CITY OF LOS ANGELES
Base Emergency Operations Plan

2023

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RECORD OF CHANGES

Each revision or correction to this Plan must be recorded. The record contains the date, location, and brief description of changes, as well as who requested or performed such changes. Once corrections have been made and all affected parties are notified of such correction, the type of correction and how it impacts the Plan will be forwarded to the Emergency Operations Board (EOB) for approval at the next possible EOB meeting. The correction will remain temporarily in effect within the EOP until such time that the EOB can officially approve or deny such correction.

Table 1: Record of Changes

Date	Section/Page	Description of Change	Changed By
09/14/2023	Entire document	Reconstruction and review of entire document.	Valeria Ontiveros

INTRODUCTION

The Emergency Operations Plan (EOP) for the City of Los Angeles outlines the City's response framework for all hazards. It serves as the foundation for emergency response within the City of Los Angeles and delineates coordination before, during, and after an event occurs. The plan is established in accordance with Division 8, Chapter 3 of the Los Angeles Administrative Code (LAAC), the City of Los Angeles Citywide American with Disabilities Act (ADA) guidelines and documents, FEMAs Comprehensive Preparedness Guide (CPG) 101, and the California Emergency Services Act. The EOP is also consistent and compatible with the State of California Emergency Plan.

This plan delineates the functions, structure, stakeholders, activities, personnel, resources, capabilities, mutual aid processes, and goals of the City of Los Angeles during an emergency or disastrous event.

The concepts presented in the EOP emphasize response operations. Response embodies the actions taken in the immediate aftermath of an incident to save and sustain lives, meet basic human needs, and reduce the loss of property and the effect on critical infrastructure and the environment. Following an incident, response operations reduce the physical, psychological, social, and economic effects of an incident.

The EOP is a document intended to be read and understood before an emergency occurs. It is designed to outline the activities of all City of Los Angeles departments and partner agencies within a Citywide emergency management system and it embraces the capabilities and resources in the broader emergency management community that includes individuals, businesses, non-governmental organizations, tribal governments, other cities, counties, states, national, and international assistance.

EOP STRUCTURE

Base Plan

The Base Plan describes the fundamental systems, strategies, policies, assumptions, responsibilities and operational priorities the City of Los Angeles will utilize to guide and support emergency management efforts. Essential elements of the Base Plan include:

- A description of the emergency services that are provided by governmental departments and agencies and how resources are mobilized,
- An outline of the methods for carrying out emergency operations and the process for rendering mutual aid,
- An overview of the system for providing public information and
- Emphasis on the need for continuity planning to ensure uninterrupted government operations.

These elements culminate with a comprehensive emergency management concept of operations which outlines the relationships and responsibilities for City government and its departments.

Functional Support Annexes

Functional Support Annexes are utilized to describe and identify paramount operational functions for emergency purposes not described within the base plan. Support annexes are not stand-alone documents, but rather build upon the base plan and provide additional details for specific emergency functions. Support annexes describe the specific roles, responsibilities, duties, and actions of City departments, non-government public and private agencies, and additional stakeholders within the City of Los Angeles.

Hazard-Specific Annexes

Hazard-Specific Annexes describe specific operational response details applicable to a particular threat or hazard. These annexes include hazard-specific information and provide the roles and responsibilities of stakeholders, government, and non-government agencies to meet operational response needs during a specific disaster event. See all Functional Support the City of Los Angeles.

EOP Annexes & Appendices

The City of Los Angeles Emergency Operations Base Plan has a total of twenty-two functional and hazard-specific annexes. In addition to these annexes, an additional twenty-two hazard-specific and functional support appendices are utilized to detail specific emergency response functions.

The Emergency Operations Base Plan is utilized congruently with all annexes and appendices for the purposes of emergency response. The following is a list of all annexes and appendices for the City of Los Angeles:

Adverse Weather Annex

Brush Fire Annex

CBRN Annex

CBRN Biological Appendix

CBRN Chemical Appendix

CBRN Nuclear Appendix

CBRN Radiological Appendix

Civil Disturbance Annex

Communications Annex

Critical Infrastructure Annex

Dam Reservoir Failure Appendix

Debris Flow Annex

Debris Management Appendix

Supporting Plans/Documents

Additional plans and procedures that are developed in support of the EOP, such as mutual aid plans, mitigation plans, City departmental Standard Operating Procedures (SOPs), and any related procedures are incorporated by reference and maintained separate from the Base Plan. Some of these supporting plans may be appended to the end of the Base Plan as deemed appropriate.

Standard Operating Procedures (SOPs)

Each department within the City of Los Angeles is required to maintain a Standard Operating Procedures manual for the purposes of tactical direction. SOPs provide the purpose, authorities, duration, and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner. When developing SOPs, departments should also take into consideration how any activities delineated within the EOP interact with, support, or require support from other departments. SOPs must also ensure inclusionary planning for vulnerable people including those with disabilities and others with access and functional needs. Where supporting plans are inconsistent with the general principles described in the City EOP, the City plan will supersede supporting plans.

EOP Base Plan — Functional Support Annexes, Functional Support Appendices, Mutual Aid Agreements, Concept of Operations Documents, Additional Supporting Plans & Documents, Standard Operating Procedures, Hazard-Specific Appendices, Hazard-Specific Annexes

Earthquake Annex

Emergency Alert and Warning Annex

Emergency Public Information Annex

Evacuation Annex

Local Assistance Center Annex

Logistics Annex

Distribution Management Appendix

Donation Management Appendix

Facilities Appendix

Food & Potable Water Appendix

Fuel Appendix

Transportation Appendix

Mass Care & Shelter Annex

Large Animal Support Appendix

Mass Feeding Appendix

Non-Traditional Sheltering Appendix

Small Animal Support Appendix

Traditional Sheltering Appendix

Health & Medical Appendix

Medical Points of Distribution Annex

Off-Airport Major Aircraft Response Annex

Pandemic Annex

Recovery Annex

Resettlement Processing Center Annex

Terrorism Prevention & Protection Annex

Tsunami Annex

Urban Flooding Annex

I. Purpose, Scope, Situation, and Assumptions

Purpose

The purpose of this Emergency Operations Plan is to delineate the functions, roles, and responsibilities of all emergency response agencies and the overall emergency management system for the City of Los Angeles. This Plan describes the whole community's responsibilities for emergency response and should be used in conjunction with other plans specific to the situation at hand.

This Plan has been developed to meet the following objectives:

- Describe the authority, responsibilities, functions, and operations of the whole community during all levels of emergencies.
- Facilitate operational coordination and resource management during emergencies.
- Integrate non-governmental agencies and organizations into the emergency operations process through the City Emergency Operations Organization (EOO).

The following EOP objectives guide the planning, as well as the conduct of response and recovery efforts for the City of Los Angeles during an emergency.

- Save lives and protect property.
- Repair and restore essential systems and services to support pre-disaster levels of independence to all citizens.
- Provide a basis for direction and control of emergency operations.
- Provide for the protection, use and distribution of remaining resources.
- Provide for continuity of government.
- Coordinate operations with other jurisdictions' emergency service organizations.

Emergency Plan Interface

The following figure illustrates the relationship of the City's EOP to other plans of the state and its political subdivisions. Through an integrated framework of emergency plans and procedures involving all stakeholders in the emergency management community, Los Angeles promotes effective planning and coordination prior to an emergency, thereby ensuring more effective response and recovery.

State of California Emergency Plan

LA County OA Emergency Operations Plan

City of Los Angeles Emergency Operations Plan

- **Functional Annexes**
- **Supporting Plans of State Agencies**

- **Functional Annexes**
- **Supporting Plans of OA Agencies, CBO's, and Jurisdictional Authorities**

- **Functional and Hazard-Specific Annexes**
- **Supporting Plans of City Agencies and Departments, CBO's, and Other Jurisdictional Authorities**

Scope

The EOP provides a consistent framework to enable private sector, city, county, tribal, state and federal governments to work together to mitigate, prepare for, respond to and recover from the effects of emergencies regardless of cause, size, location, or complexity. In accordance with the [California Emergency Services Act](#) (ESA), this plan is in effect at all times and applies to all levels of City government and its departments.

The Plan incorporates and complies with the principles and requirements found in federal, state, county, and City laws, regulations and guidelines. It is intended to conform to the requirements of California's Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), and be consistent with federal emergency planning concepts such as the National Response Framework (NRF) and catastrophic concept of operations (CONOPS) documents developed jointly by FEMA Region IX and the state. CONOPS are developed in support of the City EOP. This Plan is part of a larger planning framework that supports emergency management within the state of California.

Situation Overview

The City of Los Angeles is a diverse region with a unique hazard and risk environment. The City's physical characteristics, population, and economy make the City vulnerable to an array of natural, human-caused, and technological hazards. The following situation overview and hazard-risk analysis have been developed in accordance with the [City of Los Angeles Local Hazard Mitigation Plan](#).

Characteristics

The severity of disasters is influenced by the characteristics of the environment in which an event occurs. Therefore, to ensure a whole community approach to planning, the importance of understanding the numerous social and physical influences within a region is necessary. Some of the

characteristics of the City of Los Angeles include geography, climate, demographics, vulnerable populations, and economic influences.

Geography

The City of Los Angeles covers 498 square miles with approximately 468 square miles of land (214 square miles of which are hills and mountains) and approximately 29 square miles of water. The San Gabriel and Santa Susana Mountains bound the city on the North and the Santa Monica Mountains extends across the middle of the City. The Palos Verdes Hills and Pacific Ocean bound the City on the South and West.

Los Angeles lies on a hilly coastal plain with the Palos Verdes Hills and Pacific Ocean as its southern and western boundaries. The City stretches north to the foothills of the Santa Monica Mountains and is bounded by the Santa Susana and San Gabriel Mountains to the north. It is the only major City in the United States bisected by a mountain range. The Santa Monica Mountains extend across the middle of the City. The highest point in Los Angeles is Mount Lukens, also called Sister Elsie Peak. Located at the far reaches of the Northeastern San Fernando Valley, it reaches a height of 5,080 feet. The part of Los Angeles with the most hills is the Santa Monica Hills North of Downtown. The major river is the Los Angeles River, which begins in the Canoga Park district of the City and is largely seasonal. The river is lined in concrete for almost its entire length as it flows through the City into the nearby city of Vernon on its way to the Pacific Ocean.
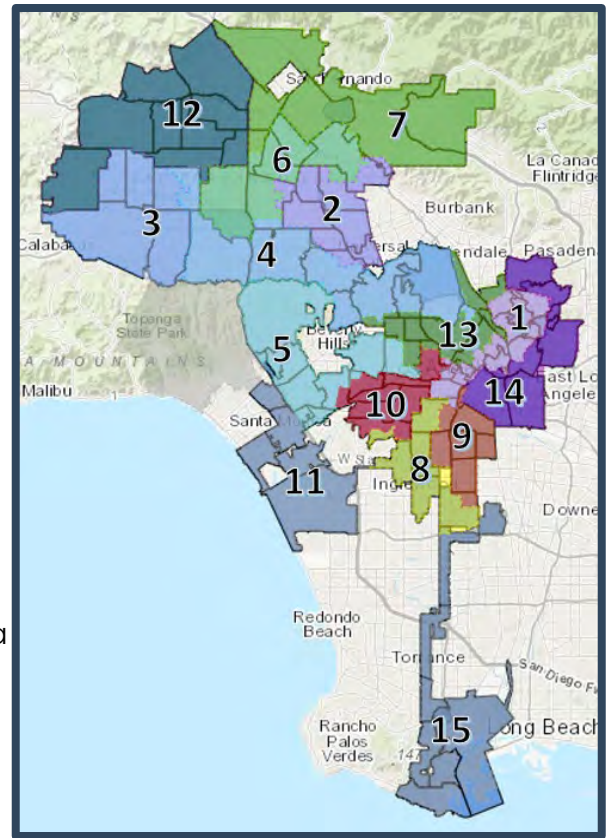
Climate

Numerous canyons and valleys also characterize the region, making it an area of diverse climatic conditions. The predominant weather influence is the warm, moist Pacific air, keeping temperatures mild throughout the year. Summers are dry and sunny—the City averages 329 days of sun per year—with most of the precipitation occurring during the winter months. Some unusual weather phenomena include the Santa Ana winds, which bring hot, dusty winds of up to 50 miles per hour from the surrounding mountains. Due to these high winds and the frequent sunny and hot

days, the City of Los Angeles is more prone to wildfires and bushfires especially during the summer and fall months. Occasional flash floods in the canyon areas may also occur, causing mudslides or debris flow. Smog and air pollution are common problems within Los Angeles, gathering in the coastal basin during periods of little air movement.

Additional weather phenomena and hazards have been further exacerbated by climate change. Climate change, also known as global warming, is an increase in temperatures and climate phenomena as a result of high levels of greenhouse gasses. Increased levels of greenhouse gasses (particularly CO_2) within the atmosphere are a result of human-generated pollutants and effects such as deforestation, the burning of fossil fuels, overcultivation, and power generation. As a result of climate change, the world has experienced hotter temperatures, more severe storms, increased and extended droughts, rising sea levels, greater health risks, and disruption of food and water supplies. The City of Los Angeles will therefore experience increased severity and frequency of hazards within the region due to climate change and continuously considers populations which are disproportionately affected by disastrous events. Within the City, the Climate Emergency Mobilization Office (CEMO) and Chief Heat Officer provide subject matter expertise and advise operational leadership on climate related issues.
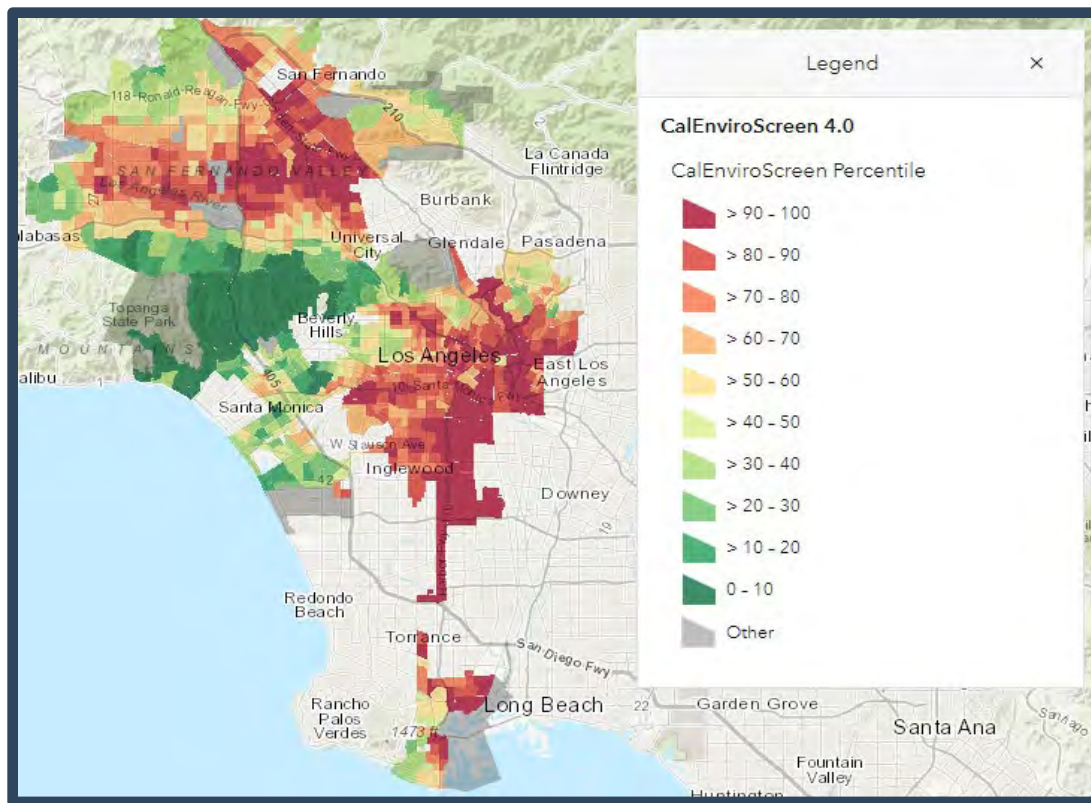
Source: CalEnviroScreen 4.0

The image above depicts the regions more likely to experience health impacts as a result of climate change within the City of Los Angeles. The tool, CalEnviroScreen, is a mapping tool that helps identify California communities that are most affected by many sources of pollution, and regions especially vulnerable to pollution's effects.[1]

Demographics

According to the latest report from the U.S. Census Bureau in 2021, the City of Los Angeles's population is estimated to be 3,849,297, a 1.1 percent decrease from 2020. It is the second largest city in the United States, as well as one of the most culturally, ethnically, and racially diverse places in the world. The Census Bureau's most recent report on 2020 population density reports that there were 8,304.2 persons per square mile living in Los Angeles[2].

Total City of Los Angeles Population
3,849,297

Data Source: 2021 US Census Bureau

Vulnerable Populations

Levels of vulnerability to hazards between regions in the City of Los Angeles are dynamic and vary depending on social, geographical, environmental, economic, health, and cultural factors. Populations underrepresented or underserved within communities are disproportionately affected by disasters due to varying levels of impact. Vulnerable populations are identified based on socioeconomic status, age, gender, race, ethnicity, language proficiency, health disparities and any disabilities, access, and functional needs (DAFN).

Socioeconomic Status

Socioeconomic status is determined by employment, income, housing status and education level. Within the City of Los Angeles, it is estimated that 17% of the population lives in poverty, with the per capita household income at $37,143[3]. As of 2022, it was also estimated persons experiencing homelessness within the City of Los Angeles account for almost 1.3% of the population with an estimated 41,980 persons. Of these persons, almost 28,458 are unsheltered, 2,079 are part of families experiencing homelessness, and 88 are under the age of 18.[4]

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[1] CalEnviroScreen 4.0
[2] Data Source: 2021 US Census Bureau
[3] Data Source: 2021 US Census Bureau
[4] LAHSA City of Los Angeles PEH Population

Socioeconomic Status	Population	Population Percentage
Persons living below the poverty line	658,229	17.1%
Persons experiencing homelessness	41,980	1.3%

Data Source: 2021 US Census Bureau/
LAHSA City of Los Angeles PEH Population

Persons living in poverty and of low socioeconomic status may lack the resources to effectively prepare for and recover from the effects of disasters. For example, some may be unable to afford evacuation costs or the stockpiling of resources such as food and water before a hazard presents itself. Those more likely to be impacted by disastrous events also include persons who are also unable to access resources such as health insurance, internet access, and higher education.

Socioeconomically Vulnerable Groups	Population	Population Percentage
Persons without health insurance (under 65 years of age)	458,668	12%
Households without a computer	217,867	5.7%
Households without a broadband Internet subscription	447,202	11.7%
High school diploma or less	1,624,403	42.2%

Data Source: 2021 US Census Bureau

Social Vulnerability Factors

Factors contributing to levels of vulnerability such as age, racial and ethnic background, and limited English proficiency, are all factors which may also affect levels of vulnerability.

Age	Population	Population Percentage
Persons under 5	219,409	5.70%
Persons under 18	785,256	20.40%
Persons over 65	496,559	12.90%

Race	Population	Population Percentage
African American	338,738	8.80%
American Indian and Alaskan Native	26,945	0.70%
Asian	454,217	11.80%
Hispanic or Latino	1,851,511	48.10%
Native Hawaiian and Other Pacific Islander	15,397	0.20%
White	1,882,306	48.90%
Two or more races	269,450	7.00%

Note: Persons may have more than one racial origin, therefore the sum of percentages equates to more than one hundred percent.

