizing of all information takes place within the Situation Analysis Unit. This unit prepares maps and disseminates information and future projections, and utilizes the Lake County GIS systems as required. The unit is responsible for gathering current and updated weather data. Provide continuous and updated information to EOC Sections and Units related to incident activities.

**Documentation Branch:** The Documentation Unit maintains accurate up-to-date files of logs, reports, plans and other related information. This unit provides duplication services for the EOC and maintains display boards of the current situation status.

**Advance Planning Unit:** The Advance Planning Unit focuses on potential response and recovery issues that might exist in 36 to 72 hours following the current operational period.

**Technical Services Unit:** the Technical Services Unit provides information, advice and assistance in mitigating particular hazards that are beyond the capabilities of the city resources. The Unit is usually staffed with outside technical experts in particular fields and specialties as the situation requires.

**Recovery Branch:** The Recovery Branch collects all damage information from field units and reporting agencies within the City. It coordinates all fiscal recovery with disaster assistance agencies. Manages and generates cumulative cost reports for the Director as well as authorized State and Federal Agencies.

**Resource Status Unit:** The Resource Status Unit works with the other units to collect and maintain centralized accounting of the status of all resources ordered or used in during the incident.

## LOGISTICS SECTION

The Logistics Section is responsible for the support to all City emergency operations in the procurement of supplies, materials, personnel and mutual aid support to non-discipline specific mutual aid systems.

**Logistics Section Chief:** The Logistics Section Chief oversees all of the resources and support functions of the Logistics section.

**Communications Branch:** Ensures that radio, telephones and computerized resources and services are provided to the EOC staff, including ACS volunteers and resources. Establishes communications with all field incident bases and/or units in the City. Establishes communications with the City of Lakeport EOC. Monitors the 9-1-1 system throughout the County. Develops a communications plan. Develops, maintains and publishes communications directories. Maintains communications with Lake County OES and all mutual aid agencies. Acquires any needed communications equipment for operations in the field. NOTE. The Sheriff's Department Communications Center receives and dispatches all 9-1-1 emergencies for Lake County law enforcement, fire services and medical services.

**Transportation Branch:** The Transportation Unit coordinates the acquisition of requested transportation resources and the transportation of workers, victims and impacted citizens.

**Personnel Branch:** Provides trained and volunteer personnel resources as requested in support of the EOC and field operations. Coordinate the directions for and the control of convergent volunteers.

**Supply/Procurement Branch:** Manages the procurement and allocation of equipment, supplies and materials that are not secured through mutual aid.

**Facilities Branch:** The Facilities Unit is responsible for the establishment, maintenance and demobilization of all facilities, except staging areas, needed for operational support.

**COMMUNICATION FREQUENCIES  
LAKE COUNTY OPERATIONAL AREA**

<b>Agency</b>	<b>TX</b>	<b>RX</b>	<b>PL</b>
<b>Law Enforcement</b>			
LCSO Lakeport	155.970	155.970	141.5
LCSO (Seigler)	155.625	155.970	
LCSO (Hunter)	155.625	155.970	103.5
LCSO SAR	155.160	155.160	
LCSO Boat	155.115	155.955	123.0
Lakeport PD	155.685	155.685	
Clearlake PD	156.030	155.656	
CHP		154.905	107.2
Clemars	154.920	154.920	
Nalemars	155.475	155.475	
CALCORD	156.075	156.075	
<b>Fire Services</b>			
Lake County Fire			
Red Net	154.055	155.025	88.5
Blue Net	154.175	154.175	88.5
Yellow Net	154.235	154.235	88.5
Green Net			
Grey Net			
CDF & FP	151.340	151.340	
BLM	166.375	166.375	
Mendocino NF	169.175	169.175	
OES White 1	154.280	154.280	Base to Mobile
OES White 2	154.265	154.265	Tactical
OES White 3	165.295	154.295	Tactical
CALCORD	165.075	156.075	Multi-Agency
<b>County OES</b>			
OES-Seigler	153.875	158.805	123.0
OES-Hunter	153.875	158.805	91.5
<b>County Departments</b>			
All Departments	153.875	158.805	

## **FINANCE / ADMINISTRATION SECTION**

The Finance/Administration Section is responsible for managing all financial aspects of the response and recovery systems.

**Finance/Administration Section Chief:** The Section Chief is responsible for the continuity and maintenance of financial operations and records, claims and cost analysis of the incident.

**Time Branch:** The Time Unit maintains records of all on-duty personnel, including volunteers. The Unit will assist field incident commanders in developing procedures and accounting for hours.

**Compensation Branch:** The Compensation and claims Unit accepts as the official agent for the City, all damages and injury claims. This unit manages claims and conducts related investigations.

