

CITY OF RIVERSIDE
EMERGENCY OPERATIONS PLAN
BASIC PLAN

Promulgated:
Last Updated: 2024

Prepared By:
City of Riverside Fire Department Office of Emergency Management

Portions of this document may contain sensitive information pertaining to the deployment, mobilization, and tactical operations of the City of Riverside in response to emergencies and disasters. The vast majority of this plan is available for public review. Refer any request for a copy of this document to City of Riverside Office of Emergency Management

FORWARD

Date

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

This plan establishes the emergency organization, assigns tasks, and specifies policies and general procedures during both response and Short-term recovery. It also provides for coordination with Riverside County as the OA Lead Agency. This plan includes the critical elements of the Standardized Emergency Management System, the National Incident Management System, the Incident Command System, and the National Response Framework.

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

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

This Emergency Operations Plan will become effective upon resolution/ordinance with concurrence by signatures of City of Riverside leadership below.

Copy of Resolution / Ordinance

Plan Concurrence

As a designated official 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.

X

City Manager

X

Assistant City Manager

X

Assistant City Manager

X

Assistant City Manager/CFO

X

Chief Innovation Officer

X

City Attorney

X

City Clerk

X

Community & Economic Development Direct...

X

Finance

X

Fire Chief

X

General Services Director

X

Housing & Human Services

X

Human Resources Director

X

Library Director

X

Marketing & Communications Director

X

Museum Director

X

Parks Recreation & Community Services Dire...

X

Police Chief

X

X

Public Utilities General Manager

Public Works Director

Distribution List

This distribution list names the departments or agencies receiving copies of the City of Riverside Emergency Operations Plan. The plan will be distributed in a printed version.

Department	#
City Manager	1
Assistant City Manager	1
Assistant City Manager	1
Assistant City Manager	1
CFO / Treasurer	1
Fire Chief	1
Police Chief	1
Public Works Director	1
Public Utilities General Manager	1
Chief Innovation Officer	1
City Attorney	1
City Clerk	1
Community and Economic Development Director	1
Housing and Human Services Director	1
Human Resources Director	1
Library Director	1
Marketing and Communications Director	1
Museum Director	1
Parks, Recreation, and Community Services Director	1
General Services Director	
Main Library – Reference section	1
Public Safety 911 Call Center	1
Public Utilities Grid Control Center	1
Public Works Wastewater Control Center	1
Public Utilities Real Time Dispatch	1
Riverside City Fire Stations	14
Riverside City EOC	1
Riverside City OEM	1
Riverside County EMD	1

Record of Revisions

The Emergency Services Coordinator will maintain the official copy of the EOP and use the record of revisions table below to track changes to the EOP.

Change No.	Description	Change Date	Approved By

Table of Contents

Copy of Resolution / Ordinance	5
Plan Concurrence	7
Distribution List	10
Record of Revisions	11
BASIC PLAN.....	16
Section 1.0 Administrative Features	16
1.1 Plan Format.....	16
1.2 Purpose and Scope.....	16
1.3 EOP Implementation.....	19
1.4 Authorities and References	19
1.5 Relationship to Other Plans and References	21
1.6 Standard Operating Procedures/Guidelines (SOPs/SOGs)	22
Section 2.0 Situation and Assumptions	23
2.1 General Description	23
2.2 Geography.....	24
2.3 Hazard Analysis.....	24
Severity Rating Table	24
2.4 Hazard Situation and Summaries	25
2.5 Planning Assumptions	26
Section 3.0 Concept of Operations	28
3.1 Phases of Emergency Management	28
3.1.1 Prevention Phase.....	28
3.1.2 Mitigation Phase.....	28
3.1.3 Preparedness Phase	29
3.1.4 <i>Response Phase</i>	30
3.1.5 Recovery Phase	32
3.2 Presidential Policy Directive 8- the National Preparedness Goal	32
3.3 National Incident Management System (NIMS).....	33
3.4 Standardized Emergency Management System (SEMS)	33
3.5 Incident Command System (ICS)	34
3.6 SEMS Organizational Levels.....	34
3.6.1 Field Response Level	34
3.6.2 Local Government Level	35

3.6.3	Operational Area Level.....	35
3.6.4	Regional Level.....	37
3.6.5	State Level.....	38
3.6.6	Federal Level.....	38
3.7	SEMS Organization.....	39
3.7.1	SEMS Components.....	40
3.7.2	EOC Activation Levels.....	42
3.8	Field Level Interface with the EOC.....	45
3.8.1	Field/EOC Communications and Coordination.....	45
3.8.2	Field/EOC Direction and Control Interface.....	46
3.8.3	Field/EOC Coordination with Department Operations Centers (DOCs).....	46
3.9	EOC Action Plans.....	46
3.10	After Action/Corrective Action Reports.....	47
3.11	Coordination with Emergency Response Levels.....	47
3.11.1	Coordination with Field Response Level.....	47
3.11.2	Communication Coordination with the Riverside County Operational Area EOC.....	47
3.11.3	Coordination with Special Districts.....	48
3.11.4	Coordination with Volunteer and Private Sector Agencies.....	48
3.12	Statewide Emergency Management.....	48
3.12.1	California Master Mutual Aid Agreement.....	49
3.12.2	Emergency Management Assistance Compact (EMAC).....	49
3.12.3	Mutual Aid System.....	50
3.12.4	Mutual Aid Coordinators.....	50
3.12.5	Mutual Aid Agreements.....	51
3.12.6	Riverside County/OA Mutual Aid Requests.....	52
3.13	The City of Riverside Emergency Organization.....	52
3.13.1	Emergency Information Resource Book.....	53
3.13.2	Joint Information Center.....	53
3.13.2	Emergency Proclamations.....	53
3.13.3	State of Emergency.....	54
3.13.4	State of War Emergency.....	55
3.14	Continuity of Government.....	55
3.14.1	Alternate Seat of Government.....	55
3.14.2	Succession of Officers.....	56
3.14.3	Lines of Succession.....	56
3.14.4	Departmental Lines of Succession.....	57
3.14.5	City of Riverside Director of Emergency Services.....	58
3.14.6	Vital Record Retention.....	59

3.15 Training, Documentation and Exercises	59
3.16 Requirements of the Americans with Disabilities Act and California Access and Functional Needs Legislation	61
3.17 Animal Care Considerations.....	66
3.18 Communications and Warning	66
3.18.1 Emergency Alert System (EAS).....	66
3.18.2 National Warning System (NAWAS).....	69
3.18.3 California State Warning Center (CSWC)	70
3.18.4 Operational Area Satellite Information System (OASIS)	70
3.18.5 Emergency Digital Information System (EDIS)	70
3.18.6 Public Safety Enterprise Communication (PSEC)	71
3.18.7 County Disaster Net	71
3.18.8 Satellite Telephones.....	71
3.18.9 Radio Amateur Civil Emergency Services (RACES)	71
3.18.10 Riverside Alert notification system	71
3.18.11 Social Media	72
3.18.12 Relay Services	72
Section 4.0 Recovery Operations.....	73
4.1 Federal – Robert T Stafford Disaster Relief Act of 1974	73
4.2 Short Term Recovery.....	73
4.3 Long Term Recovery	74
4.4 Damage Assessment.....	75
4.4.1 Structural Damage	75
4.4.2 Hazard Mitigation Grant Programs	75
4.5 Disaster Assistance.....	76
4.5.1 Federal Programs	76
4.5.2 Government Assistance to Individuals.....	77
4.5.3 Public Assistance.....	77
4.5.4 State – California Disaster Assistance Act (CDAA)	78
4.6 Non-Governmental Organizations and Community Bases Organizations	79
4.7 Recovery Reporting and Documentation	79
4.7.1 After-Action Reporting	79
4.7.2 Recovery Documentation.....	80
4.8 Joint Field Office	80
Section 5.0 Plan Maintenance	81
Appendix A – Glossary of Terms.....	82

Appendix B – Acronyms.....94
Appendix C – Supporting Documentation96

BASIC PLAN

Section 1.0 Administrative Features

1.1 Plan Format

The City of Riverside Emergency Operations Plan (EOP) consists of the Base Plan, Appendices, and Emergency Support Functions:

- Base Plan includes:
 - Introduction and administrative features; concept of operations including the principles and methods used to carry out emergency operations; hazards and threats to the city to provide a rationale for prioritizing emergency preparedness actions for specific hazards; and recovery and mitigation operations.
- Appendices include:
 - Glossary; acronyms; supporting documentation; Emergency Operations Center (EOC) Operations; Department Emergency Operations
- Emergency Support Function (ESF) Annexes:
 - The annexes represent a set of specific protocols that are complementary to the EOP and will be used during specific, significant emergency situations that require unique planning and coordination beyond all hazards approach within the Basic Plan.
- Hazard Specific Annexes: Specific hazards warranting unique response plans (e.g., Hazardous Materials Area Plan)

1.2 Purpose and Scope

Purpose: The City of Riverside Emergency Operations Plan (EOP) establishes the policies and framework to effectively manage all emergencies and disasters. The EOP prescribes the phases of emergencies and disasters; Prevention, Mitigation, Preparedness, Protection, Response and Recovery. The EOP is an all-hazard, all-risk plan which provides linkage to other plans and policies. It assigns responsibilities for actions and tasks that the City of Riverside will take to provide for the safety and welfare of its citizens against the threat of natural, technological, national security emergencies, and man-made disasters. The EOP is designed to coordinate closely with the State of California Emergency Plan and the National Response Framework.