Language Other than English Spoken at Home	Population (over the age of 5)	Population Percentage (over the age of 5)
Speak only English at home	1,546,680	41.9%
Speak Spanish at home	1,529,173	41.5%
Other Indo-European languages	258,413	7.0%
Asian and Pacific Islander languages	299,210	8.1%
Speak other languages at home	53,757	1.5%

Data Source: 2021 US Census Bureau

DAFN Populations

Populations within the City of Los Angeles also disproportionately affected by disasters include people with disabilities, access, and functional needs. The Americans with Disabilities Act defines the term "Disability" as "...a person who has a physical or mental impairment that substantially limits one or more major life activit[ies]. This includes people who have a record of such an impairment, even if they do not currently have a disability. It also includes individuals who do not have a disability but are regarded as having a disability."[5]

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[5] ADA Definition of Disability

Persons with Disabilities, Access, and Functional Needs	Population	Population Percentage
Total Civilian Noninstitutionalized Population *Persons who have a disability*	3,817,423 *423,629*	*11.1%*

The term is also inclusive of broad and diverse groups of people who directly benefit from physical, communication, and program access. DAFN populations may have limited mobility or restricted access to some resources before, during, and after a disaster occurs due to their differing needs when coping and adapting to hazardous events.

Persons with Disabilities, Access, and Functional Needs by Age	Population	Population Percentage
Under 18 years *Persons who have a disability*	791,572 *24,601*	*3.1%*
18 to 64 years *Persons who have a disability*	2,589,757 *193,893*	*7.5%*
65 years and over *Persons who have a disability*	492,802 *180,137*	*36.6%*

Persons with Disabilities, Access, and Functional Needs by Type	Population	Population Percentage
Persons who are deaf/hard of hearing	94,204	2.5%
Persons who are blind or have a vision impairment	86,813	2.3%
Persons who have a developmental disability	167,118	4.6%
Persons who have an ambulatory/physical disability	215,715	6.0%

| Persons with Disabilities, Access, and Functional Needs by Type	Population	Population Percentage
Persons who have an independent living disability	177,577	5.8%
Persons who have a self-care disability	*108,013*	*60.8%*

Meeting the Needs of Vulnerable Populations

The process for meeting the needs of these populations varies. A multitude of laws and regulations, local policies, mitigation planning and project implementation is conducted throughout the City of Los Angeles to continuously improve infrastructure and response procedures to meet the growing needs of vulnerable populations. Direct community input from stakeholders is provided to better define vulnerable populations which are historically disproportionately impacted during emergencies. For the appropriate response procedure related to their involvement or how response is tailored to meet population-specific needs, see the appropriate hazard-specific or functional support annex/appendix.

Economy

As the City of Los Angeles responds to planned or major disaster events, the City is dependent on the financial resources provided by the overall economy. The economy of the City of Los Angeles is based on a variety of industries including, but not limited to international trade, business, entertainment (motion pictures, television, and recorded music), fashion, science, technology, and tourism. The City is also considered an important contributor to the global economy.

According to the United States Bureau of Economic Analysis, the Los Angeles-Long Beach-Santa Ana metropolitan area generated a Gross Domestic Product (GDP) of $1 trillion in 2020, ranking it as the second largest GDP in the United States by metropolitan area and the third largest economic center in the world. In 2021, it was also estimated that the Port of Los Angeles and Port of Long Beach accounted for over 31% of container-based
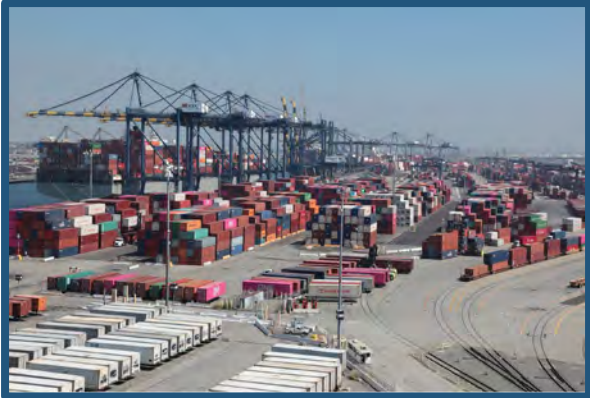
waterborne international trade for the entirety of the United States[6]. The Port of Los Angeles is also estimated to have an impact and connection with 1 in 9 jobs in Southern California and nearly 3 million jobs nationwide, making it a significant contributor and essential component to the U.S. economy.[7]

Another major economic contributor is Los Angeles' Union Station, the region's major transportation hub within the City and a major transportation hub for the State of California. Although not a City controlled asset, LA Union Station is located in Downtown Los Angeles and is considered a vital contributor to the economic resilience of the City and many surrounding regions. It is estimated LA Union Station generates over $2B for the entire County of Los Angeles and provides almost 14,000 jobs.[8]

Los Angeles International Airport (LAX) is also an integral part to not only the City of Los Angeles' economic vitality, but also to U.S. international trade. As of May 2023, LAX has contributed $31.3B toward international trade in the last year.[9] LAX handles high-value products, such as medical instruments, electronics, and perishables. The airport ranks 14th in the world and 5th in the U.S. in air cargo tonnage processed, with over two million tons of air cargo valued at nearly $96.3 billion. LAX is served by 43 international carriers and all major air freight lines. In addition to freight, LAX is a world hub airport for business travelers with over 900 weekly nonstop flights to 59 cities in 30 countries. Due to its significance, LAX is managed by numerous government agencies which collaborate to ensure its continued function.[10]

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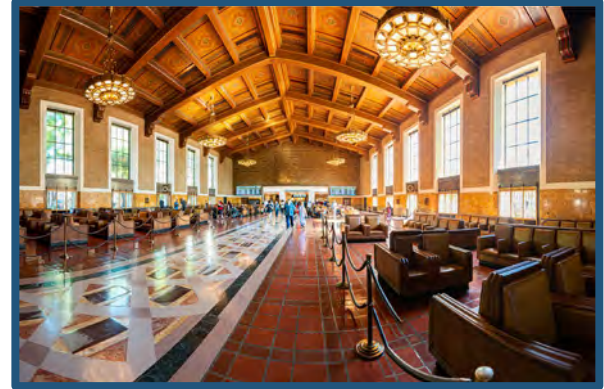
[6] Los Angeles County Economic Development Corporation
[7] Port of Los Angeles Facts and Figures
[8] LA Union Station Economic Impact Analysis
[9] Los Angeles World Airports Live Data Trade Numbers
[10] Los Angeles County Economic Development Corporation

Disrupted services to any of the aforementioned economic contributors can have significant impacts to the financial stability and economic resiliency of the City of Los Angeles. In addition to these economic contributors, additional vulnerabilities are identified based on the City's dependency toward specific service industries. As of April 2022, unemployment rates within the Los Angeles Metropolitan Area are at 4.3%. Highest rates of employment are among the leisure and hospitality sector, holding 23.9% of jobs within the region with the second highest among the information sector at 12.7%.[11]

Vulnerabilities

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. Vulnerability indicates the level of exposure of human life and property to damage from natural and manmade hazards. The City of Los Angeles and its people are vulnerable to a wide range of hazards that threaten communities, businesses, government and the environment.

Below is a description of some of the hazards and vulnerabilities the City frequently faces based on levels of probability and severity. The following provide broad descriptions of the vulnerabilities the City of Los Angeles accounts for, more details can be found in the appropriate hazard-specific and functional annexes to this Plan.

Adverse Weather

Adverse weather is defined as any dangerous meteorological phenomenon that can cause severe agricultural impacts, significant damage, serious social disruptions, or loss of human life. The City of Los Angeles is prone to different types of extreme weather which can cause some secondary hazards such as flooding, droughts, and landslides. The severity of any secondary hazards as a result of adverse weather conditions has been further exacerbated by climate change, which has globally increased temperatures and contributed to more severe natural hazards. For hazard-specific response information, refer to the [Adverse Weather Annex](#) or appropriate hazards/functional annexes.

Critical Infrastructure Interruption

As with all metropolitan cities, Los Angeles has extensive and complex infrastructures that provide critical services and key resources, such as: water, power, sanitation, natural gas, fuel, telecommunications, and other services that residents, commuters,

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[11] [U.S. Bureau of Labor Statistics Los Angeles Economic Survey](#)

and visitors rely on intently.

A major interruption to some of these services or resources can cause significant personal and economic hardship to many residents. A failure of one critical infrastructure could have a domino effect causing other critical infrastructures to fail. A prolonged interruption and a delayed recovery response to critical infrastructures will pose a significant threat to the health, safety, and property of residents.

A newly emerging danger is that of intentional human-made disruptions to telecommunications infrastructures. Damage to electricity-generating facilities and transmission lines could also impact systems throughout the City. These and other services could be seriously hampered by the loss of communications, damage to transportation routes and disruption of public utilities and other essential services. For hazard-specific response information, refer to the Critical Infrastructure Annex.

Debris Flow

Debris flows, also known as mudslides or flash floods, occur when heavy rainfall causes loose soil, rocks, and vegetation to rapidly move downhill, often in narrow canyons or channels. These hazardous events can result in property damage, infrastructure disruption, and potential loss of life. In Los Angeles, several factors contribute to the occurrence of debris flows. The City's steep terrain, combined with its semi-arid climate, makes it prone to intense rainfall events that can quickly saturate the soil and trigger the collapse of unstable slopes. Additionally, wildfires can exacerbate the risk by removing vegetation that would otherwise help stabilize the hillsides and control the movement of debris. For hazard-specific response information, refer to the Debris Flow Annex.

Earthquake

Los Angeles and the surrounding region are prone to major earthquakes from seismic faults, including the San Andreas Fault, the Newport-Inglewood Fault, and dozens of other faults. A major earthquake occurring in or near Los Angeles could cause many casualties, extensive property and infrastructure damage, fires, and other related hazards. These effects could also be aggravated by aftershocks. In California's technologically interdependent society, lifelines are vulnerable. These systems are so interdependent that damage hundreds of miles away can also affect services for the

City of Los Angeles. For hazard-specific response information, refer to the [Earthquake Annex.](#)

Fire

The City of Los Angeles is acutely aware of the potential for a major fire. The terrain, climate, and vegetation of the City contribute to an environment that is prone to fires. Hot summers without rain and low humidity create long periods of high fire danger. The strong, hot and dry winds known as "Santa Anas" also occur annually. The plant cover includes a wide variety of highly flammable trees and brush. In addition, prolonged periods of drought combine with dead vegetation caused by "dieback" disease to create dangerous fire conditions. For hazard-specific response information, refer to the [Brush Fire Annex](#).
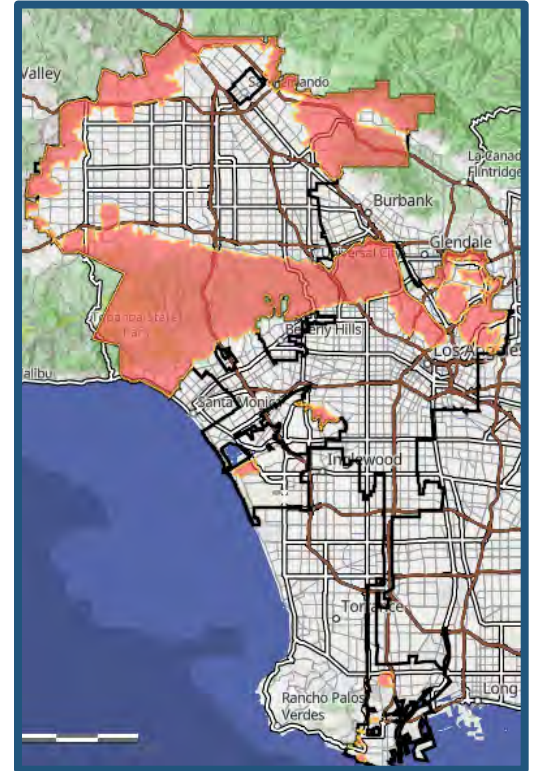
Terrorist Attack

Los Angeles' population, industrial infrastructure, economic importance, international reputation, media industry and numerous iconic features combine to make the City a potential target for both domestic and international terrorist attacks. Terrorists typically exploit vulnerabilities caused by technological hazards and may include hazardous materials, biological agents that result in epidemics, or attempts to damage the City's critical infrastructure including cyber-attacks which pose potentially devastating disruptions to essential communications such as voice, email, and Internet connectivity. For hazard-specific response information, refer to the [Terrorism Prevention and Protection Annex.](#)

Pandemic

Pandemic events are one of the greatest risks to public health within the City of Los Angeles. Pandemics can stem from a variety of viruses and diseases, the most widespread among them being influenza pandemics due to their rate of occurrence and severity. Depending on the severity, pandemics have the potential to disrupt City services both economically and socially. For hazard-specific response information, refer to the [Pandemic Annex](#).

Transportation Incident

The City of Los Angeles, as one of the most traveled cities in the world, continually faces the potential threat of transportation-related incidents. Due to the City's socioeconomic dependencies, incidents which affect commercial carrier airports, port cities within the nearby jurisdiction, and pedestrian traversal can have significant impacts to the City's operational capacity. For hazard-specific response information related to airport incidents, refer to the [Off Major Airport Major Aircraft Response Annex.](#)

Additional Hazards and Events

Although not originating within the City's boundaries, the City of Los Angeles may be affected by events occurring in other parts of the region or around the United States. In the instance neighboring jurisdictions and partnering agencies experience disruptions or impacts to critical services, reliant City communities and agencies will also become impacted. In situations where neighboring cities and communities experience incidents necessitating the use and assistance of additional resources, the City of Los Angeles may provide mutual aid when deemed necessary by the appropriate City agency. For additional information on surrounding jurisdictions and potential impacts, see the County of Los Angeles Operational Area Emergency Operations Plan.

In addition to frequent hazards, socio-political events requiring non-traditional emergency response and planning methods have become more frequent. Due to the City's numerous residents, industries, planned events, and its cultural significance, various time variables and social vulnerabilities may also influence the scope and severity of hazards occurring simultaneously. The City of Los Angeles is frequently chosen as a location for numerous cultural and political events, making it a likely target for human-caused threats. In addition to the frequently planned community events such as concerts, ceremonies, and cultural festivities, some major events recently hosted by the City include Super Bowl LVI, the Ninth Summit of the Americas, and the 123rd U.S. Open. Los Angeles has also been selected to host events such as the 2026 FIFA World Cup, 2028 Olympic and Paralympic Games, and 2031 U.S. Open.

Planning Assumptions

Community Assumptions

During the development of this Emergency Operations Plan, the following assumptions have been identified for the community and by the community:

- This plan is intended to be applicable for the whole community within the City of Los Angeles including historically underserved communities, vulnerable populations, and individuals with disabilities and access and functional needs.
- In the event of a large disaster, residents may need to be self-reliant. Residents are encouraged to store non-perishable foods for up to 7 days, 3 gallons of water per person per day, and any medical equipment necessary for the resident.
- Development of a family disaster plan for the residents living in the City of Los Angeles is encouraged to improve household resiliency.
- Development of a Business Continuity Plan (BCP) for resident-owned businesses is encouraged to improve individual resiliency.
- Some events requiring evacuation will have little to no warning and large-scale movement of populations may be necessary; otherwise, non-impacted jurisdictions may become "hosts" to displaced populations.
- Residents could be displaced from their homes if an evacuation is necessary for their safety.
- Individuals, community, and faith-based organizations and businesses will offer services and support in times of disaster.
- All material produced to support this Plan for distribution to the public shall be available in accessible formats.
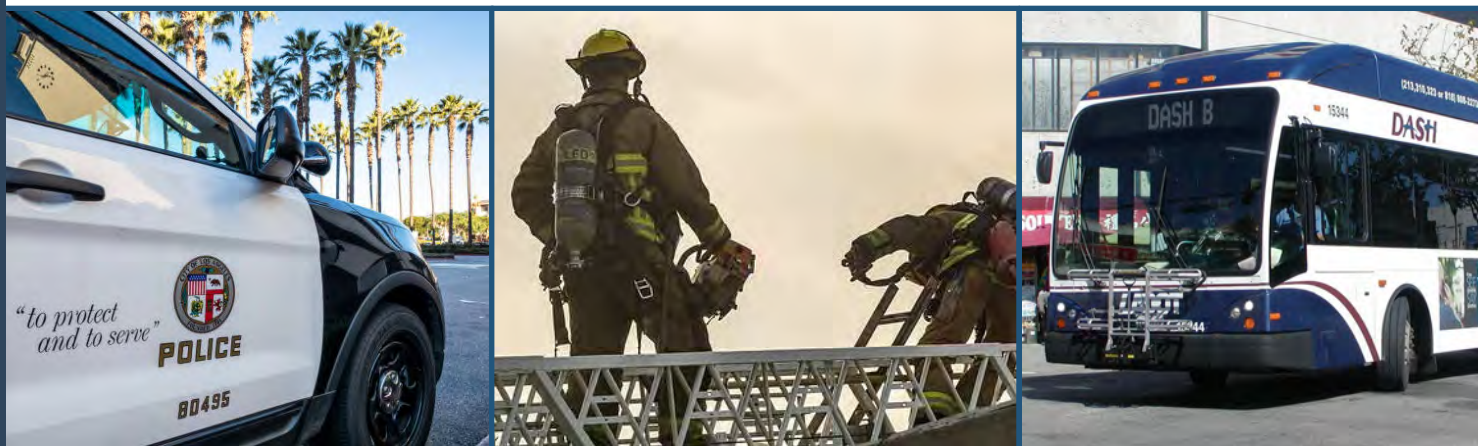
Emergency Response Assumptions

During the development of this Emergency Operations Plan, the following assumptions have been identified for emergency responders:

City Assumptions

- In any disaster, primary consideration is given to the preservation of life. Additionally, time and effort must be given to providing critical life-sustaining needs.
- City departments will mobilize to deliver emergency and essential services under all threats and emergencies.
- City departments and appropriate non-city agencies with regulatory oversight responsibilities will continue in their same roles during all phases of an emergency and will insert themselves into the organizational chain to support emergency management efforts.
- An emergency can result in property loss, interruption of essential public services, damage to basic infrastructure, and significant harm to the environment.
- The City Emergency Operations Center (EOC) may or may not be activated in support of an event. EOC activation will be determined based on the scope and severity of the event.

Operational Assumptions

- Displaced residents will require shelter and social service needs. Sheltering activities could be short term or long-term depending on the severity of the incident.
- Many residential, commercial, and institutional structures could be damaged, requiring a large Urban Search & Rescue/Heavy Rescue mobilization.
- Vital infrastructure such as potable water supplies, electrical power, natural gas, and sewer services could be compromised. Re-establishment of these vital resources will be critical.
- Transportation infrastructure could be damaged and in limited operation. Vital vehicles and rail corridors could be damaged and/or impassable. Re-establishment of transportation infrastructure will be critical.
- Communications infrastructure could be damaged, causing disruption in land-line telephone, cellular telephone, radio, microwave, computer, and other communication services. Re-establishment of communications infrastructure will be critical.
- Only City departments and non-city agencies that have a role in emergency operations support are included in this plan. The departmental and agency

roles listed are limited to those applicable to emergency operations support.