**Purchasing/Procurement Branch:** The Purchasing/Procurement Unit negotiates and coordinates vendor contracts and purchase requests that exceed established purchase order limits. The function may be shared with the Logistics section; however, the accounting portion of this function will remain with the Finance Section.

**Cost Unit:** The Cost Unit is responsible for tracking all expenditures and providing reports as needed to the Director and EOC staff. Information collected will be required for recovery unit claims later.



## EOC OPERATION - GENERAL

### Security and Sign-In

The Police Department is responsible for physical security of the EOC and its critical systems. The Law enforcement representative shall establish an EOC roster and sign-in sheet. Identification will be verified and an EOC badge issued which reflects the person's status. Media representative will not be allowed inside the EOC. The Public Information Officer will conduct interviews outside the facility or in a specially prepared media room.

### Shift Scheduling

Each Section and Unit should prepare, following the onset of the emergency or as soon as possible shift schedules. Current and new shift schedules should be posted. Relieving shifts should arrive 30 minutes before the start of their shift so that hand-off briefings can be conducted. What has occurred, what decisions have been reached, and what problems remain un-addressed should be the main topics. The retiring shift will remain for 30 minutes after the briefing to ensure a smooth operational transition transfer.

### Briefings and Conferences

Briefings for the Director of Emergency Services, **City Council**, and the Public Information Officer should be scheduled at pre-set intervals. The Planning/Intelligence Section is responsible for coordinating all briefings. Section Chiefs should be prepared to participate in these briefings with a short summary of their progress. The briefings by each section should include:

- Unresolved problems;
- Major new problems since last briefing;
- Assistance needed from other agencies and status of mutual aid;
- Information developed by the section that should be passed to other EOC sections or to the public.

Once a day, or at the end of an Operational period, the Director of Emergency Services will call a meeting, with a new Incident Action Plan being disseminated.

The Director of Emergency Services or Emergency Services Coordinator may request additional briefings. These briefings may include News media, VIPs and newly arrived state and federal representatives. The director may request a conference at any time with EOC staff to address and resolve major issues.

### After Action Reports

After action reports are required any time the Emergency Operations Center is activated or any level that OES support activity has been used. The Director, Incident commander or OES Coordinator will ensure that all responsible persons, Section Chiefs, Unit Leaders and other assigned personnel submit the reports. Initial after-action reports will be submitted before leaving the EOC and follow-up reports submitted within 48 hours of closing of the operation. Detailed reports will be submitted, as information is collected, but not later than 30 days after closing of the incident.

### **Clerical Support**

Generally, each unit in the EOC organization will be responsible for its own clerical support. The individual assigned should be trained in all related aspects of the EOC operation. The individual assigned clerical duties should not be a supervisor, but rather an individual normally tasked with clerical duties. This person will be known as the Technical Assistant. The Finance/Administration Section Chief will ensure that adequate support staff is available. Special clerical support and input will be the responsibility of the Documentation Unit. The Documentation Unit will be responsible for the preparation of any official documents, re-supply of office supplies and photocopying. In addition, the Documentation Unit will oversee the work product of all Unit and Section technical assistants to ensure conformity with established procedures.

### **Computer Operations**

The EOC should be equipped with Computers. The computer system should be capable of connecting with City EOC's through the Internet or RIMS. The computer system should have an array of self-contained programs to include word processing, accounting, spreadsheets, databases and graphic presentations. The Data Processing Unit designee is responsible for overseeing the use and operations of the computer system. Under no circumstances will personally owned computers or laptops, disks, tapes, or other such items be used in or with any EOC system until the equipment has been scanned for viruses and other problems. Such problems could affect the entire Operational Area and State OES systems.

### **Incident Boards**

The Situation Unit, Law Enforcement Branch, Fire-Rescue Branch and Public Works Branch, shall maintain incident Boards. These boards shall be posted as changing information is received and the situation map properly annotated. Only active situations and incidents will be maintained on the boards. A permanent record of incidents will be kept by the technical assistant. The permanent record and the completed map overlay will be submitted as part of the after-action report.

### **Personnel Accountability**

Each Section Chief, Branch Coordinator, and Unit Leader has the responsibility to maintain accountability of all assigned personnel, both in the field and in the EOC. Work schedules, time sheets and casualty reports will be submitted to the Personnel Unit in a timely basis following each shift. Personnel will be accounted for by name, assignment and location. Within the EOC, Unit Leaders will prepare an EOC personnel assignment form which reflects the personnel currently on-duty and scheduled for the next shift.

### **Records Maintenance**

Each Section, Branch and Unit is responsible for the maintenance of its records. Adequate supplies should be kept available to facilitate the process. It is recommended that each unit establish an individual folder for messages, staff logs, and incident board sheets and other related records. Each folder should be clearly labeled. Each shift is responsible for assuring that any documents generated during its tour of duty are properly filed and cataloged before turning them over to the relief shift. At the conclusion of the incident or event, each unit will consolidate all files, assure that all forms are

completed, and will submit them to the Section Chief. Each Section Chief will review the documentation for completeness and will then submit all Unit files along with the Section Chief files to the Documentation Unit.