This plan was developed for the following purposes in support of emergency management

- Outlining the methods and procedures used by emergency management personnel to assess emergency situations and take appropriate actions to save lives and reduce injuries,

- Preventing or minimizing damage to public and private property and protect the environment.
- Supporting the provision for emergency public information throughout the emergency, including information on personal protective actions the public can take.
- Developing a whole community approach to emergency management to facilitate a response that is inclusive of the entire community.
- Defining the operational concepts and procedures associated with the EOC interface with the field emergency responders, and EOC coordination with city departments, personnel, and systems.
- Identifying the organizational framework for the overall management and coordination of emergency operations in the city by implementing the National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS).
- Identifying the responsibilities of local, state, and federal agencies in the event of an emergency or disaster affecting the city.
- Facilitating mutual aid to supplement local resources.
- Facilitating multi-agency and multi-jurisdictional coordination, particularly between local government, operational area (OA), state response levels, and appropriate federal agencies in emergency operations.
- Outlining the functions and their components that the city must undertake to effectively respond to and resolve the emergency situation.
- Providing an operational plan as well as a reference document; it may be used for pre-emergency planning as well as emergency operations.
- Providing information for training emergency response personnel and local government staff to prepare for, respond to, and recover from emergencies and disasters efficiently and effectively.
- Assuring cultural competence in all phases of emergency management.

Scope: The City of Riverside Emergency Operations Plan (EOP) addresses the City of Riverside's planned response to extraordinary emergency situations, catastrophic incidents, and disasters associated with natural, technological, national security emergencies, and man-made incidents.

This Base Plan establishes the authority and identifies general concept of operations on which further plans, procedures, guidelines, arrangements, and agreements can be elaborated upon.

The structure outlined in the EOP is responsive to the full range of tasks that could accompany any emergency or disaster affecting the City of Riverside. It is designed to focus initial response efforts on saving lives, protecting property, and meeting basic

human needs in the hours and days following such an emergency or disaster. Additionally, the EOP is structured to aid in restoring emergency-affected areas to normalcy and reducing further harm or damage through the recovery and mitigation phases of a disaster.

The EOP applies to all City of Riverside departments as well as independent organizations that may be tasked to provide assistance in an extraordinary emergency situation. For purposes of the EOP, any reference to City departments and organizations with respect to their responsibilities and activities in responding to an extraordinary emergency generally means City departments, divisions, and organizational units. Additionally, non-governmental or quasi-governmental organizations such as school districts, telecommunications providers, chartered organizations, universities, and volunteer organizations may serve in a supporting role in response and recovery efforts to an extraordinary emergency or disaster.

The plan is structured so that City of Riverside departments can respond under individual department authorities and capabilities, if appropriate, or as part of a more robust city-wide effort in a disaster. The EOP takes an all-hazards approach to emergency/disaster response. This means Part I of the EOP does not address specific hazard scenarios, but rather can be applied to any extraordinary emergency situation or disaster.

This Emergency Operations Plan (EOP) applies to the City of Riverside. The EOP addresses the planned response to situations associated with natural disasters and/or human caused incidents. The plan focuses on coordinating mutual aid and 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 City for supporting stakeholders in protecting life and property.

The EOP addresses the roles and responsibilities of the City during all-hazards emergency response. Specifically, the EOP identifies and describes interaction with the City of Riverside, County, State, and Federal entities, the role of the City Emergency Operations Center (EOC), and the coordination that occurs between the departments and outside agencies. The Emergency Support Functions (ESF) to this plan will describe in more detail response actions specific to each corresponding ESF. In addition to this plan, every department within the City of Riverside maintains a departmental emergency plan, which shall be consistent with the provisions of the EOP. In accordance with Homeland Security Presidential Directive (HSPD)-5 and the subsequent National Incident Management System (NIMS), this plan falls under the response element noted in the National Preparedness Goal mission.

The City of Riverside EOP provides a consistent framework for emergency management that includes management staff and employees. Additionally federal, state, county,

partner agencies, special districts, and school districts that serve residents, private and volunteer organizations involved in emergencies. This plan provides the structure for activation of the EOC during incidents.

1.3 EOP Implementation

Activation of the City of Riverside EOP occurs as a result of one of the following conditions: Activation involves invoking emergency policies and procedures, mobilizing, and deploying emergency resources, and carrying out other response and recovery activities in support of the EOP. The EOP shall become activated:

1. On order of the City Manager as Director of the Emergency Services, or Assistant City Manager as the Assistant Director of the Emergency Services; or
2. At the proclamation of a local emergency or upon the existence of circumstances where a proclamation is likely to occur in accordance with the City's Emergency Management Ordinance; or
3. When the Governor has proclaimed a State of Emergency in an area including the City of Riverside; or
4. At the declaration of a State of War Emergency, as defined by the California Emergency Services Act; or
5. Triggering Event has or is likely to occur; or
6. Activation of the EOC.

1.4 Authorities and References

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

Federal

- Homeland Security Presidential Directive (HSPD) 5, Management of Domestic Incidents issued February 28, 2003;
- Presidential Policy Directive (PPD) 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 Protection Framework;
- U.S. Department of Homeland Security, National Prevention Framework;
- U.S. Department of Homeland Security, National Response Framework (NRF)
- U.S. Department of Homeland Security, National Mitigation Framework;
- U.S. Department of Homeland Security, National Recovery Framework;
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. §§ 5121, et seq.);
- National Fire Protection Association, Safer Act Grant;

- National Fire Protection Association Standard No. 1710, 2010
- Americans With Disabilities Act of 1990, 42 U.S.C. § 12101, et seq. (ADA)
- Post-Katrina Emergency Management Reform Act of 2006 (6 U.S.C. §§ 701, et seq.)
- The Pets Evacuation and Transportation Standards Act of 2006
- Sandy Recovery Improvement Act;
- Flood Control and Coastal Emergency Act (33 U.S.C. § 701n);
- 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.)
- Comprehensive Environmental Response Compensation and Liability Act (CERCLA), Title 42 USC, §9601
- Emergency Planning and Community Right-to-Know Act, 1986 (also known as SARA Title III, as amended in CERCLA, Title 42 USC, §11001)
- Disaster Recovery Reform Act of 2018
- HSPD-21 Public Health and Medical

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

- Resolution, adopting the California Master Mutual Aid Agreement, July 1958
- Resolution 95-206, adopting the Operational Area Agreement, August 15, 1995
- Resolution adopting the County of Riverside Multi-Jurisdictional Local Hazard Mitigation Plan, 2018

City

- Emergency Management and Disasters, Riverside Municipal Code Chapter 9.20
- Local Emergency Riverside Municipal Code Chapter 2.68
- Standardized Emergency Management System (SEMS), Resolution #18616
- National Incident Management System (NIMS), Resolution #21232

1.5 Relationship to Other Plans and References

The City of Riverside EOP is the primary document used by the City to describe the conduct of emergency management activities. The EOP provides a conceptual framework for all other emergency management planning.

The City of Riverside EOP contributes to the emergency management program by describing how activities will be conducted in the city, 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 the city of Riverside, then this EOP will serve as the primary guide to coordinating those resources.

The City of Riverside EOP is not a stand-alone document. Its purpose is to support and coordinate the emergency plans and procedures of the City of Riverside departments. 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
- California State Emergency Plan
- Disaster Assistance Procedure Manual (Cal OES)
- California Law Enforcement Mutual Aid Plan
- California Fire and Rescue Operations Plan
- County of Riverside Operational Area Emergency Operations Plan
- Disaster Service Workers regulations, adopted by the California Emergency Council, amended January 9, 1979

- City of Riverside Departments 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. Refer to the City of Riverside municipal code 9.20.

Section 2.0 Situation and Assumptions

2.1 General Description

The City of Riverside is located in Riverside County, California, United States, and is the county seat. Named for its location beside the Santa Ana River, it is located at the center of the Inland Empire and is the largest city in the Riverside-San Bernardino-Ontario metropolitan area of Southern California, the 4th largest inland California City and is located approximately 60 miles (97 km) east of Los Angeles. Riverside is the 59th most populous City in the United States and the 12th most populous city in California. The City of Riverside is currently 81 square miles. According to the U.S. Census Bureau, Riverside has a 2020 population of 314,998.

The County seat for the County of Riverside is located in the City of Riverside, along with numerous State and Federal facilities. Riverside is situated along two major freeway systems; both of these freeways bisect the City. Along the northern edge of the City runs Highway 60 and is considered a primary east-west freeway link flowing traffic and goods westward to the Los Angeles metropolitan area and easterly to the Arizona border and beyond. The 91/215 freeway traverses the center portion of the City and is a primary north and south route for traffic and goods connecting Los Angeles metropolitan area to Las Vegas, Salt Lake City and beyond.

Major railway freight and passenger traffic follows the 91/215 freeway through the City leading from the Ports of Los Angeles and Long Beach to the San Bernardino/Colton rail yards, where the railcars are re-assembled for connections to northern and eastern portions of the country.

The City of Riverside is home to four large college campuses: University of California at Riverside, California Baptist University, La Sierra University, and Riverside Community College. With the exception of Riverside Community College, each of these campuses houses students throughout the academic year. The University of California at Riverside, an important agricultural, research, and engineering university, attracts students from throughout the world. K-12 education is provided by two school districts, Riverside Unified and Alvord Unified, with a total of 39 elementary schools, 9 middle schools, and 11 high schools. There are also several private schools including two that house students, Sherman Indian High School (operated by the Bureau of Indian Education) and the California School for the Deaf (operated by the State of California Department of Education).

Other attractions in Riverside include the Fox Performing Arts Center, the Cheech, Museum of Riverside, which houses exhibits and artifacts of local history, the California Museum of Photography, the California Citrus State Historic Park, and the Parent Washington Navel Orange Tree, one of the two original orange trees in California.

The City is served by three major hospitals (Kaiser, Riverside Community, and Parkview Community).

2.2 Geography

The City of Riverside sits in a valley surrounded by small mountain areas as well as large mountain ranges such as the San Jacinto and San Bernardino mountains. Within the City, surface elevations range from 700 feet above mean sea level near the Santa Ana River to over 1,400 feet west of La Sierra Avenue. The highest point in the sphere of City’s Sphere of Influence is Arlington Mountain, standing 1,853. The City’s downtown elevation is 860 feet.

Riverside experiences a semi-arid or an arid Mediterranean climate with hot, dry summers and mild, relatively wet winters. Temperatures in the summer can exceed 95°F (35°C) but with low humidity. In the winter, high temperatures may not rise above 55°F (13°C) during rainy days. On average, January is the coldest month with an average high/low of 68°F/43°F (20°C/6°C) while August is the hottest with a high/low of 95°F/64°F (35°C/18°C). Riverside receives 10.22" of precipitation annually with most of it occurring in the winter and early spring, especially January through March, with January being the wettest month. However, during El Nino years, Southern California can receive considerably more precipitation and cooler temperatures than average.