- In some instances, the consequences of a disaster along with terrain, and the geographical area, may impact the effectiveness of notification systems.
- Despite a good faith effort, the City may not have the capabilities or resources to reach every individual in terms of public warnings, notification and/or support.
- The City will provide reasonable accommodations to constituents seeking and receiving resources.

Preparedness Assumptions

- Warning time used effectively decreases potential life and property loss.
- Personnel preparedness and training is essential to effective emergency operations.
- Adequate pre-emergency testing of facilities and equipment will help to ensure reliability during emergencies.

Government and Mutual Aid Assumptions

- The City of Los Angeles recognizes that disasters may exhaust local resources and assistance from mutual aid partners may be necessary.
- Responsibility for emergency preparedness rests with all levels of government.
- The nature and extent of an emergency will govern which elements of the emergency organization will mobilize and respond.
- All emergencies are local. Even when mutual aid is necessary, the local government, agencies, and community respond to an event first and facilitate recovery efforts until it is no longer necessary.
- Emergencies may occur at any time with little or no warning and may exceed the capabilities of local, state, federal, tribal governments, and the private sector in the affected areas.
- Local response and recovery operations will be mutually coordinated to ensure effective mobilization of resources to and by the City in accordance with the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA).
- The greater the complexity, impact and geographic scope of an emergency, the more multiagency coordination will be required.
- Mutual aid and other forms of assistance will be requested of neighboring local governments, the State or Federal governments, and private organizations when the City of Los Angeles exhausts or anticipates exhausting its resources.

II. Concept of Operations

To meet the needs of the community during any disaster or event, the City of Los Angeles integrates emergency management concepts and whole community approaches to meet Emergency Operations Plan objectives. This Concept of Operations section describes the notions the City adheres to for the purpose of meeting the needs of the community.

Phases of Emergency Management

The City of Los Angeles utilizes the Emergency Management Cycle as a guide toward effectively achieving its objectives. The Emergency Management Cycle consists of five recurring and overlapping phases including: Prevention, Mitigation, Preparedness, Response and Recovery. These phases can occur concurrently depending on the severity and magnitude of a planned event or emergency. The five Emergency Management Phases directly impact one another and City capabilities to meet the needs of each phase are influenced by economic, physical, social, cultural, and environmental factors.

Prevention

Prevention focuses on the impediment of human-caused disasters and terrorist attacks. Although preventative measures can limit risk, it is important to note not all disasters can be entirely prevented. The City supports risk prevention programs as a component of a broader emergency preparedness effort. Prevention programs are established by the Los Angeles Police Department and outside agencies to detect problems, share information and intelligence, and prepare strategies to avert problems before they occur.

The City of Los Angeles also works alongside the Joint Regional Intelligence Center (JRIC), an all-crimes intelligence center composed of fire, law enforcement, and public health personnel, at local, state, and federal levels. JRIC disseminates crime-related intelligence for the Los Angeles region and serves as the Regional Threat Assessment Center for the California Central District. The center also provides public safety personnel, designated community members, law enforcement, and private entities with information to increase awareness and educate entities on crime-related issues such as terrorism.

Mitigation

Mitigation includes any actions taken to prevent a disaster from occurring or reduce the severity and impacts of an event. During the mitigation phase, action is taken to reduce or eliminate the long-term risk to human life and property from natural and human- caused hazards. Mitigation efforts occur both before and after an event.

Hazard mitigation actions for the City of Los Angeles include but are not limited to enforcement of building and floodplain management codes and zoning ordinances, continual maintenance of City infrastructure such as roads and dams, deployment of early warning systems to notify the public, and hazard mitigation planning.

Mitigation Planning and Processes

The City of Los Angeles's mitigation activities are guided by the City's Local Hazard Mitigation Plan (LHMP). This plan represents the City of Los Angeles' official statement on hazard mitigation goals, strategies and priorities and provides a comprehensive assessment of the City's hazards and vulnerabilities.

Pre-Disaster Mitigation

Pre-Disaster Mitigation focuses on projects that address natural or man-made hazards to reduce the risks to the population and structures. This is primarily accomplished by strengthening the resilience of Los Angeles' infrastructure. A FEMA-commissioned study recently concluded that each dollar spent on mitigation activities saves an average of $134 in post-disaster costs.

Post-Disaster Mitigation

Post-Disaster Mitigation efforts are designed to reduce future damage in a stricken area and decrease the loss of life and property due to incidents. The essential steps of hazard mitigation are:

1. Hazard identification.
2. Vulnerability analysis.
3. Defining a hazard mitigation strategy.
4. Implementation of hazard mitigation activities and projects

Preparedness

Preparedness focuses on community and individual readiness through education,

planning, and training for events which cannot be mitigated or prevented. Preparedness focuses on increasing awareness regarding local hazards and improving preparedness skills to increase community resiliency and decrease vulnerability. The City of Los Angeles strives to increase preparedness within the City through community outreach geared toward all vulnerable persons. As part of a

comprehensive preparedness program, the City's emergency management community develops plans and procedures, maintains prevention programs, manages resources, establishes mutual aid agreements, trains personnel, and educates the public. Preparedness actions for all workers and citizens of the City of Los Angeles includes but is not limited to developing disaster preparedness plans, creating and maintaining an emergency kit, and training in first aid response. The City of Los Angeles follows the National Preparedness Cycle: Planning, Organizing, Equipping, Training, Exercise, and Evaluation to meet preparedness goals.

Planning

Planning is the process of recording, developing, and maintaining comprehensive emergency guides. The emergency planning process is a continuous cycle of evaluation and revision to encompass current capabilities, resources, strategies, and processes as they pertain to different types of plans. At a minimum, emergency plans will contain the involved stakeholders, preparedness actions, considerations for vulnerable populations, an outline of response actions, and the process for incorporating corrective actions.

Organize and Equip

Organizing and equipping involves the provision of necessary resources to ensure operations are sustainable and pertinent to the appropriate emergency event. Organizing assigns the correct personnel with the appropriate skill sets for operational response. The equipping process involves the provision of the necessary resources or standard equipment for personnel to utilize to respond to emergency events.

Train

Training is essential to ensure public officials, emergency response personnel and the public are operationally ready. As part of the emergency management training curriculum, personnel with emergency responsibilities complete emergency management courses. The City provides training for emergency managers and first responders through its departmental training program and the California Specialized Training Institute (CSTI). The City currently provides training to City personnel and employees through its G775 and G611 courses.

Exercise and Evaluate

Exercises provide the community with an opportunity to become thoroughly familiar with the procedures, facilities and systems which will be used in emergency situations. The community is encouraged to plan for and/or participate in all-hazards and functional exercise programs that involve emergency management/response. For City personnel, training should include personnel from multiple disciplines and/or

multiple jurisdictions. City exercises range from seminars/workshops to full scale exercises. Once exercises are completed, an evaluation is conducted to develop improvement plans, understand best practices, and address any notable gaps. Evaluation is necessary to ensure emergency response improves continuously.

Response

The Response Phase in the emergency management cycle transpires when an event necessitates the deployment and coordination of resources to meet incoming or immediate needs. Response consists of all actions taken to save lives, alleviate the impacts of a disaster, and reduce any environmental and economic losses. During this phase the City of Los Angeles may utilize different types of resources to meet the unique needs of an incident or request additional resources as needed through the appropriate channels.

The response phase occurs for the shortest duration in comparison to the remaining emergency management phases. An organization's capability to respond to disasters is entirely dependent on the resources allocated toward the prevention, mitigation, preparedness and recovery phases. Within the City of Los Angeles, there are numerous entities which assist in the response phase. Those entities are listed within the [Organization and Assignment of Responsibilities](#) section of this EOP.

Recovery

The Recovery phase is the stabilization of the community and a period in which critical community functions are restored to at or near pre-disaster conditions. Realistically, recovery is the process of re-establishing a state of normalcy in any affected communities. The Recovery phase can occur during the response phase and may remain active for extended periods of time depending on the severity of the event. Some of the recovery actions taken by the City of Los Angeles include, but are not limited to:
- Debris Removal
- Providing behavioral and medical health services to the public
- Developing interim and permanent housing solutions
- Supporting and establishing local assistance centers
- Rebuilding damaged infrastructure based on community needs
- Restoring historically or culturally significant locations; AND
- Implementing economic revitalization strategies in affected areas

Recovery responsibilities and activities within the City of Los Angeles are delineated into Recovery Support Functions (RSFs) in accordance with the National Disaster

Recovery Framework (NDRF). The following are some recovery functions the community can expect during the recovery period:

Individuals and Households

Individuals and households may attempt to try to stabilize their circumstances by seeking adequate shelter, assessing damage to their property, resuming work and other regular activities, applying for federal assistance, and by obtaining insurance proceeds.

The Private Sector

The private sector engages in activities necessary to resume business operations, including assessing damage, implementing continuity of business plans, caring for employees, shifting operations to temporary facilities or other locations, applying for federal assistance and obtaining insurance proceeds. In coordination with the City government, businesses also may play a key role in donating goods and services for community recovery. Through the Business Operations Center, located within the City of Los Angeles Emergency Operations Center, the City may assist the private sector and other community-based organizations.

Non-Government Organizations and Community Based Organizations

Non-Government Organizations (NGOs) and Community Based Organizations (CBOs) such as the Red Cross and the Salvation Army, will 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 churches, neighborhood health clinics and food distribution agencies. NGOs and CBOs may provide a range of services such as donations management, emergency food, clothing and shelter, as well as support of housing reconstruction. They provide these services independently or in coordination with federal, state and local efforts.

Government

Local governments, including counties, cities, special districts and tribal governments organize recovery operations according to their respective priorities and mechanisms for conducting business. These jurisdictions may work with neighboring jurisdictions to share resources or address common problems. Regional entities may also play a role in setting priorities and obtaining resources for recovery within their respective areas of authority. Specific recovery strategies and procedures based on the RSFs are documented in the [Recovery Annex of the EOP.](#)

National Incident Management System (NIMS)

NIMS is a nationwide standardized approach to incident management and response. It establishes a uniform set of processes and procedures emergency responders at all levels of government are required to utilize to conduct response operations. The City of Los Angeles is required to comply with all directives specified within the National Incident Management System (NIMS) as defined in the Homeland Security Presidential Directive (HSPD) – 5: Management of Domestic Incidents and Presidential Policy Directive – 8: National Preparedness. The City of Los Angeles utilizes NIMS for organizing emergency response operations in the field, department operations centers, emergency operations center, and has been integrated into the City of Los Angeles Emergency Operations Organization (EOO).

NIMS and the Standardized Emergency Management System (SEMS) are designed to be compatible and are based on similar organizational principles. It is designed to provide a standardized and scalable approach to incident management, enabling effective collaboration and coordination among all levels of government and various stakeholders. It aims to enhance the overall preparedness, response capabilities, and resilience of the nation in the face of emergencies and disasters.

Standardized Emergency Management System (SEMS)

The Standardized Emergency Management System (SEMS) is the fundamental structure for the response phase of emergency management. SEMS is required by the California Emergency Services Act (ESA) for managing multi-agency and multi-jurisdictional responses to emergencies in the state of California. SEMS provides a standardized approach to emergency management, ensuring coordination, communication, and cooperation among multiple agencies and organizations involved in response and recovery efforts. The system unifies all elements of the emergency management community into a single integrated system and standardizes key elements. SEMS incorporates the use of the Incident Command System (ICS), [California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA)](), Operational Area concepts, and multi-agency or interagency coordination. The City of Los Angeles, as a local government entity, is required to utilize SEMS to be eligible for any reimbursement of response-related costs under the state's disaster

assistance programs.

SEMS Functions

SEMS requires that every emergency response involving multiple jurisdictions or multiple agencies include the five SEMS functions of Command/Management, Operations, Planning/Intelligence, Logistics, and Finance/Administration. These functions must be applied to each level of the SEMS organization.

The City of Los Angeles uses the five SEMS functions for organizing emergency response at the field, Department Operations Centers (DOC), Emergency Operations Center (EOC), and its EOO divisions. The field and EOC functions are illustrated in the following Comparison of Field and EOC SEMS Functions.

Comparison of Field and EOC SEMS Functions		
PRIMARY SEMS FUNCTION	FIELD RESPONSE LEVEL	EOC LEVEL
Command/ Management	Command is responsible for the directing, ordering, and/or controlling of resources.	Management is responsible for facilitation of overall policy, coordination and support of the incident.
Operations	The coordinated tactical response of all field operations in accordance with the Incident Action Plan.	The coordination of all City operations in support of the response to the emergency in accordance with the EOC Action Plan.
Planning/ Intelligence	The collection, evaluation, documentation and use of information related to the incident.	Collecting, evaluating and disseminating information and maintaining documentation relative to all City and jurisdiction activities.
Logistics	Providing facilities, services, personnel, equipment and materials in support of the incident.	Providing facilities, services, personnel, equipment and materials in support of all jurisdiction activities as required.
Finance/ Administration	Financial and cost analysis and administrative aspects not handled by the other functions.	Responsible for coordinating and supporting administrative and fiscal consideration surrounding an emergency incident

SEMS Organizational Levels

Field

The Field Level is where emergency response personnel and resources, under the command of responsible officials, carry out tactical decisions and activities in direct response to an incident or threat.

Local Government

The City of Los Angeles, as local government, manages and coordinates the overall emergency response and recovery activities within the City. The City of Los Angeles is required to use SEMS when the City EOC is activated, or a local emergency is declared or proclaimed to be eligible for state reimbursement of response-related costs.

Operational Area

An Operational Area is the intermediate level of the state's emergency management organization which encompasses a county's boundaries and all political subdivisions located within that county, including special districts. The City of Los Angeles is in the Los Angeles Operational Area (OA) and facilitates and/or coordinates information, resources, and decisions regarding priorities among local governments within the OA.

The Los Angeles Operational Area also serves as the coordination and communication link between the City of Los Angeles and the Regional Level. State, federal, and tribal jurisdictions in the OA may have statutory authorities for response similar to that at the local level.

Region

The Regional Level manages and coordinates information and resources among Operational Areas within the mutual aid region and between the OA and the state level. The Regional Level also coordinates overall state agency support for emergency response activities within the region.

State

The state level of SEMS prioritizes tasks and coordinates state resources in response to the requests from the Regional Level and coordinates mutual aid among the mutual aid regions and between the Regional Level and State Level. The state level also serves as the coordination and communication link between the state and the federal emergency response system.

Incident Command System (ICS)

ICS is a standardized management system used for the command, control, and coordination of emergency response operations. It provides a hierarchical structure and a set of procedures and protocols that enable multiple agencies and organizations to work together effectively during incidents or emergencies. ICS is utilized as a unified approach to manage complex incidents.

By implementing the ICS, emergency response agencies improve coordination capabilities and streamline decision-making processes. It provides a standardized framework that allows responders from different agencies and disciplines to work together seamlessly, ensuring a more efficient and coordinated response to emergencies and incidents.

The key principles of ICS include:
1. Common terminology: Using standardized terminology to ensure clear and effective communication among responders.
2. Modular organization: Establishing a flexible organizational structure that can be scaled up or down based on the size and complexity of the incident.
3. Management by objectives: Setting clear objectives and prioritizing actions based on the overall goals of the incident response.
4. Span of control: Ensuring that supervisors have a manageable number of subordinates to effectively oversee and coordinate their activities.
5. Incident facilities and locations: Establishing specific facilities and locations, such as an Incident Command Post, to serve as operational bases for managing the response.
6. Comprehensive Resource Management: Efficiently and effectively allocating resources, including personnel, equipment, and supplies, to support the response effort.
7. Integrated Communications: Establishing a common communication system that enables all responders to communicate effectively and share information in real-time.

State and Federal Emergency Functions

California Emergency Functions

The CA-EFs ([Attachment - California Emergency Functions](#)) consist of seventeen primary activities deemed essential to addressing the emergency management needs of communities in all phases of emergency management by the State. At the state level, CA-EFs consist of an alliance of state agencies, departments and stakeholders with similar functional responsibilities. CA-EFs were designed to bring together discipline-specific stakeholders at all levels of government to collaborate and function within the four phases of emergency management.

Federal Emergency Support Functions

The federal government organizes much of its resources and capabilities under 15 ESFs ([Attachment - Federal Emergency Support Functions](#)) as described in the National Response Framework (NRF). When the federal government deploys its ESF to assist in an emergency, it provides the greatest possible access to federal department and agency resources regardless of which organization has those resources. ESF coordinators and primary agencies are identified on the basis of authorities and resources. Each ESF aligns categories of resources and provides strategic objectives for their use.

Coordination with Other Government Emergency Functions

Similarities between the EOO Division Functions, California Emergency Functions (CA-EFs) and the Federal Emergency Support Functions (ESFs) exist. ESFs have been developed and organized for the purpose of providing federally controlled resources to state and federal agencies during the response and recovery phases of a disaster. While similar to the federal ESFs, the CA-EFs are established to augment state operations during all four phases of emergency management. Finally, local governments and OAs are not required to implement the ESF or CA-EF concepts unless they choose to do so. The [City of Los Angeles EOO Division Functions](#) are organized to be consistent with their local resources and are established according to SEMS regulations and guidelines. EOO Division functions and other organizational roles and responsibilities have been identified to show how emergency support functions are fulfilled in accordance with State and Federal recommendations.

III. Organization and Assignment of Responsibilities

Successful emergency management requires that the City have the ability, in times of crisis, to effectively bring every available resource (public and private) to bear. Accomplishing this task requires multifaceted interdepartmental and inter-agency cooperation and the resolution of complex operational, legal, legislative and administrative issues. Understanding and preparing for the threats facing our City is the responsibility of every person who lives and works in Los Angeles. All accessible and applicable local, state and federal resources will be committed to protect lives, property and the environment.

City of Los Angeles Roles and Responsibilities

City Guidance/Documents

Local emergency management responsibilities of the City of Los Angeles are described in the City Charter, Administrative Code and Executive Directives. City officers, boards, departments, and employees are mandated to aid, respond to, and recover from the effects of an emergency and to cooperate with each other and other levels of government in providing assistance. Responsibilities include, but are not limited to planning, training and/or response to emergency incidents.

Administrative Code (LAAC)

The LAAC Division 8, Chapter 3 Local Emergencies expands upon and consolidates emergency assignments of persons, organizations, and departments of the City government.

Executive Directives

Executive Directives relating to emergency events declare the legal authority and responsibility of City government to ensure that emergency planning, preparedness, response, and recovery activities exist to mitigate the effects of a disaster or an emergency impacting City infrastructure, residents, business, and governmental service delivery. For a list of all Executive Directives as it relates to emergency response operations see the list of Executive Directives in the Authorities section of this EOP.

Department Plans

Each department maintains its own emergency plans and procedures to accomplish assigned emergency management tasks. Department plans may delegate authority and assign responsibilities to divisions, bureaus, field offices, or other components of the department. Department plans must be consistent with the provisions of the Administrative Code and the Executive Directives. Each department should ensure its emergency plan is consistent with the City's Emergency Operations Plan.

Mayor

The Mayor is the Director of the Emergency Operations Organization. Acting as EOO Director, the Mayor is responsible for coordination among EOO division chiefs and for resolving questions of authority and responsibility during a local emergency. The Mayor is responsible for creating executive directives, orders, regulations, and

enforcing rules to mitigate the effects of disasters or events impacting the City as previously described. These orders take effect immediately upon issuance. The Mayor is empowered to declare the existence of a local emergency or disaster. The EOO Director will also keep the City Council fully advised as to the status of the emergency.