The records generated during the course of the incident or event should be used as reference material for the After Action report. NOTE: Original documents shall not be removed from the Emergency Operations Center. The Documentation Unit is the only authorized Unit to remove said documents.

### **Staff Unit Logs**

Each Unit within the EOC will maintain a Unit Log. This document shall be used to record all activities, staff coordination, policy changes or requests processed by the unit.

### **Message Flow and Processing**

The rapid and efficient movement of information is essential to a successful Emergency Operations Center. Information must be distributed rapidly, but it must also be documented and tracked. This facilitates follow-ups and generating historical data.

#### **The following procedures should be utilized:**

##### **Responsibilities: Incoming Messages**

#### **A. Receiver:**

**Message Form Entry:** Upon receipt of a message reporting a new development or situation, write it down in the Incident section of a message form. Time and date of receipt should be entered on the Date/Time line at the top of the form.

**Message Number:** Enter a message number at the top of the form. The message number should begin with a two-letter section identifier and then a number.

Example: CM: Command/Management  
OP: Operations  
PL: Planning/Intelligence  
LG: Logistics  
FI: Finance/Administration

CM-0001 is the first message received by Command; OP-0006 is sixth message received by Operations.

**Message Priority:** Assigned a priority from 1 (highest) to 4 (lowest) as follows:

Priority 1: Lives endangered, immediate response required;  
Priority 2: Lives endangered, fast response required;  
Priority 3: Timely operational response required;  
Priority 4: Routine data and logistics message.

Assignment of Incident Number: If the message reports a new incident in the field, then the message will be taken to the Situation Unit for assignment of an Incident Number and subsequent delivery to the Section involved. The Section Chief is responsible for delivery of messages to Unit Levels.

Action: Take any immediate action required by the message, remove the last copy for record, and send the rest of the form to the Documentation Unit.

#### **B. Message Center:**

Log all incoming messages in order received. Use separate file made up of the Staff Officer Log forms.

Action: Retain one copy for record and route remaining copies to appropriate action of coordination sections. Route one copy to Planning/Intelligence Section for the Situation Unit.

#### **C. Action Section:**

Action: Take any necessary action and coordinate with other Sections as required. Note actions taken and time on message form

Display: Make entries or update displays as required

Follow-up: Continue follow-ups until the situation or problem has been solved or no further action is necessary.

#### **D. Coordinating Section:**

Take appropriate action and note time and action taken on copy of message form.

#### **E. Situation Unit:**

Post status boards with major emergency information, problems, and actions taken. Alert the Director of Emergency Services and/or OES Coordinator to major problems from which no reports have been received.

#### **F. Messengers:**

Distribute messages from message center to Sections. Pick up messages from Sections and deliver to message center.

### **Responsibilities - Outgoing Information**

#### **A. Originator:**

Write message on message form. Enter priority at top of form. Remove the Sender Copy of message form and retain it. Give the last copy to the Documentation Unit. Pass message form to the message center for distribution. In the event of an emergency, pass the message directly to the receiving unit and give the Message Center its designated copy.

**B. Message Center:**

Log message in outgoing message log and enter time on message form. Remove last copy for file with the Documentation Unit. Send message to Communications Center for transmission.

**C. Messengers:**

Take outgoing messages from message center to Communications Center or as directed by message center.

**D. Communicator:**

Send message. Time stamp the copy for records.