2.3 Hazard Analysis

A hazard represents an event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural losses, damage to the environment, interruption of business, or other types of harm or loss. The specific criteria and methodologies used to evaluate hazards or threats to the City of Riverside are as follows.

Severity Rating Table

Hazard	Severity Average	Probability Average	Ranking Average	Rank
Earthquake	4.00	3.29	1.00	1
Drought	3.14	3.00	3.43	2
Flood	3.00	2.71	3.71	3
Wildland Fire	2.57	3.14	4.86	4
Terrorism	2.50	2.00	7.29	5
Severe Weather: Extreme Heat	2.14	3.00	7.43	6
Power Outage/ Disruption	2.17	2.50	7.57	7

Pandemic/ Disease/ Contamination	2.86	2.86	8.29	8
Transportation Disruption	2.17	2.33	9.14	9
Severe Weather: Wind Event	2.14	2.71	10.14	10
Water System Disruption	2.00	1.86	11.43	11
Gas/Fuel Pipeline Disruption	2.17	2.00	11.71	12
Cyber Security	2.29	2.14	12.29	13
HazMat Incident	2.17	2.86	13.00	14
Severe Weather: Winter Weather	1.86	1.71	14.43	15
Civil Unrest	2.00	1.83	15.57	16
Dam Failure/Inundation	2.00	1.57	17.43	17
Communications Outage	2.17	1.86	17.71	18
Sewer System Disruption	2.00	1.71	18.71	19
Insect Infestation	1.71	1.71	19.00	20
Landslide	1.29	1.00	20.29	21
Tornado	2.00	1.00	21.00	22
Nuclear/Radiological Incident	2.17	1.17	21.43	23
Jail/Prison Event	1.33	1.29	22.14	24

2.4 Hazard Situation and Summaries

The City of Riverside, situated within Riverside County, faces a variety of hazards. The City developed this plan on the basis of hazard and vulnerability findings. The analysis of these threats, including both natural and technological hazards that affect the City, is identified in the Multi-Jurisdictional Local Hazard Mitigation Plan, City of Riverside Annex.

As with most cities in the Inland Empire, one of the primary concerns is the impact of a large earthquake in the region. Flood risk is a real concern with the Santa Ana River nearby, the large number of dams and reservoirs in and close to the City, the number of canals and arroyos traversing the City, and the low-lying areas in the City that are routinely subject to flooding during heavy rains. The City's undeveloped hillsides and the Santa Ana riverbed provide an untapped fuel base for the City's wildfires. The City's transportation network of roads, freeways, rail lines and airports provide additional associated risks to the City.

2.5 Planning Assumptions

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

During an emergency or disaster, the City of Riverside will take immediate action to determine, direct, mobilize, and coordinate resource needs. Normal operations may be interrupted, and resources redirected to save lives, relieve human suffering, sustain survivors, protect property, and repair essential facilities.

The City of Riverside maintains an Emergency Operations Center (EOC) from which all emergency activities will be coordinated.

The City of Riverside has designated emergency management staff and has identified key officials tasked with coordinating response and recovery activities from the EOC. Certain planning assumptions are made and relied upon in the preparedness, response, and recovery phases of a disaster. These assumptions should guide planning activities at the city, special district, non-governmental, and business level. These planning assumptions include, though are not limited to:

- Responsibility for emergency preparedness rests with all levels of government;
- Warning time used effectively decreases life and property loss;
- Personnel preparedness and training is essential to effective emergency operations;
- The nature and extent of an emergency will govern which elements of the emergency organization will mobilize and respond;
- Approximately 33% of residents may have a disability, access, or functional need.
- Individuals in need of additional assistance may include those who are transportation disadvantaged, who live in institutional settings, the elderly, disabled, dependent adults, children, people from diverse cultures, people with limited English proficiency or non-English speaking.
- The City of Riverside will coordinate all available resources to save lives, and minimize injury to persons and damage to property;
- The City of Riverside Office of Emergency Management serves as the lead organization for prevention, mitigation, preparedness, protection, response, and recovery activities of disasters;

- The City Manager, as Director of Emergency Services, will coordinate the City's disaster response in conformance with City of Riverside Municipal Code, Chapter 9.20 Emergency Management and Disasters;
- All of the resources of the City of Riverside; technical, personnel, mobile equipment, facilities, heavy equipment, and supplies, will be brought to bear in order to prevent, mitigate, prepare, protect, respond, or recover from a disaster;
- Mutual-aid assistance will be requested when disaster relief requirements exceed the City of Riverside's capacity to meet them;
- Mutual-aid assistance, critical equipment, essential supplies, and technical expertise may be limited or unavailable during times of regional or national disasters.
- Cultural competence will be integrated into all facets of emergency management. This includes developing cultural and linguistic competency to allow the City of Riverside emergency organization and field First Responders to better meet the needs of diverse populations and to improve the quality of services and response and recovery outcomes during and after a disaster.

Section 3.0 Concept of Operations



3.1 Phases of Emergency Management

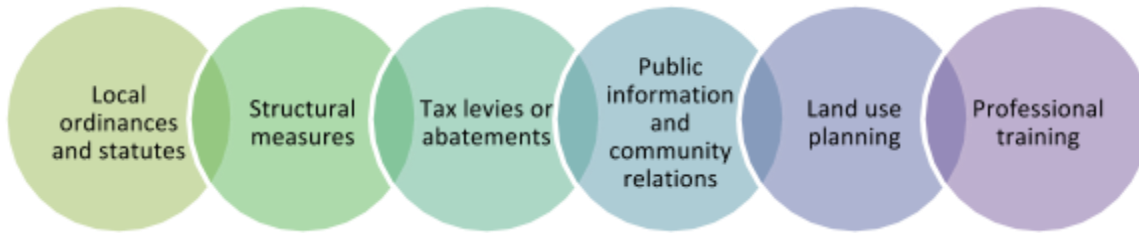
Emergency management activities during peacetime and national security emergencies are often associated with the five federal emergency management phases indicated below, however, not every disaster necessarily includes all indicated phases. All departments of the City of Riverside have responsibilities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

3.1.1 Prevention Phase

Prevention focuses on preventing human hazards, primarily from potential natural disasters or terrorist (both physical and biological) attacks. Preventive measures are designed to provide more permanent protection from disasters; however, not all disasters can be prevented. The risk of loss of life and injury can be limited with good evacuation plans, environmental planning, and design standards.

3.1.2 Mitigation Phase

Mitigation is the effort to reduce loss of life and property by reducing or eliminating the impact of disasters. It is required by the Robert T. Stafford Disaster Relief and Emergency Assistance Act. Mitigation efforts occur before and following disaster events as part of the recovery process. Hazard mitigation includes:



A detailed overview of the City of Riverside’s mitigation efforts can be found in the latest Multi-Jurisdictional Local Hazard Mitigation Plan – Riverside Annex.

3.1.3 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:

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

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



Emergency/disaster plans are reviewed to improve response and coordination of 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. The activation of the Joint Information System is initiated.

3.1.4 Response Phase

The emergency response phase can be further broken down into:

- Pre-Emergency
- Emergency
- Sustained Emergency

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 Response – During this phase, emphasis is placed on saving lives and property, controlling the situation, and minimizing the effects of the disaster. Immediate response is accomplished by the City of Riverside through timely and effective deployment. 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
- The City of Riverside can provide aid locally or through Mutual Aid

The City of Riverside will give priority to the following operations:

- Dissemination of accurate and timely emergency alert and warning to the public
- Situation analysis
- Resource allocation and control
- 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
- Prioritization of resource allocations
- Assurance of cultural competence in response activities

When local resources are overwhelmed and additional resources are required, requests for mutual aid will be initiated through the City of Riverside Duty Officer or 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 the City of Riverside 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 EOC may be activated to coordinate emergency activities. An emergency may be proclaimed by the City of Riverside or Riverside County. CalOES may request a gubernatorial proclamation of a State of Emergency based on the City or County (Riverside) proclamation. 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 CalOES, 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 – In addition to continuing life and property protection operations, mass care, relocation, registration of displaced persons, and damage assessment operations will be initiated.

3.1.5 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 responses.

The City of Riverside will ensure cultural competence is integrated into all aspects of recovery operations.



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:

- [National Planning Frameworks](#) organized to achieve the NPG:
 - [National Prevention Framework](#): Prevent, avoid, or stop an imminent, threatened, or actual act of terrorism.
 - [National Protection Framework](#): Protect our citizens, residents, visitors and assets against the greatest threats and hazards in a manner that allows our interests, aspirations, and way of life to thrive.
 - [National Mitigation Framework](#): Reduce the loss of life and property by lessening the impact of future disasters.
 - [National Response Framework](#): Respond quickly to save lives, protect property and the environment, and meet basic human needs in the aftermath of a catastrophic incident.
 - [National Recovery Framework](#): Recover through a focus on the timely restoration, strengthening and revitalization of infrastructure, housing, and a sustainable economy, as well as the health, social, cultural, historic, and environmental fabric of communities affected by a catastrophic incident.
- 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)

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 were 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.

SEMS includes the local, Operational Area, regional and state EOC levels which are focused on broader strategic management, resource management, information management, situational awareness, and multi-/inter-jurisdictional agency coordination.

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.

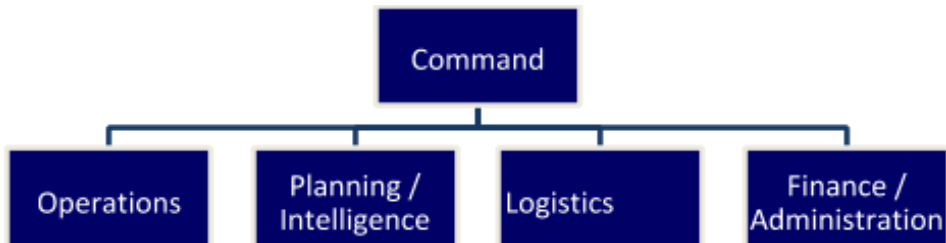
3.6 SEMS Organizational Levels

Fully activated, SEMS consists of five organizational levels: field response, local government, operational areas, Cal OES Mutual Aid Regions, and State government.