The Mayor's Emergency Response Council (MERC) advises the Mayor on all actions related to response and recovery activities mitigating the effects of an emergency or disastrous event. The MERC consists of the EMD General Manager, LAPD Police Chief, LAFD Fire Chief, and Deputy Mayor of Public Safety. For more information on MERC's responsibilities, see the 2011 Mayoral Executive Directive No. 19.

Los Angeles City Council (LACC)

The City Council has provided for the preservation of the City government in the event of an emergency. The LAAC designates those City officials responsible for the continuity of government in the event of the absence or inability to serve by the responsible officials. The City Council also ratifies and terminates declarations of local emergency made by the Mayor. The City Council will declare and publicize the termination of such local emergencies at the earliest possible date that conditions allow. Upon the City Council's announcement of the termination of the local emergency, such rules, regulations, orders or directives will terminate and have no further force or effect. For a full list of the responsibilities of the City Council refer to the Los Angeles Charter and Administrative Code Division 2.

Emergency Operations Organization (EOO)

The EOO was created by Ordinance to constitute the operational forces deemed necessary to meet the requirements imposed by a local emergency. The EOO is a structure established by the City of Los Angeles to provide a coordinated response to emergencies. It is composed of various departments, agencies, and organizations that work together during emergency incidents. The EOO is responsible for the development and efficient operation of the City's emergency response and recovery resources.

The functions and duties of the EOO during an emergency are distributed among the Mayor's office, the Emergency Management Department, and various functional divisions of the EOO that provide response and recovery functions. For a full list of the EOO's Organizational Principles, Authority and Powers, and Functions and Resources, refer to Chapter 3 Article 8 of the LACAC.

Emergency Operations Organization (EOO) Authority and Powers

EOO Director

The Mayor acts as the EOO Director, and is authorized to enforce rules, orders, regulations and directives to protect life and property during local emergencies. The EOO Director exercises full authority of all EOO Divisions, may organize additional divisions as necessary, provides coordination among EOO division chiefs, and, if necessary, may require emergency service of any City citizen or employee.

EOO Deputy Director

The Chief of Police (EOB chair) is the EOO Deputy Director and acts on behalf of the Director on all matters delegated to them.

EOO Coordinator

EMD is designated as the EOO Coordinator and is responsible for coordinating the following:

- The General Manager of the Emergency Management Department is designated as the Emergency Operations Organization Coordinator. He or she is subject to the supervision of the Mayor with respect to the performance of duties related to emergency preparedness or response activities.
- Assist the CAO in preparing and processing emergency operations program papers and applications for federal and state funds.
- Coordinate and provide for the dissemination of pre-emergency public information relating to emergency operations activities.
- Notify the EOB of recommended budget items relating to emergency services activities for each City department having control of an EOO division. Also indicate which items are included in the CAO's annual budgetary recommendations to the Mayor.
- The EOO Coordinator coordinates the responsibilities of persons involved in an emergency event and facilitates the dissemination of emergency operations activities.

Emergency Operations Board (EOB)

The EOB oversees the affairs of the Emergency Operations Organization (EOO) and issues instructions to the chiefs of its divisions. The EOB has the power to make and enforce necessary regulations to govern the EOO during periods of planning, response, and recovery. The Emergency Operations Board may appoint committees for the administration of its affairs and advise the EOO Director (City of Los Angeles Mayor) on the operations of the various EOO divisions. The EOB consists of:

- Chief Engineer and General Manager of the Fire Department.
- Chief Legislative Analyst of the City Council.
- Chief of Police who is hereby designated as permanent chairman.
- Chief of the Public Works Division.
- Director of the Office of Administrative and Research Services.
- General Manager and Chief Engineer of the Department of Water and Power.
- General Manager of the Airport Department.
- General Manager of the Emergency Management Department.
- General Manager of the Department of General Services.
- General Manager of the Harbor Department.
- General Manager of the Information Technology Agency.
- General Manager of the Personnel Department.
- General Manager of the Department of Recreation and Parks.
- General Manager of the Department of Transportation.
- Superintendent of Building and General Manager of the Department of Building and Safety.

Emergency Operations Board Working Group (EOBWG)

The EOBWG is a subcommittee of the EOB that is responsible for providing technical expertise and recommendations related to emergency operations. EOB Working Group representatives are not members of the Emergency Operations Board but rather a group of staff-level personnel responsible for the development of procedures, plans, research, and recommendations for Board review and action. The EOBWG functions as working branches of the EOB and does not vote or have decision-making authority. Additional Emergency Management Task Forces can be established to provide technical support to the EOB Working Group and may be formed and deactivated as necessary.

Activation of the Emergency Operations Organization

Upon receipt of an official warning of an impending or threatened emergency, proclamation of a local emergency, or during a planned event, the EOO will be immediately activated and EOO personnel will be called into service.

Upon activation of the EOO, the following directives and actions may take place:
- The EOB chair may immediately schedule a meeting of the Board to coordinate response and to establish consensus on the best operational strategies to be utilized in controlling the disaster.
- In the event of a major emergency which may result in the declaration of a local emergency, the Board shall be convened as rapidly as possible and shall brief the Mayor on the status of the emergency and actions being taken to bring it under control.
- Additional Board meetings shall be convened as necessary to provide policy level direction throughout the response and recovery phases of the disaster.
- The EOB may instruct the EOB Working Group to:
  - Meet each day during activation to exchange information.
  - Advise the EOB chair and the Board of the status of the emergency; and
  - Recommend periodic meetings of the Board.
- The EOB may also require special reports that utilize information and resources specific to an Emergency Operations division.

EOO Organizational Chart

The image below depicts the roles and responsibilities of the Emergency Operations Organization, Emergency Operations Board, and the EOB Working Group as numerous entities working toward a singular goal.

Emergency Operations Organization (EOO)

EOO Director

The Mayor acts as the EOO Director, and is authorized to enforce rules, orders, regulations and directives to protect life and property during local emergencies.

EOO Deputy Director

The Chief of Police (EOB chair) is the EOO Deputy Director and acts on behalf of the Director on all matters delegated to them.

EOO Coordinator

The EOO Coordinator coordinates the responsibilities of persons involved in an emergency event and facilitates the dissemination of emergency operations activities.

Emergency Operations Board (EOB)

The EOB consists of General Managers, Chiefs, and Superintendents of the following:

- Fire Department
- Chief Legislative Analyst
- Police
- Public Works Division
- Office of the City Administrative Officer
- Department of Water and Power
- Airport
- Emergency Management Department
- General Services Department
- Harbor Department
- Information Technology Agency
- Personnel Department
- Department of Recreation and Parks
- Department of Transportation
- Department of Building and Safety

Emergency Operations Board Working Group

The EOB Working Group is composed of representatives from City departments and outside agencies. The following Emergency Management taskforces provide technical support to the EOB Working Group

- Budget & Grants
- Disabilities and Access & Functional Needs
- Community Preparedness & Engagement
- Operations/Training & Exercises
- Planning & Resilience
- Shelter & Welfare
- Emergency Public Information
- GIS
- Technology
- Human Resources

Emergency Operations Organization (EOO) Division Functions

The EOO Division Functions are a source for department-specific and subject matter expertise that can be utilized during an emergency response at any level of SEMS and NIMS. When an EOO Division Function is employed during EOC activation, it provides access to support resources and capabilities.

The EOO Division Functions are composed of designated department and position representatives that can be called upon to support the EOC when activated. The EOO Division Function representatives are identified on the basis of subject matter expertise regarding their department, authorities and resources.

Emergency Operations Organization Divisions

EOO Division	Roles and Responsibilities	EOC Position	CA-ESF	Federal ESF
AIRPORTS DIVISION General Manager, Los Angeles World Airports LACAC Sec 8.70	Responsible for airport security; prepares operational plans for controlling ground operations and management of aircraft and other hazards at LAWA airports. Coordinates emergency activities with airport tenants, the FAA, other concerned federal agencies and other EOO divisions.	Liaison	CA-ESF #1 - Transportation	ESF #7 – Logistics Management and Resource Support ESF #13 – Public Safety and Security
ANIMAL SERVICES DIVISION General Manager, Animal Services Department LACAC Sec 8.71	Arranges for the care and control of animals during emergencies, including rescuing, sheltering, controlling and providing emergency veterinary services.	Operations Mass Care Branch Animal Services Unit Leader	CA-ESF #4 - Fire And Rescue CA-ESF #6 - Care & Shelter	ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services ESF #9 – Search and Rescue
BUILDING AND SAFETY DIVISION General Manager, Los Angeles Department of Building and Safety LACAC Sec. 8.57	Determines potential hazards to persons and property; issues abatement notices; investigates and determines damages to buildings and structures; gives advice regarding the condition of buildings and sites and the use of applicable safety measures; supervises volunteer structural engineers; recommends legislation relative to structural damages and necessary modifications of current structural standards.	Operations Safety Assessment Branch All subsequent roles	CA-ESF #3 - Const. & Engineering	ESF #3 – Public Works and Engineering ESF #13 – Public Safety and Security
FIRE SUPPRESSION AND RESCUE DIVISION Chief Engineer and General Manager, Fire Department	Conducts fire suppression and rescue operations; provides emergency medical services; controls incidents involving explosives and hazardous materials; petroleum and chemical pipeline accidents; assists in safe demolition of buildings; and radiological defense.	Operations Fire/EMS Branch -All	CA-ESF #4 - Fire And Rescue CA-ESF #10 - Hazardous	ESF #4 – Firefighting ESF #9 – Search and Rescue

EOO Division	Roles and Responsibilities	EOC Position	CA-ESF	Federal ESF
LACAC Sec 8.52		subsequent roles	Materials	ESF #10 – Oil and Hazardous Materials Response
GENERAL SERVICES DIVISION General Manager, Department of General Services LACAC Sec 8.56	Responsible for maintaining GSD controlled facilities and equipment; safety of occupants of City owned high-rise buildings; procures supplies, equipment and property for all EOO divisions during EOC activations; assembles and maintains information concerning City owned vehicles, heavy duty equipment, and large transportation vehicles with the exception of Departments such as LAPD and LAFD.	Logistics Logistics Section Coordinator Most subsequent roles	CA-ESF #7 – Resources	ESF #7 – Logistics Management and Resource Support
HARBOR DIVISION General Manager, Harbor Department or Port Warden (if designated) LACAC Sec. 8.60	Responsible for port security; prepares operational plans for the control, anchorage, and movements of ships to avert collisions and hazards during a local emergency; may evacuate vessels that are perils to the port and move mobile equipment at the waterfront and jeopardized vessels or those which may impede rescue or salvage operations or accelerate a local emergency. Coordinates emergency activities with concerned federal agencies and with other EOO Divisions.	Operations	CA-ESF #1 – Transportation CA-ESF #13 – Law Enforcement and Evacuation	ESF #9 – Search and Rescue

EOO Division	Roles and Responsibilities	EOC Position	CA-ESF	Federal ESF
INFORMATION AND TECHNOLOGY DIVISION General Manager, Department of Information Technology Agency LACAC Sec. 8.71.1	Responsible for designing, implementing, maintaining and restoring voice and data communications systems and automated applications and associated data which support emergency operations; provide information technology related training; operate the City's Computing Center; facilitate communication with the public through information technology; maintain liaison with other entities providing telecommunications services to the public; and provide information technology related mutual aid pursuant to established agreements Provide radios and cellular telephones to operating departments; establish and maintain field communications; restore information systems; and support LA City view.	Management Section ITA Specialist	CA-ESF #2 - Communications CA-ESF #18 – Cybersecurity	ESF #2 – Communications ESF #7 – Logistics Management and Resource Support
PERSONNEL AND RECRUITMENT DIVISION General Manager, Personnel Department LACAC Sec 8.58	Establishes a plan for the use of City personnel to be used as Disaster Service Workers; develops a program for the use of the registration and deployment of convergent volunteers during a local emergency.	N/A	CA-ESF #7 - Resources	ESF #7 – Logistics Management and Resource Support
POLICE DIVISION Chief of Police LACAC Sec 8.51	Maintains peace and order, preserves life and property, enforces all state and local laws.	Operations Section Law Branch	CA-ESF #13 - Law Enforcement and Evacuation	ESF #9 – Search and Rescue ESF #13 – Public Safety and Security

EOO Division	Roles and Responsibilities	EOC Position	CA-ESF	Federal ESF
PUBLIC WORKS DIVISION Commissioner of Public Works LACAC Sec 8.54	Provides street repair and maintenance, street lighting, sewers, storm drains, channels, bridges, waste and debris removal, placement of barricades and engineering investigations requested by any EOO Division.	Operations Section Public Works Branch	CA-ESF #3 – Const. & Engineering	ESF #3 – Public Works and Engineering
PUBLIC WELFARE AND SHELTERING DIVISION General Manager, Department of Recreation and Parks LACAC Sec 8.59	Arranges for housing and shelter facilities for persons rendered homeless as a result of a local emergency. Conducts the City's fallout shelter management program; arranges for the services of the American National Red Cross; the Los Angeles Unified School District; and other governmental agencies as needed to furnish food clothing, shelter, registration, information services and rehabilitation to individuals affected by a local emergency.	Operations Section Mass Care Branch	CA-ESF #6 - Care & Shelter	ESF #6 – Mass Care, Emergency Assistance, Housing and Human Services
RECOVERY AND RECONSTRUCTION DIVISION General Manager, Emergency Management Department LACAC Sec 8.61	Implement the City's Recovery and Reconstruction Plan policies and actions and coordinate the development of new City policies and plans specific to the event in order to effectively implement a successful post-emergency recovery and reconstruction. Assist EOO divisions and departments in developing and accomplishing recovery and restoration operating procedures. Coordinate with the County, State and federal government the establishment and operations of Disaster Recovery Centers (DRCs).	All Section lead roles	CA-ESF #14 - Recovery CA-ESF #15 - Public Information	ESF #5 – Emergency Management ESF #14 – Long-Term Community Recovery

EOO Division	Roles and Responsibilities	EOC Position	CA-ESF	Federal ESF
TRANSPORTATION DIVISION General Manager, Los Angeles Department of Transportation LACAC Sec 8.53	Maintains traffic control devices, emergency travel routes used during emergencies, barricade placement as directed, direction and control of traffic, and coordination with other agencies supplying common carrier services.	Operations Section Transportation Branch	CA-ESF #1 - Transportation	ESF #1 – Transportation
UTILITIES DIVISION General Manager, Los Angeles Department of Water and Power LACAC Sec 8.55	Develops emergency plans; arranges for cooperation with other municipally and privately owned public utilities excluding privately owned communications systems.	Operations Section Public Works Branch	CA-ESF #12 - Utilities	ESF #12 – Energy

Department Roles and Responsibilities

During times of emergency the Mayor may call upon the services, resources and capabilities of City departments, offices, boards, commissions, councils and authorities.

Below are the key departments and agencies that have primary or secondary roles in an emergency in support of citywide response and recovery. Lead roles and support roles vary depending on the type of event that occurs, for example the Los Angeles Fire Department will take the lead role when wildfires occur and other departments, as needed, will take on secondary or support roles to assist. City departments or agencies not specifically listed in the plan may also be called upon to carry out assigned activities necessary to mitigate the effects of an emergency.

Department	Basic Emergency Functions	CA – ESF	ESF
Aging, Department of (Aging)	● Provide services to individuals aged 60 years old and above who reside in the City of Los Angeles. ● Assist disaster relief agencies, e.g. Red Cross, who are providing services for the aged.	CA-ESF #7 – Resources	ESF #7 Logistics Management and Resource Support
Airports, Los Angeles World (LAWA)	LAWA's primary responsibility during an emergency is Continuity of Operations and providing for the safe and secure air and ground transportation of passengers and cargo, including mission critical emergency response resources being brought in from other areas of the country. In addition, LAWA may be able to support a Citywide response by providing the following resources and services as available: ● Heavy equipment mechanics and operators ● Engineers and construction inspectors to assess the integrity of City facilities, including existing structures, civil improvements, fire, life, and safety systems. ● Deployment of a liaison to the City EOC to integrate airport operations with the overall City response.	CA-ESF #1 – Transportation	ESF #1 Transportation
Animal Services, Department of (Animal Services)	● Provide staff to the city's EOC. ● Supply support and assistance to the LAPD evacuating units with respect to animal issues. ● Supply support and assistance to the LAFD to aid in fire suppression where the evacuating of animals is necessary for the LAFD to conduct fire suppression activities. ● Assist the Red Cross, Los Angeles Unified School District (LAUSD), and RAP Parks with animal needs.	CA-ESF #4 – Fire And Rescue CA-ESF #6 – Care & Shelter	ESF #4 – Firefighting ESF #6 – Mass Care, Emergency Assistance, Housing and Human

Department	Basic Emergency Functions	CA - ESF	ESF
	● Work in conjunction with the LAPD to ensure public safety with respect to animal issues.		Services
Building and Safety, Los Angeles Department of (LADBS)	● Provide staff to the City's EOC. ● Identify occupancy fitness of structurally damaged primary City buildings by self-deploying the twenty Safety Assessment Teams (SAT), who are trained to evaluate the safety of the pre-designated 20 essential city facilities for the continuation of the city operations post a major disaster. ● Vacate and post buildings and portions of buildings or areas as unsafe or safe for occupancy and determine imminent and potential hazards on private property. ● Notify other agencies and individuals of damage assessment inspection results, including structural condition of buildings or sites. ● ·Document damage to Department facilities to facilitate repairs and financial assistance from FEMA and other agencies. ● Conduct regular business operations including plan check, permit issuance, inspection of new construction projects, and code enforcement activities at a level that the emergency permits. ● Determine post-disaster resources available for the safety and damage assessment of buildings, including but not limited to staff, equipment, facilities and provide post-disaster safety and damage assessment information. ● Impose emergency building regulations. ● Analyze building code provisions based on the extent of damage to structures and develop recommendations for code changes.	CA-ESF #3 – Const. & Engineering	ESF #3 Public Works and Engineering
Chief Legislative Analyst, Office of (CLA)	● Provide analysis and recommendations to the Council on legislative and policy issues relating to recovery efforts. Long-term recovery issues and policies may be overseen by council Committees, as necessary. ● Monitor and analyze legislative and policy issues related to the recovery of critical infrastructure and make recommendations to the Council and individual Council Committees, as necessary. ● Monitor and analyze legislative and policy issues related to the improvement of critical infrastructure during recovery and make recommendations to the Council and individual Council Committees, as necessary.	CA-ESF #2 – Communications	ESF #2 Communications