**Response Information Management System (RIMS)**

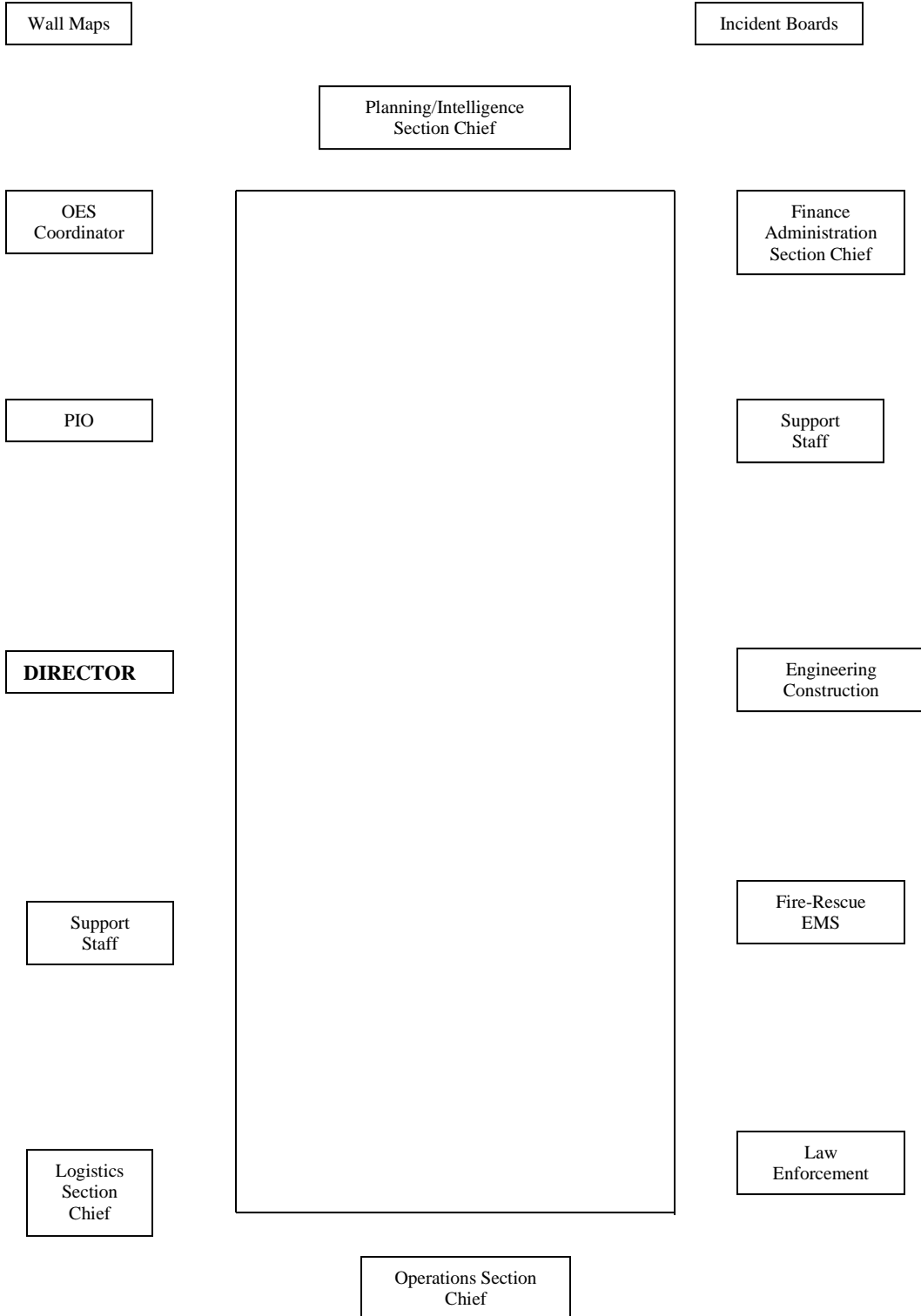
Activation of the Emergency Operations Center requires RIMS reporting to the Cal EMA Coastal Region REOC. RIMS is an automated reporting system designed to provide information directly to Cal EMA Region and State Headquarter Offices from the City of Lakeport.

The forms have been included for City use to provide uniformity of information. The forms are electronic and contained on the City of Lakeport computers. The Operational Area and Cal EMA Coastal Region usually regulate timing of submissions. If computers are not operational, then photocopies of the blank forms may be used. The forms are transmitted by telephone or through the Operational Area Satellite Information System (OASIS). All RIMS submissions must be review and approved by the Operational Area Emergency Services Coordinator before being transmitted to Cal EMA.

# CITY OF LAKEPORT

## EMERGENCY OPERATIONS CENTER SAMPLE FLOOR PLAN

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## GENERIC CHECKLIST

Checklists for each position are listed in three phases; Activation, Operational and Demobilization. The actions to be taken are common to all positions.

### Activation Phase:

- Check in upon arrival at the EOC or designated location.
- Report to EOC Director, Section Chief, Branch Coordinator, or other assigned supervisor.
- Obtain incident status.
- Set up your work station and review your position responsibilities.
- Establish an incident/position log that chronologically describes your actions taken during your shift.
- Determine your resource needs, such as computer, phone, plan copies and other reference documents.

### Operational Phase:

- Provide status as required.
- Attend action planning meetings as required.
- Maintain the incident/position log for your position.

***(For extended incidents, at operational period shift change :)***

- Close your incident/position log.
- Complete required operational period reports.
- Clean up your work area.
- Brief your relief on situation.
- Leave the facility.

**Demobilization Phase:**

- Deactivate your assigned position when authorized by the EOC Director or your supervisor.
- Close out logs.
- Complete all required forms, reports and other documentation and submit them to your supervisor.
- Be prepared to provide input to the after-action report.
- Clean up your work area.
- Return all equipment/materials provided to you, such as computer, phone, reference materials etc.
- Sign out; leave forwarding phone number where you can be reached.