3.6.1 Field Response Level

The field response level is where 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 City of Riverside Fire Department, City of

Riverside Police Department, and City of Riverside Office of Emergency Management serve 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 a Department Operations Center (DOC) or the City EOC and/or the County EOC.

3.6.2 Local Government Level

A local government is one of the five levels of SEMS. The basic role of a local government is to manage and coordinate the overall emergency response and recovery activities within its jurisdiction. A local government under SEMS is defined as a city, county, city and county, school district, or special district.

The City of Riverside Office of Emergency Management, has the lead responsibility for SEMS planning within the City of Riverside. This involves:

- Communicating information within the City Riverside 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 DOCs
- 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 Riverside EOP and procedures
- Ensuring SEMS is incorporated into City of Riverside emergency ordinances, agreements, memorandum of understandings, etc.
- Identification of special districts that operate or provide services within the boundaries of the City of Riverside. 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 is defined in the Emergency Services Act 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. The County Public 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.

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
- 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 agreements
- The OA has received resource requests from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.

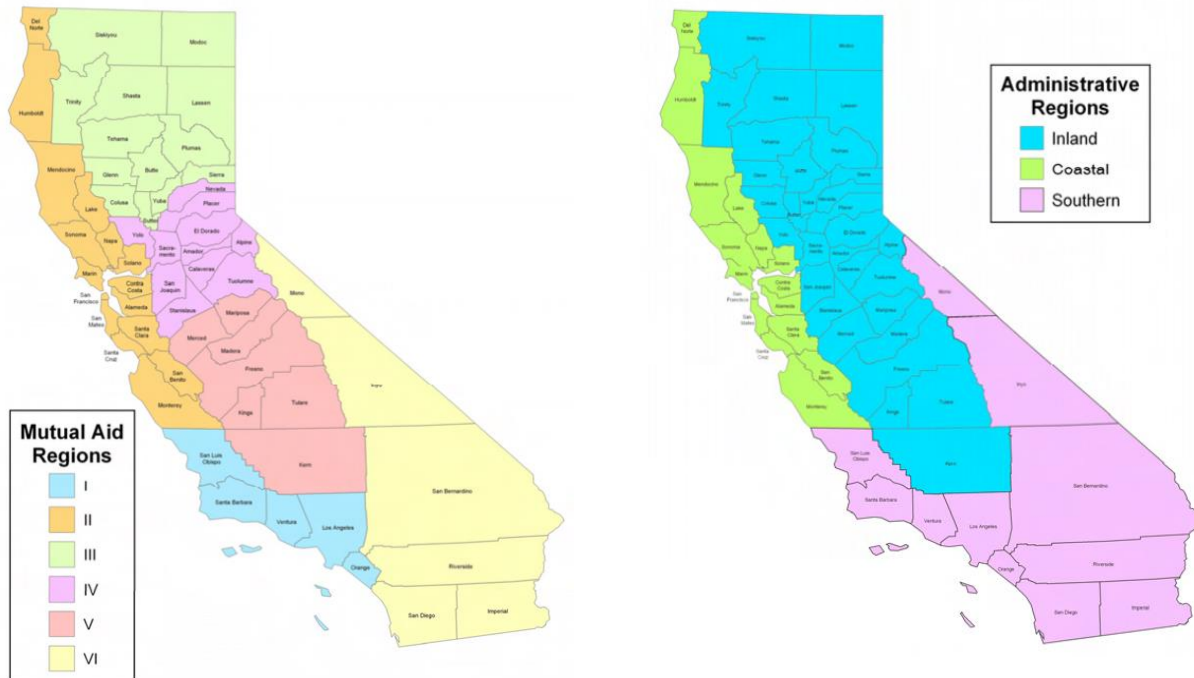
Riverside County Operational Area is responsible for coordinating with local governments and the field response level, and for providing mutual aid within their capabilities. Riverside County will comply with SEMS regulations in order to be eligible for state funding of response-related personnel costs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

3.6.4 Regional Level

The regional level manages and coordinates information and resources among operational areas. Cal OES has divided California into three Administrative Regions – Inland, Coastal and Southern – which are further divided into six mutual aid regions. Riverside County is 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.

Figure: Cal OES Mutual Aid and Administrative Regions



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.

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.

3.7 SEMS Organization

SEMS has several features based on the Incident Command Organizational/ Response Levels System (ICS). The field response level uses functions, principals, and components of ICS as required in SEMS regulations. Many of these field response level features are also applicable at local government, operational area, regional and state levels. In addition, there are other ICS features that have application to all SEMS levels.

SEMS regulations require local governments to provide for the five management functions as the basis for structuring the EOC organization:

Management: Responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations. In the Incident Command System (ICS), the Incident Commander (IC), with appropriate policy direction and authority from the responding agency, sets the objectives to be accomplished and approves the strategy and tactics to be used to meet those objectives. The IC must respond to higher authority. Depending upon the incident's size and scope, the higher authority could be the next ranking level in the organization up to the agency or department executive. This relationship provides an operational link with policy executives who customarily reside in the Department Operations Center (DOC) or EOC, when activated.

Operations: Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the local government's EOC Action Plan. At the Field Level, the Operations Section is responsible for the coordinated tactical response directly applicable to, or in support of the objectives in accordance with the Incident Action Plan (IAP). In the EOC, the Operations Section Coordinator manages functional coordinators who share information and decisions about discipline-specific operations.

Planning/Intelligence: Responsible for collecting, evaluating, and disseminating information; developing the EOC Action Plan and After-Action Report; and maintaining documentation. Planning/Intelligence also maintains information on the current and forecasted situation and on the status of resources assigned to the emergency or the EOC. As needed, Unit Leaders are appointed to collect and analyze data, prepare situation reports, develop action plans, set Geographic Information Systems (GIS) priorities, compile and maintain documentation, conduct advance planning, manage technical specialists, and coordinate demobilization.

Logistics: Responsible for providing facilities, services, personnel, equipment, and materials. Unified ordering takes place through the Logistics Section Supply Unit to ensure controls and accountability over resource requests. As needed, Unit Leaders are appointed to address the needs for communications, food, medical, supplies, facilities, and ground support.

Finance/Administration: Responsible for financial activities and other administrative aspects. As needed, Unit Leaders are appointed to record time for incident or EOC personnel and hired equipment, coordinate procurement activities, process claims, and track costs.

3.7.1 SEMS Components

- **Management by Objectives:** The Management by Objectives feature of ICS as applied to SEMS, means that each SEMS level establishes for a given operational period, measurable and attainable objectives to be achieved. An objective is an aim or end of an action to be performed. Each objective may have one or more strategies and performance actions needed to achieve the objective. The operational period is the length of time set by command at the field level, and by management at other levels to achieve a given set of objectives. The operational period may vary in length from a few hours to days and will be determined by the situation.
- **Operational Period:** The operational period is the length of time set by command at the Field Response level and by management at other levels to achieve a set of objectives. This period may vary in length from a few hours to days, command may change the length of the operational period and it will be determined by the situation.
- **Incident Action Plans:** At the field response level, written or verbal incident action plans contain objectives reflecting the overall incident strategy and specific tactical action and supporting information for the next operational period. Incident action plans are essential and required element in achieving objectives under ICS.
- **Organizational Flexibility – A Modular Organization:** The intent of this SEMS feature is that at each SEMS level: Modular Organization 1) only those functional elements that are required to meet current objectives need to be activated, and 2) that all elements of the organization can be arranged in various ways within or under the five SEMS essential functions. The function of any non-activated element will be the responsibility of the next highest element of the organization. Each activated element must have a person in charge of it; however, one supervisor may oversee more than one functional element. For example, to establish a "Planning/Intelligence and Logistics Section," it is better to initially create the two separate functions. If necessary, for a short time it is acceptable to place one person in charge of both functions. That way, the transfer of responsibility can be made easier. The reasons not to combine positions are:
 - If they need to be separated later, this could cause confusion due to the mix of assignments, staffing, etc.

- This creates a "non-standard" organization, which would be confusing to incoming agencies.

Also, General Staff, those functions directly under Management, such as liaison, safety, public information, should not be combined due to the importance and specific nature of these functions.

- **Organizational Unity and Hierarchy of Command:** Organizational unity means every individual within an organization has a designated supervisor. Hierarchy of management/command means all functional elements within each activated SEMS level are linked together to form a singular overall organization with appropriate span of control limits
- **Span of Control:** Maintaining a reasonable span of control is the responsibility of every supervisor at all SEMS levels. The optimum span of control is one-to-five, meaning that one supervisor has direct supervisory authority over five positions or resources. The recommended span of control for supervisory personnel at the field response level and all EOC levels should be in the one-to-three to one-to-seven range. A larger span of control may be acceptable when the supervised positions or resources are all performing a similar activity.
- **Personal Accountability:** An important feature of ICS applicable to all SEMS levels is personnel accountability. This is accomplished through the Organizational Unity and Hierarchy of Command or Management feature along with the use of check-in forms, position logs and various status keeping systems. The intent in bringing this ICS feature into SEMS is to ensure that there are proper safeguards in place so all personnel at any SEMS level can be accounted for at any time.
- **Common Terminology:** In ICS, common terminology is applied to functional elements, position titles, facility designations and resources. The purpose of having common terminology is to rapidly enable multi-agency, multijurisdictional organizations, and resources to work together effectively. This feature, as applied to all SEMS levels, would ensure that there is consistency and standardization in the use of terminology within and between all five SEMS levels.
- **Resource Management:** In ICS, resources management describes the ways in which field level resources are managed and how status is maintained. At all SEMS levels, there will be some functional activity related to managing resources. This will vary from level to level in terms of directing and controlling, to coordination, to resource inventorying. Procedures for effective resources management must be geared to the function and the level at which the function is performed.
- **Integrated Communications:** This feature of ICS relates to hardware systems; planning for system selection and linking; and the procedures and processes for transferring information. At the field response level, integrated communications are used on any emergency. At all EOC levels, and between all SEMS levels, there must be a dedicated effort to ensure that communications systems, planning, and information flow are being accomplished in an effective manner. The specifics of

how this is accomplished at EOC levels will be different than at the field response level.