Department	Basic Emergency Functions	CA – ESF	ESF
	• Monitor and analyze legislative and policy issues related to City departments' involvement in the restoration of daycare facilities during recovery and make recommendations to the Council and individual Council Committees, as necessary. • Monitor and analyze legislative and policy issues related to City departments' involvement in service delivery to older adults during recovery and make recommendations to the Council and individual Council Committees, as necessary. • Monitor and analyze legislative and policy issues related to City departments' involvement in service delivery to people with disabilities and others with access and functional needs during recovery and make recommendations to the Council and individual Council Committees, as necessary. • Monitor and analyze legislative and policy issues related to engaging the community during recovery and make recommendations to the Council and individual Council Committees, as necessary.		
City Attorney, Office of the (CA)	• Provide legal advice to City departments in matters relating to evaluating government and community planning processes. • Provide legal advice to City departments, as needed. • Prosecutes violations of executive orders and other laws relative to a declared emergency.	CA-ESF #5 – Management	ESF #5 – Emergency Management
Office of the City Administrative Officer (CAO)	• Serves on the EOB • Staff support for the EOC as the Finance and Administration Section. • Gathers and documents damage assessment data. • Prepare, process, and monitor applications for state and federal assistance. • Oversees the City's financial recovery.	CA-ESF #14 – Recovery	ESF #14 – Long-Term Community Recovery
City Clerk, Office of the (City Clerk)	• Staff support for EOC Planning and Intelligence Section/Documentation Unit. • Coordinate City Council support and services. • Serves as custodian of EOO records. • Update emergency response requirements based on the effectiveness of emergency management. • Facilitate meeting with City Hall occupants and City Clerk personnel to ensure adequate knowledge of emergency procedures and reporting responsibilities and requirements.	CA-ESF #5 – Management	ESF #5 – Emergency Management
Contract Administration, Bureau of (BCA)	• Earthquake safety assessment of public infrastructure if deployed by the EOC. • Annual erosion control inspection and resource requests for rainstorm damage monitoring if deployed by the EOC.	CA-ESF #3 – Const. & Engineering	ESF #3 Public Works and Engineering

Department	Basic Emergency Functions	CA - ESF	ESF
	• Structural building safety assessment if deployed by the EOC. • Inspection of contracted Public Works (PW) construction projects resulting from Sewage Spills, - deployed in conformance with standard contract operating procedures and under the jurisdiction of the Inspector of Public Works. • Badge inspectors for limited traffic or perimeter control purposes if deployed by the EOC. • Monitoring and contract administration of all recovery operations by private contracting companies.		
Controller, Office of the (Controller)	• Oversee and approve all City expenditures. • Ensure that the City's payroll and payments to vendors are processed. • Maintain precise records on the City's cash position.	CA-ESF #7 - Resources	ESF #7 Logistics Management and Resource Support
City Tourism Department (CTD)	The City Tourism Department (CTD) provides operational support to City entities when an event necessitates the use of the Los Angeles Convention Center. CTD coordinates in conjunction with City departments requiring the use of the Convention Center when contractual obligations are not impeded or when it is deemed the facility is needed for last resort services. CTD also provides support to the tourism industry through coordination of information with the Los Angeles Tourism & Convention Board, including communications strategies to address the millions of visitors that come to Los Angeles as well as facilitating the realization of large-scale mega events. When an EOC activation occurs and it is deemed necessary, a representative may be provided. Within the EOC, the representative coordinates with the EOC Liaison Officer. The Los Angeles Convention Center may be utilized during the following examples: • Emergency Operations staging area (LAPD, LAFD, etc.). • Bioterrorism response support (POD/Megasite, Warehouse, etc.). • Venue of last resort services (requires Mayoral authorization). • Hospital surge capacity augmentation (requires Mayoral authorization). • Shelter-in-place capability for staff and guests. • Disaster shelter for displaced residents when available.	CA-ESF #6 - Care & Shelter	ESF #6 – Mass Care, Emergency Assistance, Housing and Human Services
Disability, Department on (DoD)	• Will provide technical support to ensure public facilities are ADA accessible and compliant. • Provide technical assistance to the EOC and City departments, as needed during planned and unplanned EOC activations, as well as other local emergencies within the City not requiring an EOC activation.	CA-ESF #5 - Management CA-ESF #7 -	ESF #5 – Emergency Management

Department	Basic Emergency Functions	CA - ESF	ESF
	• Provide technical assistance to the Mayor's Office and City Department PIOs on the ADA and Federal Communications Commission (FCC) Regulations in relation to the release of clear and accessible public information. • DOD will provide technical assistance to City departments providing goods and services to ensure they are inclusive of and accessible to people with disabilities. • Coordinate requests for reasonable modifications and auxiliary aids and services for individuals with disabilities seeking City services in a shelter. • Prepare to staff EOC, if requested, in the following positions: Disabilities Access and Functional Needs (DAFN) Technical Specialist in the Management Section and the Disabilities Access and Functional Needs Unit Leader in the Mass Care Branch. • Coordinates the DAFN Coalition of community stakeholders to ensure community leaders serving the disability community are informed and can replicate any vital information to their clients. • Provides information and referrals in Family Assistance Centers and other locations within the City offering recovery services after an emergency.	Resource Support	ESF #7 Logistics Management and Resource Support
Economic Workforce and Development Department (EWWD)	The Economic and Workforce Development Department (EWDD) provides the following disaster recovery assistance: • Assist Angelenos in economic recovery through a variety of workforce development and business assistance programs, to put workers back to work and to help businesses reopen and recover after emergencies that impact the local economy. • Programs include the Rapid Response Program (for displaced workers), Small Business Emergency Microloans Program, LA Rise Homelessness, Hire LA/ Summer Youth Employment, Jobs and Economic Development Incentive, and many others. • Assist the EWDD's network of BusinessSource Centers, WorkSource Centers, and YouthSource Centers to remain open and continue to provide services to Angelenos.	CA-ESF #14 - Recovery	ESF #14 – Long-Term Community Recovery

Department	Basic Emergency Functions	CA - ESF	ESF
Emergency Management Department (EMD)	The EMD is the lead City department responsible for directing and supervising the City's emergency management program to include mitigation, planning, preparedness, response, and recovery activities. EMD is responsible for providing coordination, compliance, assistance, oversight and implementation of all emergency management activities, including but not limited to emergency plans, exercises, training, community outreach, emergency EOC readiness and response and City recovery operations. ● Coordinate EOC activation readiness and responsibilities. ● Provide support to the EOB. ● Facilitate Alert and Warning ● Prepare residents and businesses ● Lead, with the CAO in the implementation of critical emergency recovery functions. ● Identify and support recovery functions, in consultation with the Mayor's Office, and with support from other City departments. ● Sharing pertinent information related to all hazards to relevant City departments	CA-ESF #2 – Communications CA-ESF #5 – Management CA-ESF #14 – Recovery CA-ESF #15 – Public Information	ESF #2 Communications ESF #5 – Emergency Management ESF #14 – Long-Term Community Recovery ESF #15 – External Affairs
Engineering, Bureau of (Engineering)	● Provides access to vital records (such as City infrastructure plans). ● Performs damage assessment. ● Prepares special maps and Geographic Information System (GIS) analysis of disaster areas. ● Designs and implements remedial measures.	CA-ESF #3 – Const. & Engineering	ESF #3 Public Works and Engineering
Fire Department, Los Angeles (LAFD)	● Provide Class-1 fire protection, rescue, and emergency medical services. ● Supports evacuation conduct and notification in extenuating circumstances during an incident, in cooperation with the ICP or UC. ● Directs Fire Suppression and Rescue personnel. ● Coordinates decontamination operations. ● Advises on hazardous material conditions and impacts. ● Provides emergency medical resources, as necessary. ● Provides urban search and rescue resources, as necessary. ● Coordinates the use of CERT volunteers. ● Initiate requests to open shelters in events where the EOC is not activated and a Field Incident Command System organization is established if a situation warrants. ● Implement EOC Command and General Staff positions, as necessary.	CA-ESF #4 - Fire And Rescue CA-ESF #10 - Hazardous Materials	ESF #4 – Firefighting ESF #9 – Search and Rescue ESF #10 - Oil and Hazardous Materials Response

Department	Basic Emergency Functions	CA - ESF	ESF
General Services, Department of (GSD)	• Obtain and provide resource support (as well as recovery activities) to citywide emergency operations. • Repair structural and electrical damage to City facilities including elevators, air-conditioners, alarms, boilers, etc. • Assist in providing emergency electrical power via generators. • Coordinates fleet support such as helicopters for emergency use in addition to providing emergency fuel supplies and helicopter maintenance to departments. • Assist with alternate sources of energy and fuel. • Assist departments in locating sites for relocating operations. • Maintain inventory of designated critical City resources. • Coordinate and send responders to the EOC Logistics Section.	CA-ESF #7 – Resource Support	ESF #7 Logistics Management and Resource Support
Harbor Department (Port of Los Angeles)	The Harbor Department provides operational support to the City by ensuring basic operations are sustained within the Port of Los Angeles. The Harbor Department focuses on the maintenance and security of supply lines and frequently coordinates with outside agencies independently to ensure Port operations continue. The Department may establish a command post and activate its DOC when an event occurs necessitating their use. When essential, it may also supply a representative to the EOC to provide information related to port status and operations. The following include some of the functions the Department fulfills when necessary: • Provide damage assessments to the EOC • Support City actions in reducing cargo movement from the port onto either rail systems or onto the highway system. o *Note: In the event of an emergency, this traffic may need to be delayed, rerouted or stopped for a period of time.* • Work with port tenants to guide companies towards resources and information in support of their own operations.	CA-ESF #1 – Transportation CA-ESF #13 – Law Enforcement and Evacuation	ESF #1 Transportation ESF #13 Public Safety and Security
Housing Department	The Los Angeles Housing Department primarily assists with recovery efforts related to the identification, coordination and financing of housing solutions for persons impacted by the disaster. LAHD's disaster recovery capabilities to assist with financing repairs and reconstruction of damaged housing, assistance for residents to remain housed, and assistance to rehouse displaced residents are dependent on Federal, State, and/or Local post-disaster funding targeted	CA-ESF #14 – Recovery	ESF #6 – Mass Care, Emergency Assistance, Housing and Human Services

Department	Basic Emergency Functions	CA - ESF	ESF
	and approved towards the implementation of those housing recovery efforts. Based on this available funding, LAHD may fulfill the following functions: ● Coordinate/assist in conducting safety assessments of multi-family residential properties and communicate with owners to achieve compliance/repairs. ● Provide information to tenants and landlords on rights and responsibilities, including fair housing issues. ● Coordinate/assist in the identification of temporary and permanent housing opportunities. ● Implement and manage Federal, State, and Local public programs to finance the repairs and reconstruction of residential properties and to assist residents to remain housed. ● Support City recovery funding by keeping track of all expenditures, including housing resources and funds, loan programs, repair funds to residential property owners, and construction grants. ● Ensure compliance with all applicable local, State, and Federal requirements for audit purposes. ● Track and maintain damage assessment data, loan applications, payment processing, construction, and grants.		ESF #14 – Long-Term Community Recovery
Information Technology Agency (ITA)	● Provide and/or restore emergency communication and information processing services to City departments engaged in public safety functions. ● Facilitate the provision of vital information to the public (e.g., Channel 35, City Internet, City 800 numbers, 311). ● Restore communications and information processing services which are critical to emergency operations or the resumption of regular City operations. ● Provide EOC technical support.	CA-ESF #2 - Communications CA-ESF #18 – Cybersecurity	ESF #2 Communications
Public Library, Los Angeles (LAPL)	● As instructed by the Mayoral directive, provide shelter during extreme heat/cold weather.	CA-ESF #6 - Care & Shelter	ESF #6 – Mass Care, Emergency Assistance, Housing and Human Services
Mayor's Office	● Functions applicable to the Mayor's Office include the EOB, EOB Working Group and the Mayor's Liaison to EOO member needs as appropriate. ● Provide liaison staff to the EOC, in addition to any command posts or incident sites as necessary/appropriate.	CA-ESF #5 - Management	ESF #5 – Emergency Management

Department	Basic Emergency Functions	CA - ESF	ESF
			ESF #15 – External Affairs
Personnel Department (Personnel)	- Provide staff to the City's EOC. - Registering convergent volunteers for disaster volunteer work. - Designating assembly points for volunteer personnel. - Dispatching volunteers to assembly points, emergency command posts or other locations. - Establishing liaison with City Council offices for the use of volunteers to assist with recovery operations. - Dispatching City staff (Disaster Service Workers) for disaster work.	CA–ESF #7 – Resource Support	ESF #7 Logistics Management and Resource Support
Planning Department, City (Planning)	- Participate and coordinate with other City departments in the recovery strategy. - Provide maps and zoning information about disaster areas, resources and potential relocation sites. - Process and expedite Conditional Use Permits, Zone modifications, and other approval processes in response to the disaster. - Expedite modifications to the City's General Plan where necessary. - If the City network is restored, provide access to the department's database of designated and eligible historic properties. - Evaluate and map impact of disaster on historic resources.	CA-ESF #14 – Recovery	ESF #14 – Long-Term Community Recovery
Police Department, Los Angeles (LAPD)	- Provide security in disaster areas, as well as the actual policing functions normally associated with law enforcement activities, including prevention of civil disorder/unrest. - Maintain an orderly flow of traffic in, out, and around all areas affected by a disaster. Priority will be given to provide ingress/egress for emergency vehicles responding to any disaster. - Responsible for managing evacuation routes, directing evacuees to an evacuation center and escorting emergency vehicles (as needed) during a disaster. - Responsible for the continuity of jail operations following a disaster. - Responsible for the maintenance of information flow within the LAPD and through the City governing officials (Mayor's Office) to ensure internal organization of continuity of operations.	CA-ESF #13 - Law Enforcement and Evacuation	ESF #13 Public Safety and Security
Public Works, Board of (BPW)	The Board of Public Works supports City operations by providing all Public Works (PW) Bureaus with administrative assistance. The following functions are fulfilled by the Board to support City operations: Supports and awards emergency contract approval for all PW Bureaus	CA-ESF #3 - Const. & Engineering	ESF #3 Public Works and Engineering

Department	Basic Emergency Functions	CA - ESF	ESF
	● Provides administrative resources to PW Bureaus as needed ● The Public Works Commissioner attends emergency EOB meetings to decide on policies and procedures		
Recreation and Parks, Department of (RAP)	● Deploy assessment teams for preliminary and initial damage estimates. Implement remedial measures to abate imminent threats. ● Report to the EOC on Department status, including programmatic impacts and continuity of operation. ● Remove hanging limbs and downed trees. ● Coordinate Public Welfare and Shelter functions during a local, State, or Federal emergency declaration, declaration of war, and anytime the mass care branch in the EOC is activated. ● Arrange for shelter facilities for persons unsheltered as a result of a local emergency as a responsibility of the Mass Care Branch. ● Provide available personnel to staff the Department Operations Center (DOC), Mass Care Branch of the EOC and department facilities utilized as shelters. ● If available, RAP will provide personnel and equipment to assist other EOO divisions during an emergency.	CA-ESF #6 - Care & Shelter	ESF #6 – Mass Care, Emergency Assistance, Housing and Human Services
Sanitation, Bureau of (Sanitation)	The Public Works: Bureau of Sanitation manages response efforts associated with sewer emergencies and storm drain emergencies including line breaks, blockages, surcharges, and flooding. When an EOC activation occurs and it is deemed necessary, a bureau representative may be provided. Within the EOC, the bureau representative works within the Operations Section, Public Works Branch to assist with coordination efforts. The Bureau maintains the following services for public health and safety during events and day-to-day operations: ● Wastewater pumping ● Wastewater conveyance/collection ● Wastewater treatment ● Flood Control ● Coordinates with LAHSA to manage Homeless Encampment Cleanup activities ● Refuse disposal capability ● Refuse collection at shelters and evacuation centers ● Dead animal collection ● Identification of disposal sites that recycle demolition debris	CA-ESF #3 – Const. & Engineering	ESF #3 Public Works and Engineering

Department	Basic Emergency Functions	CA - ESF	ESF
Street Lighting, Bureau of (Street Lighting)	• Assess the magnitude of, and damage caused by an emergency and estimate costs and time frames to restore street lighting facilities. • Provide and disseminate information to the public on how to report damaged street lighting systems. • Repair and restore operations to damaged street lighting systems. • Provide LAFD with resources and equipment in support of Urban Search and Rescue efforts. • Provide resources and staff to the Bureau of Engineering to evaluate structures that have been damaged in an emergency. • Assist Los Angeles Department of Water and Power (LADWP) by barricading and marking areas with electrical hazard.	CA–ESF #3 – Const. & Engineering ESF #3 Public Works and Engineering	CA-ESF #3 – Const. & Engineering ESF #3 Public Works and Engineering
Street Services, Bureau of (Street Services)	The Department of Public Works Bureau of Street Services coordinates with additional agencies and departments as needed to provide operational support related to street maintenance, clearance, and cleanup. Although primarily used to assist with recovery efforts, Street Services may provide response-related aid and resources to other City departments and agencies when an event necessitates. When an activation occurs and it is deemed necessary, a bureau representative is provided to the EOC and ICP. Within the EOC, the representative works within the Operations Section, Public Works Branch to assist with coordination efforts. The Department may be tasked with the following responsibilities during events: • Provide access for first responders during disaster recovery • Provide heavy-duty equipment, power tools, trucking transport and equipment as needed • Perform safety inspection of bridges, tunnels, bulkheads, and hillside properties and slopes • Assist in containing and clean-up of hazardous spills in coordination with the appropriate departments/agencies • Deliver and place barricades such as K-rails, and other traffic safety devices at the request of LAPD or LAFD. • Assist in full and partial street closures and detour routes. • Furnish sand/sandbags. • Clear obstructed public right of ways.	CA–ESF #3 – Const. & Engineering	ESF #3 Public Works and Engineering
Transportation, Los Angeles Department of (LADOT)	The Los Angeles Department of Transportation (LADOT) provides operational support related to traffic control and transportation services. LADOT coordinates and shares information to stakeholders by obtaining information from field personnel and distributing it to their DOC. From	CA-ESF #1 – Transportation	ESF #1 Transportation

Department	Basic Emergency Functions	CA - ESF	ESF
	the DOC, LADOT disseminates any pertinent information to stakeholders and the EOC. The following are some actionable items LADOT may meet to fulfill the needs of an event: ● Provide assistance to Police and Fire Divisions during evacuations and in developing and maintaining emergency routes. ● Conduct initial damage/safety assessment of the transportation infrastructure, including freeways, streets, and bridges when possible. ● Install, maintain and repair traffic control devices. ● Direct and control traffic. ● Develop emergency travel routes. ● Designate alternate routes and prepare special traffic control plans, ● Coordinate transportation services for the public displaced from normal travel routes and facilities, ● Mobilize emergency transportation resources to transport emergency workers, evacuate citizens and expedite emergency operations, ● Enforce parking and other traffic regulations as necessary, ● Provide a department representative to the EOC, OA EOC, Joint Operations Center, or other governmental management structure as required. This representative may report remotely to limit the impact to critical operations. ● Provides access to the Automated Traffic Surveillance and Control (ATSAC) system in the EOC when available. *Note: Camera usage through the ATSAC system is utilized to solely monitor traffic impacts and operations. To determine ATSAC availability during an event, contact with the LADOT duty officer or transportation branch director may occur through the appropriate channels.*		
Water and Power, Los Angeles Department of (LADWP)	● Department of Water and Power (LADWP) responders to the EOC serve as the Utility Branch Director, Water System Unit Leader, and Power System Unit Leader. ● As the Director of the Utility Branch, LADWP representatives can assist in coordinating mutual assistance from municipally owned (LADWP), special districts (Metropolitan Water District of Southern California), and investor-owned utilities (Southern California Gas Company) with the exception of privately owned communications systems.	CA-ESF #12 – Utilities	ESF #12 Energy
Los Angeles Zoo Department	The Los Angeles Zoo Department is responsible for ensuring the safety and well-being of Zoo staff, visitors, and animals during emergencies. The Los Angeles Zoo Department provides operational support to the City by coordinating with the appropriate departments and deploying resources to	CA-ESF #7 – Resource Support	ESF #7 Logistics Management

Department	Basic Emergency Functions	CA - ESF	ESF
	emergency responders as needed and when able. The Zoo Department may activate its Department Operations Center at its discretion and is capable of communicating with the EOC as needed. The following are some of the operational functions the department may provide: ● Deploy animal-related resources such as portable crates and carriers for animal evacuations ● Provide heavy machinery equipment e.g., a bobcat, pick-up trucks, etc. for emergency response needs *Note: Resource requests made to the LA Zoo may be recalled in the event an incident impacts Zoo operations requiring their use.*		and Resource Support

External Stakeholder Roles and Responsibilities

County of Los Angeles as Operational Area Lead

The California Emergency Services Act designates each county as an Operational Area to coordinate emergency activities and resources of its political subdivisions. The governing bodies of political subdivisions within the County of Los Angeles coordinate to establish the lead agency for their Operational Area. The OA serves as a coordinating link between the City of Los Angeles government and the regional level of state government. OA responsibilities involve coordinating with the jurisdictions and organizations to deploy field-level emergency response personnel, activate emergency operations centers and issue orders to protect the public. Utilizing SEMS, City emergency response agencies coordinate with their respective County partners to obtain information or resources which may not be procured through local means. Depending on the need, coordination with specific County entities occurs to provide operational support. A list of City dependencies on County resources is found below.