- **WebEOC:** To achieve integrated communications between all EOC Management System levels of SEMS, WebEOC was developed. WebEOC is an internet-based system used to coordinate and manage the State's response to disasters and emergencies. WebEOC automates reporting of information and tracking resources. WebEOC is a secure, Internet-based emergency information management application that provides real-time information sharing of operational details from various government and public safety groups to monitor and manage activities before, during and after an emergency or disaster. WebEOC is the Crisis Information Management System used within the County of Riverside and the City of Riverside.
 - Users interact through WebEOC for:
 - Situational reporting (SITREPs)
 - Daily reports
 - Requesting resources
 - Requesting Preliminary Damage Assessments (PDAs) in the aftermath of a disaster
 - Capturing financial data and intelligence reporting information

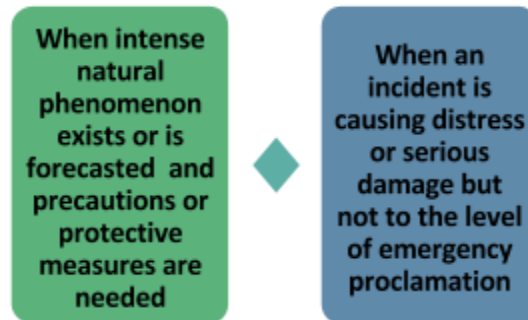
Because WebEOC is web-based, users can log on from any computer connected to the internet – including smart phones and other web-enabled devices. To use WebEOC you must have a username and password to access the system. Access is obtained through a request to the City of Riverside WebEOC Administrator at the City of Riverside Office of Emergency Management.

3.7.2 EOC Activation Levels

During an incident that could adversely impact the City of Riverside and require a level of response not normally associated with day-to-day operations, a Management Watch may be implemented. Management Watch is the initial stage of response activities for the EOC prior to an official activation level. 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 Riverside Office of Emergency Management will monitor current events. The following activities may take place.

- Recall OEM staff to the office as necessary for the situation
- Make necessary preparations to activate the EOC
- Establish communications with key City officials to assess the situation.
- Establish communications with Operational Area and other appropriate partners such as special districts and/or schools
- Coordinate emergency public information with the appropriate PIO
- Anticipate EOC logistical needs, e.g., food, lodging, supplies, etc.

Management Watch Activation Triggers



If an incident requires additional staffing beyond Management Watch, an EOC activation follows levels similar to the Riverside County's operational area emergency operations plan and the state of California's Emergency Plan. These levels correlate with staffing requirements of the EOC.

Level Three EOC Activation: Level three activation is the minimum EOC activation for minor events. For this incident local resources are adequate and available; an emergency proclamation may or may not be proclaimed. Management, Section and Deputy Chiefs, and necessary Branches and Units will be activated.

Level Two EOC Activation: A moderate to severe emergency warrants a level two activation. At this level local resources are not adequate and regional or state mutual aid may be required. A Local Emergency is proclaimed, and State of Emergency may be proclaimed. Most positions in the EOC are staffed with some staff fulfilling more than one SEMs function. Management, Section and Deputy Chiefs, and necessary Branches and Units will be activated.

Level One EOC Activation: Level one activation occurs when city resources are overwhelmed, and Operational Area, State or Federal resources are required. A Local Emergency is proclaimed, and State of Emergency may be proclaimed. A Presidential declaration of an emergency or disaster may be requested. The EOC will be fully staffed. All response and early recovery activities will be directed from the EOC. Management, Section and Deputy Chiefs, all Branches, and necessary Units will be activated.

The following tables represent example incidents of increasing severity that may lead to an EOC activation. There are many other types of incidents that could also require activation of the EOC.

EOC Activation Levels for City of Riverside

This is an overview of events that *may* trigger the EOC to activate. The City reserves the right to change or modify their response levels based on the needs of each incident.

ACTIVATION LEVEL	EVENT TYPES	STAFFING LEVEL
1	<ul style="list-style-type: none"> •Major earthquake 6.6 or greater magnitude •Major widespread flooding or wind damage occurring •Western United States, So. Cal, or Countywide utility outage •Communications failure •Water conveyance system damage •Fuel/natural gas failure •Major hazardous materials •Conflagration in urban area •Wildland urban interface fire •Major law enforcement event(s) •Declared State of War emergency •National security emergency 	<ul style="list-style-type: none"> •Full EOC Staffing •Management Staff •Section & Deputy Chiefs •All Branches •Units, as necessary
2	<ul style="list-style-type: none"> •Minor to moderate earthquake 5.6 to 6.5 magnitude with damage •Moderate flooding or wind warning occurring or imminent •Citywide/Countywide utility outage •Water system compromised •Major transportation incident •Moderate hazardous materials •Conflagration in urban area •Wildland urban interface fire •Multiple law enforcement event(s) •National security emergency •Major public health emergency 	<ul style="list-style-type: none"> •Management Staff •Section & Deputy Chiefs •Branches, as necessary •Units, as necessary
	<ul style="list-style-type: none"> •Moderate earthquake 4.6 to 5.5 magnitude with damage 	<ul style="list-style-type: none"> •Management Staff •Section & Deputy Chiefs

3	<ul style="list-style-type: none"> • Minor flooding occurring, flood or wind watch • Partial utility outage • Moderate transportation incident • Minor hazardous materials • Conflagration in urban area • Wildland urban interface fire • Law enforcement event • National security event • Moderate public health emergency 	<ul style="list-style-type: none"> • Branches, as necessary • Units, as necessary
MANAGEMENT WATCH /UNUSUAL EVENT	<ul style="list-style-type: none"> • 3.5 to 4.5 magnitude earthquake or earthquake swarms near major fault(s) • Isolated weather event • Isolated utility outage • Minor transportation incident • Fire red flag warning • Emergency affecting 1 or more surrounding cities • Community events/festivals • Low public health emergency 	<ul style="list-style-type: none"> • Duty Officer • Other OEM Staff, Department ESCs as necessary
STEADY STATE	<ul style="list-style-type: none"> • Minor earthquake 3.0 to 3.9 magnitude • Rolling blackouts • Homeland Security Advisory System - Low • Low risk of terrorist attacks 	<ul style="list-style-type: none"> • Duty Officer • Office of Emergency Management

**Activation levels align with the Riverside County Operational Area, State of California, and the Federal Emergency Management Agency. See 2017 [California State Emergency Plan](#) for further guidance.*

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 DOC 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 a Department Operations Center (DOC) who will, in turn, relay the information to the appropriate section/function in the EOC.

The City of Riverside EOC will communicate with the County/OA EOC situation and resource status information. 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 Director of Emergency Services, or designee, will establish jurisdictional objectives and priorities and communicate those to everyone in the organization through the EOC Action Plan. Incident Commander(s) will ensure Incident Action Plan objectives and priorities are consistent with those policies and guidelines established by the Director of Emergency Services, or designee.

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

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

If a department within the City establishes a DOC to coordinate and support their departmental field activities, its location, time of establishment and staffing information will be communicated to the 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 EOC. DOCs act as an intermediate communications and coordination link between field units and the 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 if the EOC is activated.

Section 2450 (a) of the SEMS Regulations states that...."Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after-action report to OES within ninety (90) days of the close of the incident period as specified in the California Code of Regulations, section 2900(j).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 Riverside Office of Emergency Management 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

3.11.1 Coordination with Field Response Level

Coordination among SEMS levels is clearly necessary for effective emergency response. In a major emergency, the 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, which in turn will report and coordinate with the EOC. When the EOC is directly supporting Incident Command teams, the EOC is operating in a centralized coordination and support mode.

3.11.2 Communication Coordination with the Riverside County Operational Area EOC

Coordination and communications should be established between EOC and the Riverside County 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 city of Riverside EOC to facilitate coordination and communication with the various entities it serves, through appropriate mode of communications. Special districts can include, but are not limited to; school districts, community colleges, Universities, Hospitals, and care facilities.

3.11.4 Coordination with Volunteer and Private Sector Agencies

The 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), faith-based organizations, and community-based organizations. These agencies may assign a representative to the EOC as an Agency Representative. Some agencies may have several personnel participating in functional elements in the EOC, e.g., Red Cross personnel may be part of the staffing for the Care and Shelter Unit of the EOC.

Agencies that have countywide response roles and cannot respond to the city EOC should be represented within 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).

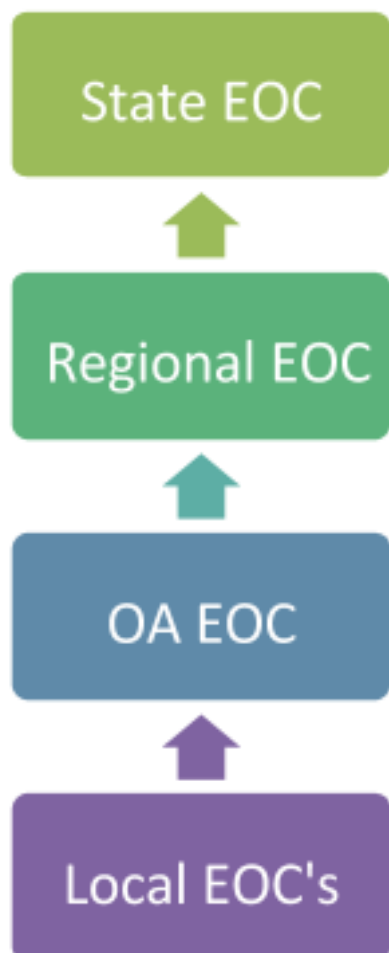
Emergency mutual aid response and recovery activities are generally conducted at the request and under the direction of the affected local government. Some emergency responses are led by designated State agencies that will be assigned authority at those emergencies or disasters.

Resource requests for response and recovery originate 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 Declaration 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.

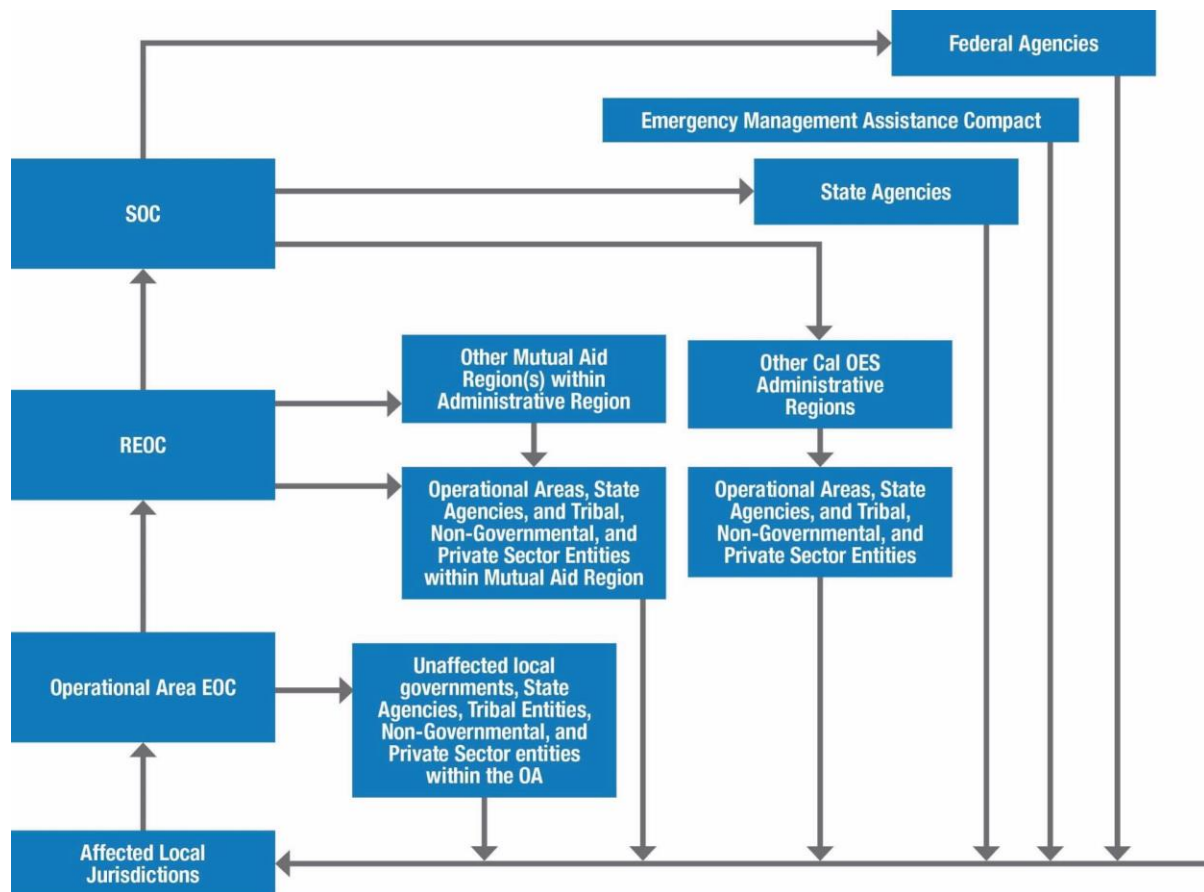
3.12.4 Mutual Aid Coordinators

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 Riverside is a participant in the following mutual aid agreements:

- California Master 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 California Municipal Utilities Association Mutual Assistance Agreement
- California Utilities Emergency Association Mutual Assistance Agreement
- American Public Power Association Mutual Assistance Agreement
- Water Alert Response Network (WARN) Mutual Assistance Agreement

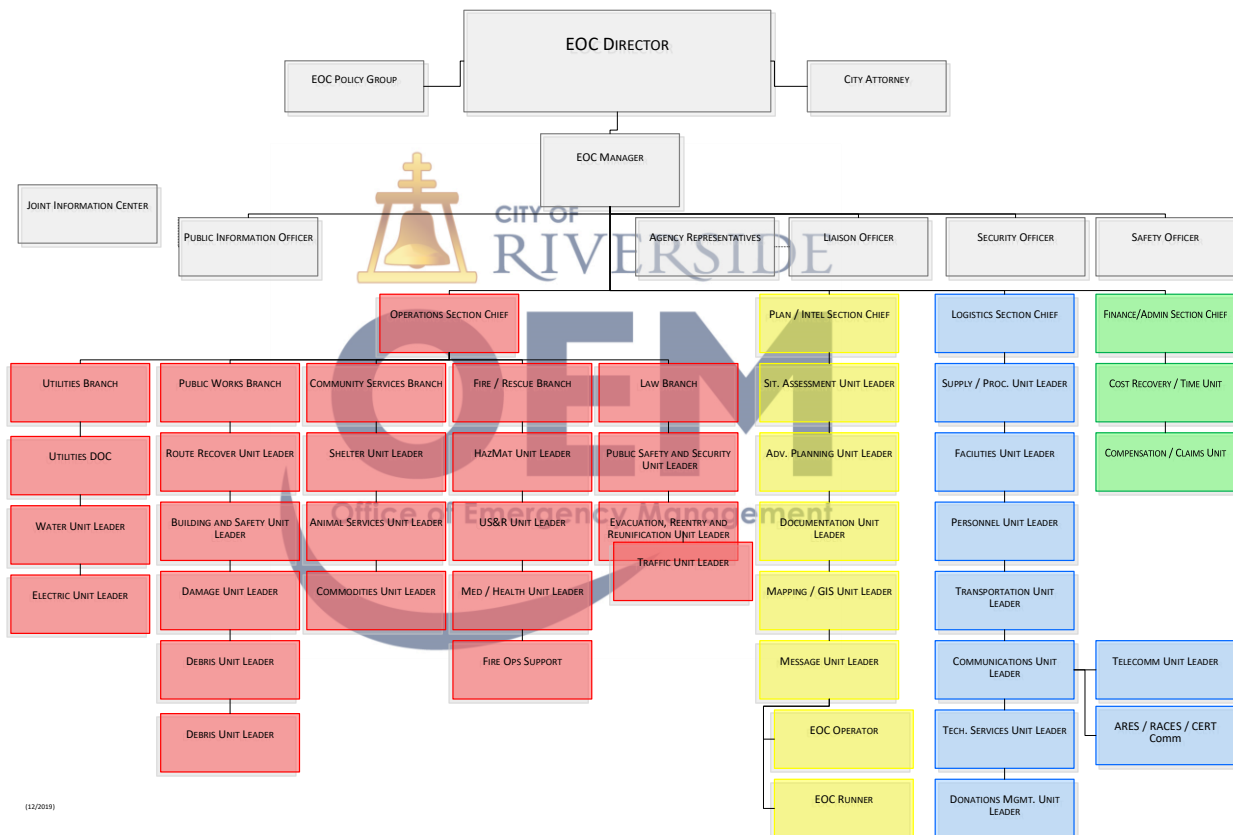
3.12.6 Riverside County/OA Mutual Aid Requests

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 The City of Riverside Emergency Organization

The California Emergency Services Act requires City of Riverside to manage and coordinate the overall emergency response and recovery activities within the city. The Director of Emergency Services, per City of Riverside Municipal Code 9.20.00, is responsible to impress into service all officers and employees of the City of Riverside, together with volunteers, groups, and organizations enrolled to aid them during an emergency, to constitute the emergency organization of the City of Riverside. All departments and agencies will use the ICS for emergency response and provide emergency related information to the EOC. The Emergency Organization chart shows the City departments within the SEMS/NIMS concept.

EMERGENCY OPERATIONS CENTER



(12/2019)

3.13.1 Emergency Information Resource Book

For information on emergency operations personnel contact list, please reference the Emergency Information Resource Book for current employees / job titles that may cover a section and or position within the EOC during activation.

3.13.2 Joint Information Center

A Joint Information Center (JIC) is a central location that facilitates operation of the Joint Information System (JIS). It is a location where personnel with public information responsibilities perform critical emergency information functions, crisis communications, and public affairs functions. The JIC isn't the same as the JIS and doesn't replace the JIS. The JIS is a way of operating; the JIC is one location where the operation takes place. JICs may be established at the OA EOC, incident sites, or can be components of Federal, State, tribal, territorial, regional, or local MACs.

A single JIC location is preferable, but the system is flexible and adaptable enough to accommodate virtual or multiple JIC locations, as required. For example, multiple JICs may be needed for complex incidents spanning wide geographic areas or multiple jurisdictions. Each JIC must have procedures and protocols to communicate and coordinate effectively with other JICs.

3.13.2 Emergency Proclamations

3.13.2 a. City of Riverside

A Local Emergency may be proclaimed upon such situation of extreme peril that immediately or that such likelihood that extreme peril is imminently likely to threaten lives and property as specified in Riverside Municipal Code 9.20.060; and by reason of its magnitude is or is likely to become beyond the control of the normal services, personnel, equipment, and facilities of the regularly constituted branches and departments of the City government. The Director of Emergency Services may request of the City Council to proclaim the existence of a "local emergency" if the City Council is in session, or to issue such proclamation if the City Council is not in session. Whenever a local emergency is proclaimed by the Director, the City Council shall take action to ratify the proclamation within seven (7) days thereafter, or the proclamation shall have no further force or effect. The City Council shall review, at least every thirty (30) days until such local emergency is terminated, the need for continuing the local emergency and shall proclaim the termination of such local emergency at the earliest possible date that conditions warrant.

3.13.2 b. County of Riverside

A Local Emergency may be proclaimed by the Board of Supervisors or by the County Director of Emergency Services (Chief Executive Officer) as specified by Riverside County Ordinance 533 or by the County Health Officer, per Health and Safety Code 101080. A Local Emergency proclaimed by the Chief Executive Officer or Health Officer

must be ratified by the Board of Supervisors within seven days. The governing body must review the need to continue the proclamation at least every thirty days until the Local Emergency is terminated or may expire. The Local Emergency may be terminated by resolution when conditions warrant. Proclamations are normally made when there is an actual incident, threat of disaster, or extreme peril to the safety of persons and property within the county caused by natural or man-made situations. The proclamation of a Local Emergency provides the governing body with the legal authority to:

- Request that the Governor proclaim a State of Emergency
- 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)

3.13.3 State of Emergency

A State of Emergency may be proclaimed by the Governor 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 rendered 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

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.