County of Los Angeles
For certain functions the City of Los Angeles is dependent on the resources of the County of Los Angeles to meet the needs of its residents. The City of Los Angeles relies on the following agencies of the County of Los Angeles to provide appropriate disaster/emergency related services, as authorized by law:
- Los Angeles County Department of the Coroner – Chief Medical Examiner
- Los Angeles County District Attorney
- Los Angeles County Department of Health Services
- Los Angeles County Department of Public Health
- Los Angeles County Department of Mental Health
- Los Angeles County Probation Department
- Los Angeles County Public Defender
- Los Angeles County Department of Public Social Services
- Los Angeles County Department of Public Works – Flood Control
- Los Angeles County Sheriff's Department

The City and County of Los Angeles have also entered into a joint agreement

regarding procedures to be followed during an emergency. The procedures are listed within the [City and County Joint Procedures section](#).

State of California

Various agencies of state government including the California Office of Emergency Services provide a range of disaster/emergency related services. Cal OES implements the Emergency Services Act (ESA) and performs functions to support and enhance all phases of emergency management for state government and its political subdivisions. The California Office of Emergency Services Secretary has the authority to coordinate emergency activities and use state government resources to fulfill mutual aid requests or support emergency operations during a state of war emergency, a state of emergency, or a local emergency.

Cal OES also coordinates the delivery of federal grant programs under Presidential declarations of emergency and major disaster. When federal assistance is required, Cal OES coordinates requests for assistance and participates with the federal government to establish and operate the Joint Field Office (JFO).

Federal Government

The federal government through the Federal Emergency Management Agency supports emergency management throughout the nation by providing tools, resources and guidance to support state and local emergency management systems. When an emergency occurs that exceeds or is anticipated to exceed resources located within the state, or when federal departments or agencies acting under their own authorities are partners in the unified command for an emergency, the federal government will implement the [National Response Framework](#) to access federal department and agency capabilities, organize the federal response and ensure coordination with all response partners. FEMA Region IX and Cal OES have outlined the mechanism by which they will integrate their efforts in the [California Catastrophic Incident Base Plan: Concept of Operations](#).

Role of the Community

Individuals and Households

Residents and visitors of Los Angeles are the primary beneficiaries of the City's emergency management system. At the same time, they play an important role in emergency management by ensuring that they and their families are prepared for disasters. In the event of a disaster, emergency services may not be able to immediately respond to every home requiring assistance, therefore the community should prepare to provide emergency response during the initial stages of a disaster.

Before an emergency, people can assist the emergency management effort by taking first aid training, maintaining emergency supplies and being prepared to evacuate or shelter-in- place for several days. During an emergency, people should monitor emergency communications and carefully follow directions from authorities. Many residents join disaster volunteer programs such as Community Emergency Response Teams (CERT) and remain ready to volunteer or support emergency response and recovery efforts. The Los Angeles Community Emergency Response Team (CERT) program provides an all-risk and all-hazards training for community members. In CERT training, citizens learn how to provide basic medical aid, manage utilities, put out small fires, treat major injuries, and how to organize spontaneous volunteers to ensure effective disaster response.

The Ready Your Los Angeles Neighborhood (RYLAN) program is also offered as the City's official readiness and recovery program for families, businesses, and communities in the City to assist with emergency preparedness, response and recovery. RYLAN provides basic tools and resources related to emergency

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preparedness and educates the public on what they should do in the event of a disaster to minimize damage, reduce injuries, and save lives. The program teaches neighborhoods how to respond in the first 60 minutes of a disaster, assists in the development of a Neighborhood Response Plan, and teaches communities how to hold drills related to emergency response. By being prepared, residents can better serve their family, their community and minimize reliance on first responders.

Private Sector
Much of the City's critical infrastructure is owned or maintained by the private sector and must be protected during a response to ensure a quick and complete recovery from an emergency. These same businesses provide valuable resources before, during and after an emergency and play a critical role in meeting the needs of those impacted by an emergency.

Business Emergency Planning
Businesses heavily influence Los Angeles' economic vitality. In the event of a disaster, the City's overall recovery will depend on the expediency in which hundreds of thousands of small, medium, and large businesses can resume operations.

This plan recommends that all businesses develop comprehensive emergency plans that include employee injury and illness prevention programs, business resumption and continuity of operations elements. A comprehensive business emergency plan can assist the business and the community at-large by providing:
- Information to the employees to protect themselves and their families from the effects of likely emergencies.
- A business emergency organization with identified positions having clear and specific emergency roles, responsibilities, delegated authority and identified successors.
- Identification of actions necessary to protect company property and records during emergencies.
- A listing of critical products and services.
- Production shut-down procedures.
- A company command post.
- Alternate work sites.
- Methods and channels of communication.
- Contacts with local emergency management officials.
- A method to provide and accept goods and services from other companies.

Ready Your LA Business is a program established by the City of Los Angeles Emergency Management Department which helps business owners plan for the

protection of employee lives and individual livelihoods. Ready You LA Business provides information on how to prepare their workplaces, train employees, and how to develop plans to meet the immediate needs of employers in the aftermath of a disaster.

The program also guides business owners on how to secure their business premises for safety; develop a response, communication, and recovery plan; train employees; and assemble a shelter-in-place emergency kit.

Voluntary Organizations and City Volunteers

The City recognizes the value and importance of organizations that perform voluntary services in their community and works closely with many of them. These organizations have resources which can augment emergency response and recovery efforts.

Affiliated volunteers within the City of Los Angeles are crucial to ensure effective response and recovery roles and services are fulfilled. City of Los Angeles agencies mobilize their affiliated volunteers to perform specific tasks, and may be sworn-in by their commanding response agency as needed. The City of Los Angeles is also reliant on the Emergency Network of Los Angeles' Voluntary Organizations Active in Disasters (VOAD) for assistance. Disaster-related volunteer needs within the City of Los Angeles may utilize its Disaster Service Worker Program.

Moreover, trained volunteers may also be solicited through Operations Section Branches and their appropriate department programs such as LAFD's Community Emergency Response Team (CERT), the Mayor's Crisis Response Team (CRT), the LAFD Auxiliary Communications Service (ACS), and more. Additional volunteers may be solicited through the Emergency Network of Los Angeles' Voluntary Organizations Active in Disaster group.

American Red Cross

The American Red Cross (ARC) coordinates with the City of Los Angeles to provide basic human needs and services to the community after a disaster occurs. The ARC assesses humanitarian needs at the field level and coordinates with the community impacted to determine overall service needs. Initial communications and aid requests between the ARC and the City of Los Angeles function via the duty officer system. The ARC Duty Officer has the authority to assess whether the request meets ARC criteria to facilitate aid and whether additional organizational response is necessary. Levels of aid, response, and provision of resources are scalable; this means the severity of the disaster determines the amount and type of aid the American Red Cross can provide.

The agency supports mass care operations with the appropriate departments and agencies. The ARC may provide the following support when disaster thresholds specified by the ARC are met:

- Emergency Sheltering
- Disaster Assessment
- Mobile Feeding
- Distribution of Emergency Supplies
- Reunification
- Health/Mental/Spiritual Care
- Recovery Casework
- Liaisons/PIOs

The ARC's congressional charter requires them to "maintain a system of domestic and international disaster relief". For this reason, when the City EOC is activated, the American Red Cross is represented within the Operations Section, Mass Care Branch. The ARC representative within the EOC will share information between the City and American Red Cross disaster relief operations. The American Red Cross also utilizes its own mutual aid processes when the local region can no longer provide resources to expand or continue services.

Emergency Network Los Angeles

ENLA is recognized by Southern California Voluntary Organizations Active in Disasters (SCVOAD) and National Voluntary Organizations Active in Disasters (VOAD) as the VOAD for the Los Angeles County Operational Area. The service area for ENLA is Los Angeles County, which includes the City. The County and City of Los Angeles recognize ENLA as the disaster coordinating body for non-profit

agencies.

The ENLA Emergency Response Plan is activated upon request from the Los Angeles County Operational Area or any City, with the concurrence of the ENLA Chair, or if the chair is not available, any other ENLA elected officer. The ENLA chair, in coordination with the Operational Area ENLA Representative (County OEM Representative) will convene with the Board within two days after an emergency to formalize a plan for ENLA emergency activities. The purpose of the meeting will be to establish liaison with the various emergency related agencies including the City of Los Angeles.

If the City needs an ENLA resource, the City will contact ENLA directly. Under normal circumstances, communication does not occur directly between the City and any ENLA member organizations, apart from the American Red Cross.

A list of ENLA member organizations and their missions can be found on [ENLA's website](#).

During an emergency, the protocol between government and ENLA, states that, except in unusual circumstances, contact should be made to the lead ENLA agency (Mental Health, Animal Services, Shelter Agencies, etc.) or via the ENLA communications center, by the primary government agency. Following an emergency, communications from the City of Los Angeles to ENLA lead agencies would initially begin with the Liaison Officer of the City's EOC to ENLA's lead agency. The City EOC Liaison Officer would refer the ENLA lead agency to the specific City EOC Section or Branch for further information or instruction. ENLA is represented in the City EOC within the Business Operations Center.

Communications between ENLA and government agencies is normally done via telephone, email, or fax. In the event these normal communication channels with ENLA are disrupted and there is an important emergency message to communicate, the County's amateur radio Disaster Communications Services will be made available as required, depending on the priority needs of the emergency. In this case, the County EOC would be able to relay messages between ENLA and the City EOC.

LA City DAFN Coalition

The City of Los Angeles Disability, Access, and Functional Needs (DAFN) Coalition is composed of trusted Community Stakeholders in the DAFN community that advocate for the needs of the community before, during, and after a major disaster impacting the City of Los Angeles. The City will disseminate situational awareness information to the DAFN Coalition through representatives from the Emergency Management

Department (EMD) and the Department on Disability (DoD). Communication among DAFN Coalition Stakeholders will focus primarily on the needs and concerns of impacted or potentially impacted constituents identifying as having a disability or other access and functional needs. Additionally, the City may communicate DAFN-specific requests, as needed, for support from the DAFN Coalition.

Auxiliary Communications Service (ACS)

The LAFD Auxiliary Communications Service (ACS) is the Official Amateur Radio Emergency Communications Group for the City of Los Angeles which provides support to LAFD and the City's Emergency Operations Center in the instance radio communication systems become impacted or inoperable. The ACS program is managed by the Los Angeles Fire Department and may be activated if ordinary emergency communications systems fail or require supplementation.

Auxiliary Communications Service Members are authorized by the California Governor's Office of Emergency Service as sworn Disaster Service Workers and are capable of sending liaisons as needed to the Emergency Operations Center, Incident or Unified Command Posts, and other specified groups. Activation of the ACS occurs through request of the Emergency Operations Center or the Los Angeles Fire Department.

IV. Direction, Control, and Coordination

The Direction, Control, and Coordination section of this plan describes the organizational structure of the City when response activities are necessary. Response coordination also includes joint efforts with additional agencies as needed. The direction and control of local emergency preparations has been centralized to enable the City to:

- Effectively cooperate with local, state and federal agencies.
- Cope with and guard against conditions which may result in extreme peril to life and property.
- Make available City resources to meet the needs of the public during a local emergency; and
- Enhance efforts to assist local emergency response organizations and authorities of the state and federal governments in the accomplishment of emergency services so that maximum protection of life and property will be provided to the community.

Incident Command Post (ICP)

An Incident Command Post (ICP) is a central location for field-level coordination and response. An ICP is typically located within the vicinity of the incident and obtains information directly from responders in the field. Emergency responders utilize the ICP to convey information between incident responders and other levels of command. Command posts are structured following the Incident Command System and agencies within the ICP may disseminate information to a Department Operations Center (DOC) when it is activated and deemed necessary. ICPs are always activated when an emergency event occurs and may receive liaisons from other agencies when deemed appropriate.

Immediate response is accomplished within the affected area by the City and segments of the private sector. First responders arrive at the incident and function within their established field level plans and procedures. Details on specific activities, techniques, and procedures necessary to accomplish assigned tasks are included in department plans and SOPs. Incident Command is established to direct, order, or control resources by virtue of some explicit legal, agency or delegated authority. Initial actions are coordinated through the on-scene Incident Commander (IC). The IC may implement an Area Command to oversee multiple incidents that are handled by separate ICS organizations or to oversee the management of a very large or evolving incident that has multiple incident management teams engaged.

Unified Command Post (UCP)

Similar to an ICP, Unified Command Posts (UCPs) follow the Incident Command System and are utilized as a central location for field-level response and coordination. UCPs are established when two or more persons from different agencies take on the roles and responsibilities of the Incident Commander. Unified Command Posts are established when incidents become more complex and require multi-faceted coordination of more than one organization or agency under the direction of collaborative Incident Commanders.

In a UCP, a common set of objectives are established for organizations to follow without hindrance to individual response efforts. Unified Command Posts are located in a single location, with all agencies coordinating from one location to develop unified approaches for incident response. Unified Command Posts within Los Angeles

are usually managed by the Los Angeles Fire Department and Los Angeles Police Department.

Department Operations Center (DOC)

Department Operations Centers (DOCs) are central locations from which a specific agency can provide support to that agency's field responders when the need arises. DOCs are department-specific facilities that manage situational awareness and coordinate resources specifically for their internal department operations. DOCs share information on situation status and resource status with the EOC and follow Incident Command System structures. These Operation Centers can be vertically scaled depending on the severity and necessities of an event and may provide and receive liaisons as necessary.

City departments may activate a DOC to manage information and resources assigned to the incident specific to department activities. If a DOC is activated, an agency representative or liaison may be deployed to facilitate information flow between the two facilities.
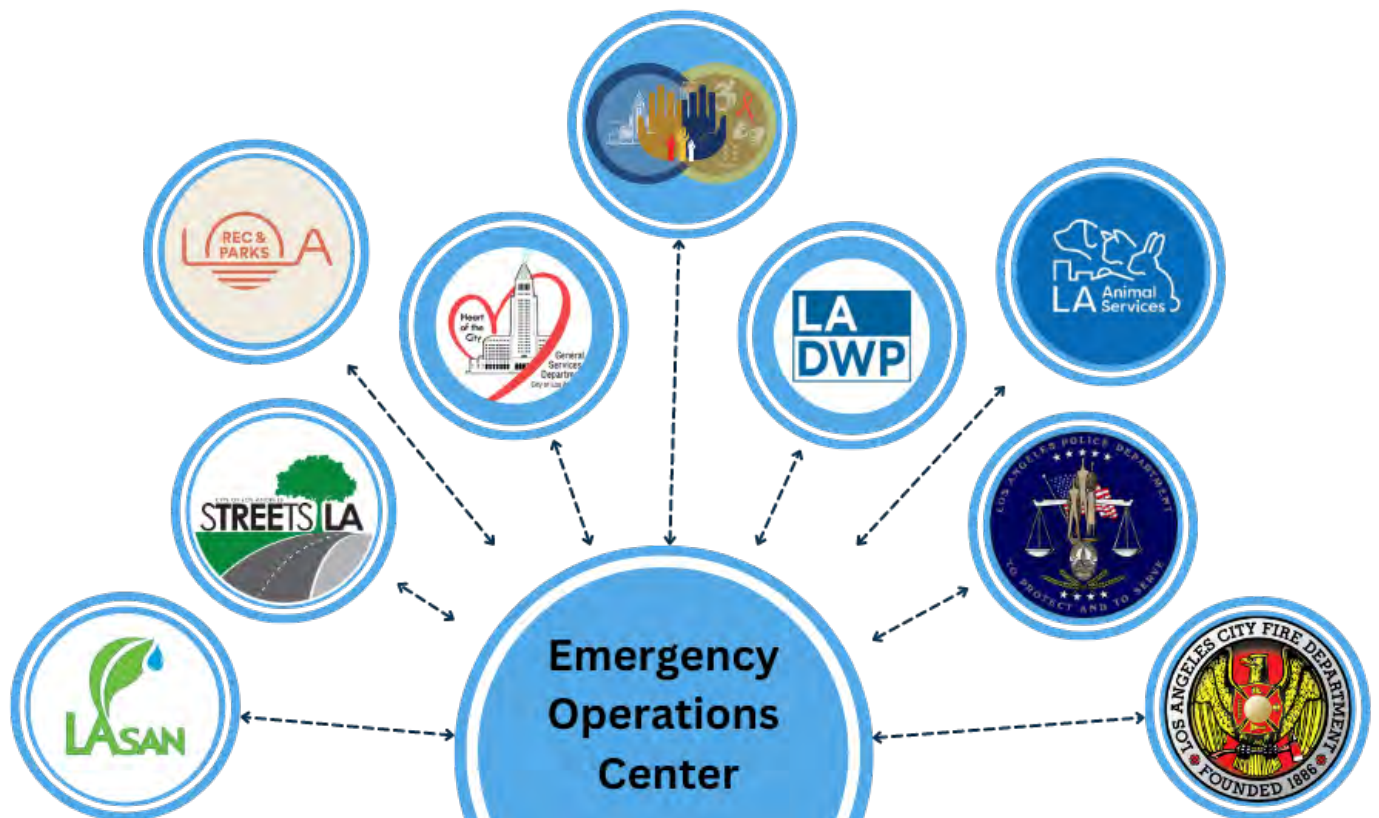
City Emergency Operations Center (EOC)

The City of Los Angeles Emergency Operations Center (EOC) is utilized as a central location to coordinate multi-agency operations, emergency response information, resources, and cost tracking amongst City emergency responders, departments, volunteer organizations, stakeholders, and when necessary, with county, state, and federal agencies. The EOC is utilized to support incident command post (ICP) operations when initial incident response efforts require additional support. EOC's do not coordinate tactical response, but rather support field tactics through the procurement of additional resources, dissemination of information, and by planning for anticipated events or needs. When the EOC is activated, communications and coordination are established between the IC and the DOC to the EOC, or between the IC and the EOC.

The City of Los Angeles has the capability to operate EOC functions in an in-person, virtual, or hybrid (in-person/virtual) setting to support field response and is organized by Incident Command System sections. The City of Los Angeles Emergency Management Department (EMD) maintains the primary and alternate EOC facilities to ensure operability. The Image below depicts some DOC's which coordinate and facilitate information with the Emergency Operations Center.