3.14 Continuity of Government

The concept of Continuity of Government (COG) is comprised of three elements: Standby Officers for the Governing Body, Temporary Seat of Government and the Preservation of Vital records. Continuity of Operations, which is not subject of the Emergency Operations Plan (EOP), consists of many more operational, logistical, and procedural elements.

A major disaster could result in the 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 Riverside continue to function as governmental entities during and immediately following a critical incident or disaster. The California Government Code and the Constitution of California provide the authority for state and local government to reconstitute itself in the event incumbents are unavailable or unable to serve.

3.14.1 Alternate Seat of Government

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

3.14.2 Succession of Officers

California Government Code Section § 8638, Article 15, Part 7, Division 1, Title 2 allows for the appointment of up to three standby officers for each member of the governing body. This article also provides for the succession of officers who head departments responsible for maintaining law and order, or for furnishing public services relating to health and safety. Additionally, Article 15 outlines procedures to ensure the continued functioning of political subdivisions in the event the governing body, including standby officers, are unavailable or unable to serve. The standby officers shall have the same authority and powers as the regular officers or department heads. The succession list complying with Article 15 for the City of Riverside is provided in the City Municipal Code Chapter 9.20.

3.14.3 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. California Government Code Section § 8638, Article 15, Part 7, Division 1, Title 2 authorizes governing bodies to designate and appoint three standby officers for each member of the governing body and for the chief executive, if not a member of the governing body. The succession list complying with Article 15 for the City of Riverside is provided in the City Municipal Code Chapter 9.20.

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 8635 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 locate;
- 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)

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

3.14.4 Departmental Lines of Succession

The following department heads and other key City officials are identified as key to emergency operations and shall identify four-deep order of succession of appropriate subordinate employees in the event the member is unavailable or unable to serve. Lines of succession are identified in the City's Continuity of Government Municipal Code 9.20.300 and each department's Continuity of Operations Plan.

- A. City Manager
- B. Assistant City Managers
- C. Chief Financial Officer
- D. Chief Innovation Officer
- E. City Attorney
- F. City Clerk
- G. Community and Economic Development Department
- H. Emergency Services Administrator
- I. Finance Department
- J. Fire Department
- K. General Services Department
- L. Human Resource Department
- M. Housing and Human Services Department
- N. Marketing and Communications Department
- O. Police Department
- P. Parks, Recreation and Community Services Department
- Q. Public Utilities Department
- R. Public Works Department

As used in this plan, the word "unavailable" means that a department head or other key City official is either killed, missing, or so seriously injured as to be unable to attend meetings and otherwise perform their duties. Any question as to whether a particular member is unavailable shall be settled by the Director of Emergency Services, or if unavailable his or her successor.

For the purpose of this plan, each person who shall succeed to each position of office as provided herein, and as provided for in continuity plans, shall assume all of the powers and duties of the office succeeded to immediately upon such succession.

3.14.5 City of Riverside Director of Emergency Services

Riverside Municipal Code identifies a successor to the position of Director of Emergency Services. Should the Director of Emergency Services be unable to serve, the positions defined in 9.20.030. will automatically serve as Alternate Director, in the order shown, and serve until the Director is again able to serve, or until a successor has been appointed by the Council, and seated. An individual serving as Alternate Director will have all the authority and powers of the Director.

- 1st Alternate: Assistant City Manager (s)
- 2nd Alternate: Fire Chief
- 3rd Alternate: Police Chief
- 4th Alternate: Public Utilities General Manager
- 5th Alternate: Public Works Director
- 6th Alternate: Finance Director

3.14.6 Vital Record Retention

The City of Riverside City Clerk's Office is responsible for the preservation and protection of vital records. Each department will identify, maintain, and protect its vital records. Vital records are defined as those records that are essential to the rights and interests of individuals, governments, corporations and other entities, including vital statistics, land and tax records, license registers, articles of incorporation, and historical information. Vital records also include those records essential for emergency response, recovery operations, including utility system maps, emergency supplies, equipment locations, emergency operational plans, emergency procedures, and personnel rosters.

These vital records will be essential to the re-establishment of normal city government functions and serve to protect the rights and interests of government. These rights and interests may include the constitutions, charters, statutes, ordinances, court records, official proceedings and financial records of the City of Riverside.

3.15 Training, Documentation and Exercises

The appropriate SEMS/NIMS/ICS training will be provided to all public safety, EOC, and first responder personnel. Each City department is responsible to schedule and document emergency management training for their employees that have been designated with an emergency role.

Training of emergency operations staff should be conducted on a continuing basis. In-house sessions, exercises, actual operations, or sponsored classes are sources for accomplishing this training. Various training courses are provided by or coordinated through the Office of Emergency Management (OEM) and other training institutions. Training courses may be taken in both classroom settings as well as in on-line independent study settings.

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.c: 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

The City of Riverside Office of Emergency Management 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.

There are additional courses designed to enhance skills development and are geared towards fulfilling SEMS/NIMS credentialing tracks. City departments should document the training provided to emergency response personnel. Copies of SEMS/NIMS training records shall be maintained by the department as follows:

- 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.

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.

An exercise is a simulation of a series of emergencies for identified hazards affecting the City. 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 and the Homeland Security Exercise and Evaluation Plan.

Tabletop Exercise: A tabletop exercise is typically held in an informal setting intended to generate discussion of various issues regarding a hypothetical, simulated emergency. Tabletop exercises are a way to provide convenient and low-cost training.

Drills: A drill is a coordinated, supervised activity usually employed to validate a specific operation or function in a single agency or organization. Drills are commonly used to provide training on new equipment, develop or validate new policies or procedures, or practice and maintain current skills.

Functional Exercise: Functional exercises are designed to validate and evaluate capabilities, multiple functions and/or sub-functions, or interdependent groups of functions. Functional exercise is typically focused on exercising plans, policies, procedures, and staff members involved in management, direction, command, and control functions. A functional exercise is conducted in a realistic, real-time environment; however, movement of personnel and equipment is usually simulated.

Full-Scale Exercise: Full scale exercises simulate an actual emergency. They typically involve complete emergency management staff and are designed to evaluate the operational capability of the emergency management system.

City of Riverside Office of Emergency Management will inform City departments 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.

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 disability. 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.

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.

California Assembly Bill 2311 (Brown, Chapter 520, Statutes of 2016), added California Government Code section 8593.3, which requires each county and city to integrate access and functional needs upon the next update to its emergency response plan. The new Government Code reads:

8593.3. (a) A county, including cities, 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.

The City of Riverside 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 Riverside 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
- Riverside Alert 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

The City will plan for and serve access and functional needs including the most needs most commonly found to be needing improvement:

- 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 and
- 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, technologies, and service animals.

Proper planning is including agreements and partnerships with local public and private accessible transportation providers 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).

Cal OES Office of Access and Functional Needs

The Operational Area receives guidance from the California Governor's Office of Emergency Services (Cal OES), Office of Access and Functional Needs. 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

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. The City of Riverside contracts with the Riverside County Department of Animal Services.

In conjunction with the Department of Animal Services, 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
Riverside County Animal Shelter	Riverside

This shelter also provides 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 Riverside has several systems available 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 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 the County of Riverside, the EAS is administered under the authority of the Riverside County Sheriff. Any official requesting an EAS warning or message will request such through the Sheriff's Office Watch Commander or County Fire Department. EAS messages in the County of Riverside 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:

Station/Facility	Monitors
Zone1: INLAND EMPIRE EAS ZONE	
LP1 KFRG 95.1 MHz Simulcast KXFG 92.9 MHz	KFI 640, KGGI (FM) 99.1, CLERS 158.790 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

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.

3.1.8.1.1 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 does not 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.

FEMA's IPAWS also allows authorities to send messages through traditional media sources, such as television, radio, etc. along with social media, NOAA alerts, and electronic roadway signs.

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. Other jurisdictions within Riverside County that meet the requirements may also have access into IPAWS for alerting to their respective jurisdiction. The City of Riverside is an authorized IPAWS alerting authority. The Everbridge software used for Riverside Alert provides access to issue a WEA message.

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 callouts (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 data cast 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 City of Riverside Police Department, 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 City of Riverside participates in the monthly test of the Disaster Net system. The capability exists to link the Western County Disaster Net with the Coachella Valley Disaster Net.

3.18.8 Satellite Telephones

The City of Riverside and the County EOC use 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. The city of Riverside uses three redundant satellite systems within the city.

3.18.9 Radio Amateur Civil Emergency Services (RACES)

The County and City of Riverside 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. The City of Riverside maintains a cadre of amateur radio operators via our Community Emergency Response Team (CERT) program.

3.18.10 Riverside Alert notification system

The City of Riverside has instituted a system that uses telephones, email, and text messages (SMS) to alert residents and businesses in the City of Riverside who are affected, threatened, or might be endangered by an emergency event or a disaster. The system uses phone numbers in the region's 9-1-1 database along with a city database and opt-in subscribers to contact listed and unlisted land-line telephones. It is TTY/TDD capable. If the call is picked up by an answering machine, the system will leave a voice message. Because the 9-1-1 database includes only land-line numbers, other phone numbers must be registered. Voice over Internet protocol (VoIP) or cellular telephones must be registered on the system to be included in the notification system.

3.18.11 Social Media

The City of Riverside utilizes several forms of social media to reach the public including Twitter, Facebook, Instagram, and YouTube. The city also has a website (www.riversideca.gov or www.readyriverside.org) that can be used to communicate information to the public. In an emergency or disaster, the City of Riverside or the EOC will post information on these accounts and utilize them for situational awareness.

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 Recovery Operations

The recovery phase of an emergency or disaster is often defined as restoring a community to its pre-disaster condition. In other words, recovery refers to the measures taken by the City following a disaster that will return existence back to normal, or at least as normal as possible. Effective recovery consists of an array of interdependent and coordinated actions. The specific approach to recovery operations following a disaster will be determined by the location, type, magnitude, and effects of the incident. Recovery operations are divided into two phases; short term and long term.

4.1 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 and
- Government services such as: community centers, libraries, homeless shelters, senior citizen centers, and similar facilities open to the general public.

4.2 Short Term Recovery

Short term recovery refers to the measures taken by the City following a disaster addresses the health and safety needs beyond rescue, the assessment of the scope of damages and needs, the restoration of basic infrastructure and the mobilization of recovery National Disaster Recovery Framework organizations and resources including restarting and/or restoring essential services for recovery decision-making. Effective recovery consists of a complex array of interdependent and coordinated actions. Recovery operations are divided into two phases; short term and long term.

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 government operations;
- Transportation route restoration;
- Debris removal and clean-up operation and
- Abatement and demolition of hazardous structures.

4.3 Long Term Recovery

Long-term recovery consists of actions that will return government functions back to normal pre-disaster levels of service to facilitate the community recovery processes. Mental health services will be coordinated such as Critical Stress Debriefings for emergency response personnel, disaster service workers, and victims of the disaster/event.

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 zoning regulations;
- Re-establishing the local economy to pre-disaster levels;
- Recovery of disaster response costs and
- Effective integration of hazard mitigation strategies into recovery planning and operations.

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

4.4 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. Plans should include procedures for conducting more detailed surveys to be used in disaster project applications once the recovery process begins.

4.4.1 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 and
- Minor Damage - Cost of repair is less than 10% of value.

4.4.2 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 (DMA 2000) (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 Predisaster 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 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. The City of Riverside participated in the DMA2000 program and adopted the County of Riverside Multi-Hazard Mitigation Plan – Riverside Annex.

4.5 Disaster Assistance

Disaster assistance is divided into two forms: Individual and Public Assistance. Individual Assistance is provided by the Federal Emergency Management Agency (FEMA) to individuals and families who have sustained losses due to disasters. Public Assistance can fund the repair, restoration, reconstruction or replacement of a public facility or infrastructure damaged or destroyed by a disaster. Recovery plans should address both types of assistance, methods of acquiring help, restrictions, and other pertinent information. The state Natural Disaster Recovery Act (NDAA) requires documentation for damage sustained to the following:

- Public buildings;
- Levees;
- Flood control events;
- Irrigation works;
- County Roads and
- City Streets

4.5.1 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 and
- 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.

4.5.2 Government Assistance to Individuals

Individual assistance consists of services provided to individuals and families.

- 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 because 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 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.

4.5.3 Public Assistance

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

- Debris Management;
- Public Assistance (PA);
- Private Nonprofit Program (PNP);
- Safety Assessment Program (SAP);
- Technical Assistance Programs (TAP) and
- 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 aiding at the request of local agencies during a state disaster event.

FEMA processes PA grant funding according to the type of work the applicant undertakes. Eligible work must be required because of the declared incident, be located in the

designated area, be the legal responsibility of the applicant and be undertaken at a reasonable cost.

Eligible work is classified into the following categories:

Emergency Work

- 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.

Permanent Work

- 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.

Federal funding guidelines for each of these categories are listed in the Public Assistance Program and Policy Guide, which is located online at <https://www.fema.gov/media-library/assets/documents/111781>.

4.5.4 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.

4.6 Non-Governmental Organizations and Community Bases Organizations

Non-Governmental Organizations and Community-Based Organizations (CBO), such as the American Red Cross and the Salvation Army, may or will often provide support to individuals and households who are displaced by a disaster and work with governmental organizations to support the transition from care and shelter operations to interim housing arrangements. Community organizations active before a disaster may expand their services to meet increased needs. Such groups include faith-based organizations, neighborhood health clinics, and food distribution agencies. NGO and CBOs may provide a range of services such as donations management, emergency food, clothing and shelter, mental and spiritual counseling, assist with non-hazardous debris removal from private property, as well as support of housing reconstruction. They provide these services independently or in coordination with federal, state, and local efforts.

4.7 Recovery Reporting and Documentation

Recovery documentation and reporting is the key to recovering eligible emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs. Without proper documentation the City may be liable to FEMA for disaster recovery funding.

4.7.1 After-Action Reporting

SEMS regulations require that jurisdictions complete an after AAR within 90 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.

4.7.2 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 City EOC Planning/Intelligence Section is a Documentation Branch that will coordinate the collection of all incident documentation for dissemination and filing.

4.8 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. The State will appoint a State Coordinating Officer (SCO) to serve as the state point of contact. A Federal Coordinating Officer (FCO) is appointed upon a Presidential Declaration of an Emergency or Major Disaster. 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 and
- Finance/Administration - Tracks and monitors costs, approves purchases, audits activities as needed.

Section 5.0 Plan Maintenance

Plan Development and Maintenance

The Office of Emergency Management of the City of Riverside takes a whole community approach to planning. Whole community includes all residents, visitors, businesses, and employees and is fully inclusive of those with disabilities and/or access and functional needs. The Office of Emergency Management is responsible for writing, reviewing, and updating of the EOP on a two-year cycle.

Revisions, updates, and enhancements to the EOP may be made without Council approval when said changes are as a matter of normal improvement planning and corrective action.

The schedule for revisions and updates to the EOP include a comprehensive review with City Council approval every three years with more frequent routine updates and revisions as identified through lessons learned of actual events, trainings, and exercises.

The updates will include new information such as changing of phone numbers and revisions of relevant standard operational procedures or organizational structure. A record of changes and revisions will be maintained. All changes to the plan will be distributed as shown on the plan distribution list. Revisions to the plan will be approved by the Office of Emergency Management.

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)

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 an exceptionally 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 effectively 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.

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.

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 a 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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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 – Acronyms

AAR – After Action Report
ADA – American with Disabilities Act
AFN – Access and Functional Needs
ARES – Amateur Radio Emergency Services
BC – Business Continuity
CBO – Community Based Organization
CBRNE – Chemical, Biological, Radiological, Nuclear, Explosive
CERT – Community Emergency Response Team
CI – Critical Infrastructure
COG – Continuity of Government
COOP – Continuity of Operations
CP – Command Post
DHS – Department of Homeland Security
DOC – Department Operations Center
DPSS – Department of Public Social Services
EF – Essential Functions
EMD – Emergency Management Department
EOC – Emergency Operations Center
EOP – Emergency Operations Plan
ESF – Emergency Support Function
FBI – Federal Bureau of Investigation
FBO – Faith-Based Organization
FEMA – Federal Emergency Management Agency
HSEEP – Homeland Security Exercise and Evaluation Plan
HSPD – Homeland Security Presidential Policy Directive
IC – Incident Commander
ICS – Incident Command System
IP – Improvement Plan
JIS – Joint Information System
JIC – Joint Information Center
JTTF – Joint Terrorism Task Force
LAC – Local Assistance Center
LHMP – Local Hazard Mitigation Plan
MACS – Multiagency Coordination System
MHCOM – Medical Health Communications
MHOAC – Medical Health Operational Area Coordinator
MOU – Memorandum of Understanding
NIMS – National Incident Management System
NPG – National Preparedness Goal
NRF – National Response Framework
PIO – Public Information Officer
PPD – Presidential Policy Directive
PSEC – Public Safety Enterprise Communication
OA – Operational Area

OEM – Office of Emergency Management
RACES – Radio Amateur Civil Emergency Services
REMSA – Riverside Emergency Medical Services Agency
REOC – Regional Emergency Operations Center
RDMHC – Regional Disaster Medical Health Coordinator
RDMHS – Regional Disaster Medical Health Specialists
SEMS – Standardized Emergency Management System
SEOC – State Emergency Operations Center
TTX – Tabletop Exercise
THIRA – Threat Hazard Identification Risk Assessment
TLMA – Transportation and Land Management Agency
UC – Unified Commander
UASI – Urban Area Security Initiative
US&R – Urban Search and Rescue
VOAD – Volunteer Organization Active in Disaster

Appendix C – Supporting Documentation

U.S. Department of Homeland Security, National Incident Management System (NIMS)

U.S. Department of Homeland Security, National Protection Framework

U.S. Department of Homeland Security, National Prevention Framework

U.S. Department of Homeland Security, National Response Framework (NRF)

U.S. Department of Homeland Security, National Mitigation Framework

U.S. Department of Homeland Security, National Recovery Framework

Riverside County Multi-Jurisdictional Hazard Mitigation Plan – City of Riverside Annex

Riverside County Mass Fatality Plan

Riverside County Emergency Operations Plan

City of Riverside Emergency Support Function (ESF) Annexes (Under separate cover):

- ESF 1 – Transportation
- ESF 2 – Communications
- ESF 3 – Public Works and Engineering
- ESF 4 – Firefighting and Rescue
- ESF 5 – Command and Management (Emergency Management)
- ESF 6 – Mass Care, Sheltering, and Human Services
- ESF 7 – Logistics (Resource Support)
- ESF 8 – Public Health and Medical
- ESF 9 – Urban Search and Rescue
- ESF 10 – Hazardous Materials
- ESF 11 – Animal Care and Welfare
- ESF 12 – Energy and Utilities
- ESF 13 – Law Enforcement and Security
- ESF 14 – Cross-Sector Business and Infrastructure
- ESF 15 – Emergency Public Information and External Affairs
- ESF 16 – Evacuation and Re-Entry
- ESF 17 – Volunteer and Donations Management
- ESF 18 – Multiagency Coordination System
- ESF 19 – Debris Management
- ESF 20 – Animal Care and Welfare
- ESF 21 – Continuity of Government
- ESF 22 – Bulk Commodities
- ESF 23 – Reception

City of Riverside Hazard Annexes (HA): (Under Separate Cover)

- HA 1 – Earthquake Annex
- HA 2 – Flood Annex
- HA 3 – Severe Weather Annex (Heat, Wind)
- HA 4 – Terrorism Annex

- HA 5 – Wildland Fire Annex
- HA 6 – Pandemic Annex
- HA 7 – Power Outage Annex
- HA 8 – Cyber Annex

-End of Basic Plan-