Emergency Operations Center (EOC) Activation

The EOC is activated to support field operations when an emergency requires additional resources, or when requested resources exceed those available in the jurisdiction. The City EOC is activated in accordance with SEMS. The EOC may be activated by the Mayor, City Council President, Fire or Police Chief, Emergency Management Department General Manager, or their designees. All other Department Heads or City partners can request the EOC be activated through any of those identified personnel. The EOC can be activated without declaration of a local emergency. Once the decision has been made to activate the City's EOC, the assigned EMD Duty Officer is responsible for executing EOC activation steps. Departments and outside agencies shall respond in accordance with the response actions appropriate for each level of activation. As events are ongoing, the need to activate at higher or lower levels may be determined. EOC Directors can increase or decrease activation levels depending on the needs of the field, the EOC's ability to meet its mission, and the complexity of the event. Detailed Duty Officer procedures related to EOC activation are documented in a separate EOC Procedures Manual.
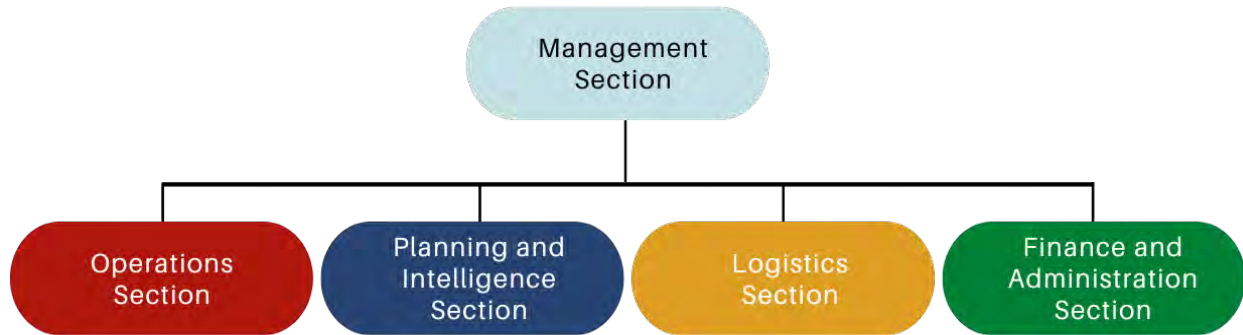
Emergency Operations Center Activation Levels

Event Examples and Characteristics	Level	Response Actions	Additional Staffing Requirements
• Major City or regional emergency • Three or more departments with heavy resource involvement • Mutual aid resources may not be available for twenty-four hours or more. • Long duration, several days to weeks	LEVEL I	Activate full EOC organization staff to include: • Management staff • All section coordinators and deputy coordinators • All branches and units • Liaison representatives as appropriate • Any staff specifically • Required by the requesting agency or EOC director	The City may be required to send agency reps/liaisons to other EOCs such as the County. Depending on the type of event that occurs, level I, II, and III activations vary in terms of lead City agency.
• Moderate earthquake affecting the City. • Major adverse weather events that have caused significant City disruptions. • Two or more large incidents involving two or more departments. • Large, planned events requiring the coordination Of many City departments and agencies • Longer term incident – Two or more shifts	LEVEL II	Activate Level II EOC staff to include: • Management Staff • All section coordinators and deputy coordinators • Branches and units as appropriate to the situation • Liaison representatives as appropriate • Any staff specifically required by the requesting agency or EOC Director	Level II and III activations may require staff from other City and outside agencies to respond according to predetermined plans. Level I, II, and III activations vary in terms of lead City agency.
• Severe weather • Minor localized incident involving two or more departments. • Planned events	LEVEL III	• Activate EMD Duty Officer and Duty Team staff. • EMD communicates with departments via their identified 24/7 POC. • Technical specialists and agency reps may be requested to respond	Level III is the lowest level where all required positions are staffed by the Emergency Management Department (EMD).

Emergency Operations Center (EOC) Organization

The City EOC is organized into five sections, one for each of the five SEMS/ICS functions as well as the Business Operations Center (BOC). Each section can be divided into Functional Branches and/or units which are activated as required. Space is provided for support staff and representatives from other agencies.

Duties and Responsibilities of Emergency Operations Center (EOC) Sections

Detailed responsibilities and checklists for section and unit positions are documented fully within the EOC Procedures Manual. EOC Sections, Branches, and Units are activated/deactivated based on the needs of the incident and as determined by their immediate ICS supervisor. EOC staff are organized by SEMS/ICS sections that are further divided into Branches and Units. Section coordinators are assigned under all activation levels and are a primary point of contact for personnel assigned to the EOC. Branch Directors' and Unit Leaders' primary directives are to coordinate resource requests and disseminate information between Command Posts, DOCs, EOC responders, City departments, and contributing agencies.

EOC Management Section

The management section directs and manages all sections within the EOC. Management personnel develop, implement, and review strategic decisions pertaining to EOC response. When the need arises, the EOC Director(s) may assign additional personnel to serve under the management section or other sections as appropriate based on expertise. Within the City of Los Angeles, a frequent specialist role seen within the management section includes the Disability and Functional Needs (DAFN) Tech Specialist, who advises management on matters pertaining to DAFN considerations and needs and the Alert and Warning Tech Specialist, a role charged with sending out Wireless Emergency Alerts (WEA's) to the public before and during events if the need arises.

Management
Section

Operations Section

The Operations Section ensures that all essential emergency-related information and resource requests are received, processed, and internally coordinated within the EOC. Workstations have been established in the Operations Section for the Branch Directors and Unit Leaders, with each EOO Division providing one or more representatives. Branch Directors and Unit Leaders are responsible for providing incoming situation information and resource requests to the EOC from the field or DOCs and ensuring that essential information and results of internal EOC coordination efforts are passed back down to DOCs and the field as appropriate. The Operations Section will be coordinated by EMD with support from the lead agency.

Planning and Intelligence Section

The Planning and Intelligence Section is responsible for collecting, evaluating, processing and distributing information about the emergency to all functional elements and agencies in the EOC. The section will maintain a City-wide common operating picture through displays, maintaining current information in the automated EOC Information Management System (IMS) and preparing situation summaries and EOC action plans. The Planning and Intelligence Section will be coordinated by EMD with support from the lead agency.

Logistics Section

The Logistics Section provides resource support to City-Wide emergency operations. Logistics obtains and provides essential City personnel, facilities, equipment, supplies not found within the EOC Operations Section and maintains an inventory of designed critical City resources. The Logistics Section will coordinate with the Business Operations Center (BOC) to process resources obtained through the private sector. The Department of General Services (GSD) coordinates the Logistics Section when designated.
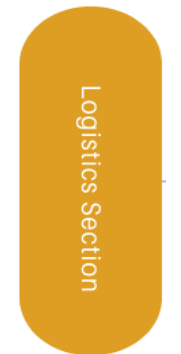
Finance and Administration Section

The Finance and Administration Section provides general administrative, finance and legal support related to EOC activities. With the support of the Operations and Planning and Intelligence Section, the Finance and Administration section compiles and processes damage assessment information. The City Administrative Officer (CAO) Disaster Grants Group coordinates the section.

Operations Section

Planning and Intelligence Section

Logistics Section

Finance and Administration Section

Business Operations Center

The Business Operations Center (BOC) is a physical and virtual venue for integrating the community into emergency management phases. Some entities represented in the BOC can include Businesses, Faith-Based Communities, Academic Institutions, Non-Governmental Organizations (NGOs), Community-Based Organizations (CBOs), Community Stakeholder Groups and others as appropriate. The City can effectively coordinate with the community through the BOC as it is linked to the City's EOC and activated when deemed necessary.

Joint Information Center

The Joint Information Center (JIC) is the central location that houses the Joint Information System. Where multiple agencies are providing public information, the lead agencies will work together to analyze the information available and provide a consistent message to the public and the media. Where practical, the agencies will activate a joint information center to facilitate the dissemination of consistent information. The JIC will be the principal location for the development of City-wide public service announcements and emergency broadcast coordination during a declared local emergency. Public Information Officer(s) utilize this location to share and disseminate information with the public, stakeholders, and additional entities. JICs may be established at an Incident Command Post or EOC level to coordinate information. JICs can be located at physical facilities, virtually, or in hybrid settings.

EOC Deactivation

EOC Deactivation is determined by EOC Directors in consultation and agreement with Incident Commanders. EOC Directors determine the need to deactivate an EOC based on incident stabilization, recovery needs, demobilization of field resources, public information needs, and based on the meeting of incident objectives.

Alternate Emergency Operations Center (AEOC)

In the event the EOC is unavailable or unusable due to impacts, an alternate facility has been designated to assume the impacted facility's roles and responsibilities as an Alternate Emergency Operations Center (AEOC). When there is a temporary transfer of operations to an AEOC, notifications will be made to the OA, state, and federal agencies to ensure continuity in communications and operations. AEOCs are a resource which may be used during actual emergencies and by any EOO division or City department for planned events, training, and emergency exercises when not in use as an alternate EOC.

The Emergency Management Department (EMD) coordinates AEOC use and

activation with assistance from LAPD, Information Technology Agency (ITA) and the Department of General Services (GSD).

Multiagency Coordination

Larger scale emergencies and planned events include one or more responsible jurisdictions and/or multiple departments and agencies. Management personnel from the responsible jurisdictions form a Unified Command and/or a Multiagency Coordination (MAC) Group. Unified Command and MAC Groups provide situation assessments, determine resources requirements, establish a logistical system, and allocate resources. Any affected jurisdiction may activate their EOC, Department Operations Centers (DOCs) and any additional resources needed to support the MAC. Additionally, the Operational Area EOC, Cal OES Southern Region Regional EOC (REOC) and/or State Operation Center (SOC), and other responding agency EOCs can be activated to support the City's needs.

Multiagency Coordination System (MACS)

Multiagency coordination is a process that allows all levels of government and all disciplines to work together more efficiently and effectively. Multiagency coordination occurs across jurisdictional lines, or across levels of government. The primary function of the Multiagency Coordination System (MACS) is to coordinate activities above the field level and to prioritize the incident demands for critical or competing resources. MACS consists of a combination of elements: personnel, procedures, protocols, business practices and communications integrated into a common system. Responding agencies will coordinate and support emergency management and

incident response objectives through the development and use of integrated MACS and MAC Groups. This includes developing and maintaining connectivity capability between ICP, local 9-1-1 Centers, the EOC, REOC, the SOC and federal EOC and NRF organizational elements.

Multiagency Coordination (MAC) Groups

Department and agency Administrators/Executives, or their designees, who are authorized to represent or commit agency resources and funds are brought together to form MAC Groups. MAC Groups may be established at any level or in any discipline. Under SEMS, MAC Group activities are typically facilitated by the EOC. A MAC Group can:

- Commit agency resources and funds,
- Provide coordinated decision making,
- Allocate resources among cooperating agencies,
- Establish priorities among incidents,
- Harmonize agency policies, and
- Provide strategic guidance to support incident management activities.

Joint State/Federal Operations

When the federal government responds to an emergency or disaster within the City, it will coordinate with the state to establish a Unified Coordination Group (UCG) in accordance with Unified Command principles. The UCG functions as a multiagency coordination entity and can allocate resources, resolve agency policy issues, and provide strategic guidance to support Federal incident management activities. The UCG integrates state and federal resources, sets priorities for implementation, and may activate a Joint Field Office (JFO) to facilitate the unified operation. When a JFO is activated, the SOC will transfer operations to that facility.

City & County Joint Procedures

Requesting City EOC Activation

The City will activate its Emergency Operations Center when requested by the County Emergency Operations Center. The level of activation and lead agency will be determined by the scope of the event or by coordination and communication between the City and County.

Exchange of EOC Liaison Personnel

Upon activation of the County and City EOCs, the City will provide an EOC liaison personnel to the County EOC who possess a comprehensive knowledge of the City's overall capabilities and resources, and who have immediate and direct access to the City's EOC command/management. The designated liaison will depend on the type of emergency and the lead department during activation. Exchange of liaison personnel may be required upon an activation of the County's EOC, and the City will provide a liaison at the request of the County. The County will provide the City a liaison at the City's request during a Level II or higher activation. This procedure may be modified upon the concurrence of both EOC Directors.

City and County Requests for Support

City departments may receive and/or make requests directly to their County counterparts if existing mutual aid agreements are in place. All City requests for mutual aid or requests for the City to provide mutual aid must be coordinated with the Mayor's Office as stated in former [2011-2012 Mayoral Executive Directive 15.](#)

Requests for assistance that are not covered by formal, pre-established Mutual Aid Agreements will normally be made through the Operational Area Response and Recovery System (OARRS). These requests, made by the City's EOC Director, or his/her designee, will be directed to the County EOC for processing.

Requests for Emergency Managers Mutual Aid (EMMA) support from the County to the City will be directed to the City EOC Director when activated. If the EOC is not activated, all requests are made to the EMD Duty Officer. The City's EOC Director or Deputy Director will contact the Mayor's Office for permission to respond to a request for assistance from an outside jurisdiction, per [Executive Directive 15.](#)

V. Mutual Aid and Mutual Assistance

Mutual aid and mutual assistance are support rendered by one jurisdiction or agency to another. The purpose of mutual aid and mutual assistance is to provide personnel and logistical support to meet the immediate requirements of an emergency when the resources normally available to the City or City departments are insufficient to meet the needs of an event. Mutual aid assistance provided to, or by, the City of Los Angeles will be made in accordance with the [California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA)](#) and comply with the provisions set forth in this section. If other agreements, memoranda and contracts are used to provide assistance for consideration, the terms of those documents may affect disaster assistance eligibility and the City may only be reimbursed if funds are available. Discipline-specific mutual aid agreements are also attached to the appropriate EOP Annex or Appendix.

Mutual Aid Background and Considerations

Mutual Aid Regions

For mutual aid coordination purposes, California is divided into six mutual aid regions. The purpose of a mutual aid region is to provide for the more effective application and coordination of mutual aid and other emergency related activities. The City of Los Angeles is in Mutual Aid Region I. Region I is further divided into two subregions to support Law Enforcement Mutual Aid.

Mutual Aid Region I is subdivided into Region I and I-A for Law Enforcement Mutual Aid only.
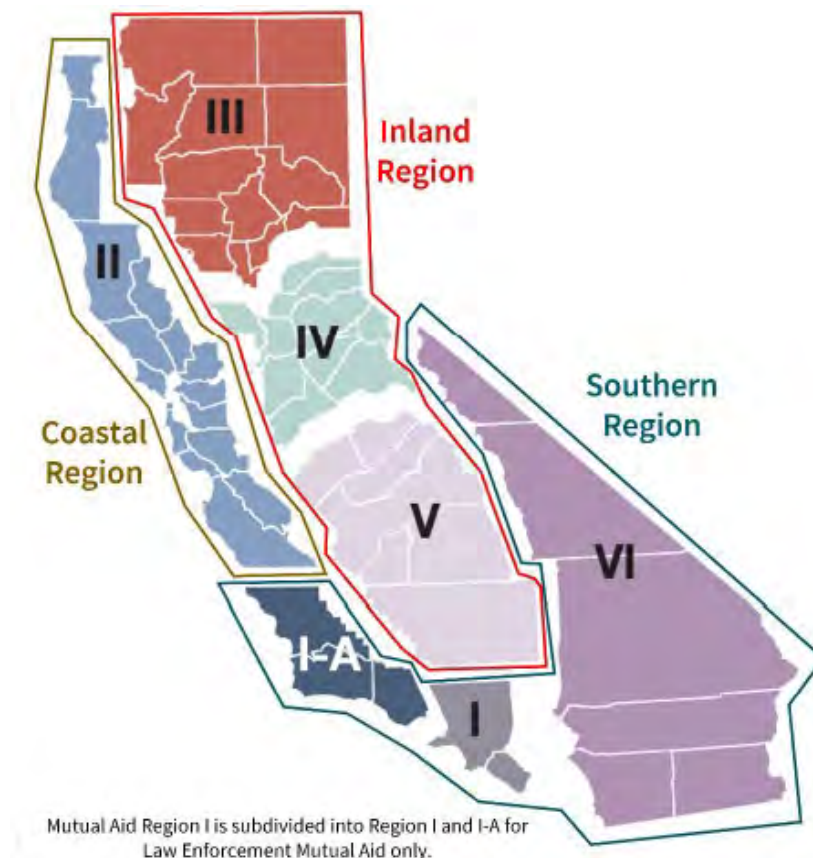
Intrastate Emergency Management Mutual Aid

When the Los Angeles Region becomes overwhelmed and has exhausted its resources, coordination between regions may be requested for additional aid and assistance through the Emergency Managers Mutual Aid (EMMA) system. EMMA describes the process by which the state, and its political subdivisions, coordinate to support emergency management operations in affected jurisdictions, including the

City of Los Angeles. EMMA is based on the [California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA)](#) which obligates each signatory entity to provide aid to one another during an emergency without expectation of reimbursement. Under specific conditions, federal and state funding may be appropriated to reimburse public agencies who aid other jurisdictions. To carry out the concepts of EMMA, a companion [Emergency Managers Mutual Aid Guidance](#) document that provides policies, procedures, checklists, and forms to support mutual aid administration, is available from the state.

Interstate Emergency Management Mutual Aid

In the event that resource requests are unable to be procured using local, regional, or state resources, mutual aid may be obtained from other states. The State of California can request and receive reimbursable assistance through the [Emergency Management Assistance Compact (EMAC)](#). The EMAC provides procedures and structure to a national mutual aid agreement between states to request and share resources during disaster events. This compact can be utilized when a governor of any state declares a state of emergency or disaster and can be used in conjunction or in lieu of federal assistance. The Secretary of Cal OES and the states' EMAC Coordinator are responsible for facilitating requests for assistance pursuant to EMAC. Once resources are requested through EMAC, states responding to the request determine resource availability and make assistance offers. Deployment of resources is based on availability. A list of Mutual Aid Authorities are available within the [Authorities and References Section](#) of this document.

Mutual Aid Processes

Mutual aid requests for the City of Los Angeles adhere to [2011-2012 Mayoral Executive Directive 15.](#) All mutual aid requests related to the City must be made in accordance with this executive directive as it relates to requesting, using, and providing mutual aid assistance.

This executive directive states that any outgoing requests for mutual aid shall first be approved by the Mayor, Mayor's Chief of

Mutual Aid Activation

All mutual aid rendered under the MMAA is based on an incremental and progressive system of mobilization. Under normal conditions, mutual aid plans are activated in ascending order, i.e., from local to operational area to region and to state.

City

Local resources include those available through mutual aid agreements with neighboring jurisdictions, including the resources of the private sector. Local mutual aid resources are activated via requests to participating agencies.

Los Angeles Operational Area (OA)

OA resources are mobilized by the County Office of Emergency Management or appropriate County agency in response to requests for assistance from an authorized local official.

Regional

Depending on the type of mutual aid, regional resources are mobilized by the Cal OES Regional Manager or a discipline-specific Regional Mutual Aid Coordinator in response to requests for assistance from an OA Coordinator.

Inter-Regional

Inter-regional mutual aid is mobilized through regional coordinators or Cal OES regional managers, in response to requests made by a mutual aid region to the SOC.

State

During major emergencies, state government resources are mobilized through Cal OES in response to requests received through regional mutual aid coordinators.

Staff, or Deputy Mayor of Public Safety. When unable to contact persons previously mentioned, Department Heads may request the EMD General Manager to approve requests for mutual aid.

Automatic Mutual Aid

Automatic Mutual Aid is a cooperative agreement established between neighboring jurisdictions or agencies to provide immediate assistance to one another during emergencies or incidents. The purpose of Automatic Mutual Aid is to enhance the effectiveness and efficiency of emergency response by allowing partnering agencies to quickly and seamlessly support one another during incidents.

Due to its diverse landscape, the City of Los Angeles shares several areas with neighboring jurisdictions deemed "mutual threat zones". These zones typically refer to areas where the City of Los Angeles and a neighboring jurisdiction face a common threat or hazard creating a shared vulnerability or concern. Depending on the type of incident that occurs, City of Los Angeles emergency responders have automatic aid contracts to support or receive support from outside emergency responders. For example, due to the nature of brush fires likely expanding beyond one jurisdiction, automatic mutual aid may occur between the City of Los Angeles Fire Department, the Los Angeles County Fire Department, and other municipal fire departments to mitigate its effects.

Requesting and Using Mutual Aid Resources

Mutual aid will be requested through established channels. The established channel will vary depending upon the mutual aid system being used. The City will reasonably exhaust its own resources before calling for outside assistance and will respond to requests for mutual aid only when doing so would not unreasonably deplete its own resources.

The City of Los Angeles may also request mutual aid directly from other local governments where local agreements exist. Discipline-specific mutual aid systems may have procedures that provide additional methods of obtaining resources through the OA, region, and state. Volunteer and private agencies may be involved at each level.

Detailed procedures for requesting and using mutual aid resources also vary by functional discipline. Fire, law enforcement and disaster medical mutual aid systems have established discipline-specific OA Mutual Aid Coordinators which will be the primary city contact. Specific mutual aid request procedures are contained in departmental plans and procedures. The following figure documents the flow of

information, resource requests and resources within specific mutual aid agreements relative to the SEMS organization levels.

Receiving Requests for Mutual Aid

All mutual aid requests must be in accordance with Executive Directive 15 as stated: Departmental general managers and bureau directors or their designees shall immediately notify the Mayor and the Deputy Mayor for Public Safety upon receipt of any request for mutual aid from Cal OES or an outside jurisdiction. Additionally, levels of assistance the City provides in terms of mutual aid may be scaled depending on the immediate needs of the impacted jurisdiction and the City of Los Angeles.

SEMS LEVEL	Emergency Services	Fire and Rescue System	Law Enforcement System	Other Systems
State	CALOES	CalFire Chief, Fire and Rescue Coordinator	Law Enforcement Coordinator	Functional Coordinator/ Resource
Region	CALOES Regional Administrator	Fire and Rescue Coordinator	Law Enforcement Coordinator	Regional Mutual Aid Resource
Operational Area	County Office of Emergency Management	County of Los Angeles Fire Department	County of Los Angeles Sherriff's Department	Other County Departments with Mutual Aid Agreements
City of Los Angeles	Emergency Management Department	Los Angeles Fire Chief	Los Angeles Police Chief	Other City Departments with Mutual Aid Agreements

Defense Support of Civil Authorities (DSCA)

The Defense Support of Civil Authorities is support provided by federal U.S. military forces, National Guard forces, and Department of Defense contract personnel and component assets. DSCA provides civil support "in response to requests for assistance from civil authorities for domestic emergencies, law enforcement, and other domestic activities or from qualifying entities for special events".[12] DSCA provides support when civilian resources have been exceeded or a similar civilian capability does not exist within the jurisdiction.

DSCA has two primary missions:
- Defense of U.S. territory from direct attack by state and non-state actors, AND
- Provide assistance to domestic civil authorities.

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[12] DOD Directive 3025.18

VI. Communications and Information

This section provides an overview of the communication and information coordination protocols and procedures of City agencies as it pertains to emergency operations. For specific information on communications procedures specific to City agencies and the public, see the [Communications Annex](), [Emergency Public Information]() Annex, and [Emergency Alert & Warning Annex]() for the City of Los Angeles.

Communication Systems

The City of Los Angeles utilizes redundant modes of communication to ensure situational awareness is maintained. The City will notify other levels of government of natural or human-caused emergencies that affect the City in accordance with existing laws, protocols, or when OA, state and/or federal assistance is requested or anticipated. To meet this responsibility, the City is equipped with several telephone, data and radio systems. Some of these systems are used on a day-to-day basis; others are available for use in an emergency, as conditions require. Multiple communication channels will be used to maintain communication with other levels of government and to ensure the City can quickly respond to any developing emergencies. For more extensive information on communications support procedures and interoperable communications plans, please refer to the [Communications Annex](#) of this EOP.
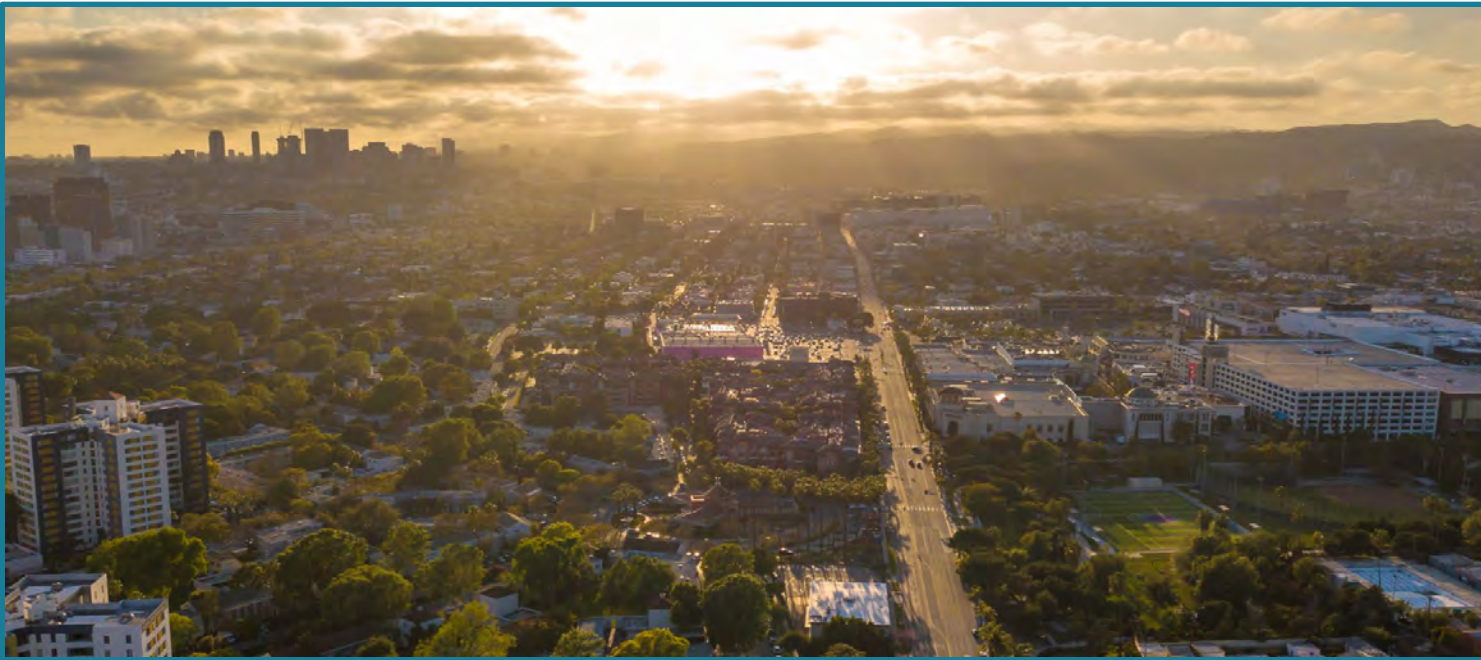
Alert and Notification Processes/Systems

Emergency officials constantly monitor events and the environment to identify specific threats that may affect the City of Los Angeles and increase awareness level of emergency personnel and the community when a threat is approaching or imminent. Sufficient warning provides the opportunity for response agencies to increase readiness, which are actions designed to increase an agency's ability to effectively respond once an emergency occurs. Readiness activities may include:

- Briefing government officials.

- Reviewing plans and procedures.
- Preparing and disseminating information to the community
- Updating resource lists.
- Testing systems such as warning and communications systems.
- Precautionary activation of the EOC.

The City has integrated the use of multi modal communications to include effective and accessible communication platforms to reach the community and maintain situational awareness. Within the City of Los Angeles, the use of traditional media, social media, web-based media, printed publications, in person communications, email distributions, and NotifyLA are frequently used to prepare the community.

Notification Systems

Communication, information collection, and alert and warning systems for the City of Los Angeles include, but are not limited to:

- *Operational Area Satellite Information System (OASIS)*
  The Operational Area Satellite Information System (OASIS) is designed to exchange disaster information and resource requests between various jurisdictions by connecting all 58 counties in the state with Cal OES.

- *Operational Area Response and Recovery System (OARRS)*
  OARRS is a web-based emergency management software utilized by the Operational Area to receive situational status information and resource requests from OA partners and jurisdictions.

- *Veoci*
  Veoci is the City of Los Angeles' official emergency management software utilized for information dissemination, communication, documentation and operations which occur in the EOC.

- *NotifyLA*
  NotifyLA allows the City of Los Angeles Emergency Management Department (EMD) to initiate voice messages, text messages and e-mails to the public based on their geographic location. Examples of emergency notifications include evacuation notices, shelter-in-place notices and imminent threat to life or property.

The Emergency Management Department's Innovation and Development Division manages mass notification systems to alert emergency responders of an event. Notification and mobilization of departments are selected through department-maintained call-down lists and may be alerted based on the type of event that occurs.

Notification Processes During an Activation
Notification and coordination of emergency personnel is coordinated through the EOC to help guide response teams throughout the City. Field Incident Commanders and the EOC will then establish communications if the EOC is activated. The EOC will then also establish communications with the OA EOC. The OA EOC communicates on the City's behalf with the Southern Region EOC (REOC) and the REOC will communicate with the State Operations Center (SOC).

Receiving Emergency Notifications

Response agencies may be alerted about an incident by the public through 9-1-1, an EMD duty officer, the California State Warning Center, another response agency, or through an analysis of social media and other news sites. Upon an alert, response agencies notify response personnel. Emergency notifications originating from official points of contact from other levels of government, including federal, state, regional, and the OA, are forwarded from the OA to the City.

Extreme Wildfire Conditions Notifications
When conditions warrant, the LAFD will issue a red flag warning. Further details on brush fire notifications are documented in the [Wildfire Annex](#) of the EOP.

Tsunami Notifications
The City may receive tsunami notifications from the

West Coast/Alaska Tsunami Warning Center that an event occurred which may cause a tsunami that is likely to impact the West Coast of the United States. Further details on tsunami notifications are documented in the [Tsunami Annex](#) of the EOP.

Weather Notifications

The National Weather Service and/or the Department of Public Health may release weather related advisories, watches or warnings that will precede associated weather events. Further details on severe weather notifications are documented in the [Adverse Weather Annex](#) of the EOP.

Energy Notifications

The California Independent Systems Operator (ISO) monitors the California power grid, which consists of a network of long-distance, high-voltage transmission lines and substations that carries bulk electricity to utilities in the City for distribution to their customers. When the grid is unable to meet electrical demands, the California ISO will direct utilities to reduce their load and issue emergency notices of energy interruptions. The California State Warning Center (CSWC) will be contacted by the California ISO when the operating reserves reach these critical levels. CSWC will provide notifications through official communication channels to inform the City of an energy notification. Further details on how the City handles energy disruptions are documented in the [Critical Infrastructure Annex](#) of the EOP.

Hazardous Materials Handlers / Oil Spill Release Notifications

In accordance with state law, handlers, any employees, authorized representatives, agents or designees of handlers shall, upon discovery, immediately report any release or threatened release of hazardous materials to the CSWC. Further details on hazardous material releases and how the City responds to those hazards are documented in the EOP's [Chemical, Biological, Radiological, and Nuclear Annex](#).

Department-Specific Communications

Communication strategies may also differ from department to department during events. Some City departments frequently utilize emergency communications equipment depending on City roles and functions. Other departments may only utilize emergency communications strategies as needed or when their DOCs are activated.

Public Information

Public information consists of the processes, procedures and systems to communicate timely and accurate information by accessible means and in accessible formats on the incident's cause, size and current situation to the public, responders and additional stakeholders (both directly affected and indirectly affected). Public information must be coordinated and integrated across jurisdictions, agencies and organizations; among federal, state, tribal and local governments; and with the private sector and Non-Governmental Organizations (NGOs). Well-developed public information, educational strategies, and communication plans help ensure that lifesaving measures are coordinated and communicated to numerous audiences in a timely, consistent manner. During an emergency or significant incident, managing public information is essential in keeping the public informed about:

- What has happened,
- What actions City emergency response agencies have taken, AND
- What the public needs to know and do in response to the emergency or significant incident.

More extensive public information guidance during an emergency are documented in the [Emergency Public Information](#) Annex of the EOP.

Joint Information System

All information with the public is coordinated utilizing Joint Information System procedures for situational awareness and unified information dissemination to the public. Subsequently, the Joint Information Center may be activated to serve as a central location for Public Information Officers (PIOs) from all involved agencies to share information before coordinating information dissemination strategies. Within the EOC, PIOs will also work alongside the EOC Management branch to determine what information should be sent quickly and is most important to share with the public. The lead Public Information Officer in the City's EOC will also coordinate with the County's PIO on any news releases related to a disaster which includes information about the County.

Information dissemination strategies to the public may differ depending on the event. PIOs may utilize social media, news outlets, radio, or other means of communication to share information with the public if communication systems are impacted.

Information Gathering & Dissemination

The EOC is responsible for gathering timely, accurate, accessible and consistent information during an emergency. Situation reports (SitReps) create a common operating picture and are used to adjust the operational goals, priorities and strategies. To ensure effective information flow, emergency response agencies at all levels must establish communications systems and protocols to organize, integrate and coordinate information among the affected agencies.

The flow of situation reports among the levels of government occurs as shown below:

Field Situation Reports (SitReps)
Field SitReps will be disseminated to the City EOC

Department Operations Center (DOC)
DOC SitReps will be disseminated to the City EOC.

City Emergency Operations Center (EOC)
The City EOC summarizes reports received from the field, from DOCs and other reporting disciplines and sends them to the OA EOC. The City will provide SitReps to the OA based on the following criteria:

  If the EOC is activated and based on the level of activation.
  If the Mayor declares an emergency.
  If the City utilizes or plans to utilize Mutual Aid Agreement(s).

Los Angeles Operational Area (OA) Emergency Operations Center (EOC)
The OA EOC summarizes reports received from the City EOC, other local EOCs, field units, DOCs and other reporting disciplines and forwards to the Cal OES REOC.

Regional Operations Center (REOC)
The REOC summarizes SitReps received from the OA EOC, state field units, state department operations centers and other reporting disciplines and forward to the SOC.

State Operations Center (SOC)
The SOC will summarize SitReps received from the REOC, state DOCs, agencies and other reporting disciplines and distribute to state officials and others on the distribution list.

Joint Field Office (JFO)
When the state-federal JFO is activated, the REOC and SOC SitReps will be assimilated into the JFO SitRep.

Information Collection Priorities and Dissemination Strategies

Information collection priorities are dependent on the event and driven by immediate resource needs. Essential information will be collected by the EOC from the appropriate sections, DOCs, and field command posts as specified within the SEMS section of this EOP. The EOC will then utilize its information management platform to provide a current common operating picture, long term strategies, and disseminate or archive information pertaining to an event. Long-term collection and information dissemination strategies are also dependent on the type of event that occurs. The Planning Section within the EOC maintains and updates a list of essential stakeholders who receive situation reports and other essential information. Some commonly collected examples of essential information collected may include:

- Weather conditions and upcoming forecasts
- Status of the responding agencies and of the overall incident
- New or ongoing response objectives and operational needs
- Impacts and/or threats to life safety, property, and the environment
- Community lifeline impacts
- Evacuation information, points, shelters, Points of Distribution, populations, etc.
- Impacts to departmental continuity of operations
- Damage assessment data
- Road closures
- Essential City service impacts

Sensitive Information

All information collected will follow proper protocols and procedures as it relates to standard operating procedures. Prior to the sharing of any information, it will be reviewed and vetted by following proper EOC procedures/protocols. The EOC Directors, or their designee, will approve situation reports before they are disseminated. When the EOC is not activated, the lead emergency response agency will approve and disseminate information.

VII. Administrative Practices, Logistics and Finance

Administrative Practices

Adherence to standard administrative and financial procedures is critical to ensure resources and funding to support response and recovery activities are accurately tracked and accounted for. Standard administrative and financial practices also support proper cost accounting to obtain any reimbursement provided through disaster assistance programs.

Each department is required to have documented internal administrative procedures to track expenditures. City departments track expenditures for events through work order numbers. Departments are required to track all expenditures specifically related to an incident including personnel costs such as straight and overtime payroll costs and expenditures. Responding departments are also required to have in place, documented internal administrative procedures for requesting, fulfilling and tracking internal resource requests, department to department (DOC-to-DOC) resource requests, field to department (field-to-DOC) and department to EOC (DOC-to-EOC).

The Office of the CAO, acting as the City's Authorized Agent, will develop a method for collecting financial documentation from departments as needed for submission as part of the City's reimbursement application process. The CAO administers training citywide for the purposes of financial recovery. Additional administrative procedures such as logistical support, can be found in the Recovery and [Logistics Annex](#) and its appropriate appendices.

Documentation

During an emergency or incident, it is important to keep specific records related to staff assignments and costs, related to the response to and recovery from the emergency/incident. Proper documentation allows the City to obtain state and federal assistance related to disaster recovery. Each department has their own internal processes for ensuring proper documentation of actions, incident specific cost tracking, personnel timekeeping, and record retention of these documents.

The City Clerk is designated Chief of Records. Vital records of the City are stored in records storage rooms located in the City Clerk's Office and other locations as he/she may designate and make available. Vault space is available for emergency storage of additional vital records during periods of increased readiness or upon the announcement of a warning condition.

Each City department, proprietary and Council controlled operates based on established City policies such as the City Charter, City Administrative Code, Council

Rules, City Municipal Code, and Mayoral Executive Directives. In addition to these, response activities adhere to the California Disaster Assistance Act and the Federal Code of Regulations Title 44 of the Stafford Act to maximize potential reimbursement eligible costs. Maintenance of administrative records continues throughout all phases of an emergency.

In preparation for an emergency, training and appropriate forms are provided, including procedures for all units of potential response organizations.

During a response, entities ensure that adequate documentation is collected through the Documentation Unit at the incident and EOC, for activities of personnel, use of equipment and expenditures for the emergency.

Finally, after the response has been terminated, records should be protected and maintained for audit purposes. The Finance and Admin Section in the EOC is responsible for cost recovery records and assisting in collecting any missing information.

EOC After Action Reporting

After Action Reporting Responsibility

An After-Action Report (AAR) compiles information related to operations by all responders including City and external partners, for event analysis. AARs often form the basis of the City's efforts to improve response and recovery processes through the preparedness concepts of planning, organizing, equipping, training, exercising and evaluation.

In accordance with SEMS, After Action reporting is required when any City, county, or region declares a local emergency. When the City and state declare an emergency under the California Code of Regulations, Title 19, § 2900(p), the City and county are required to submit an after-action report within ninety days of incident period closure.
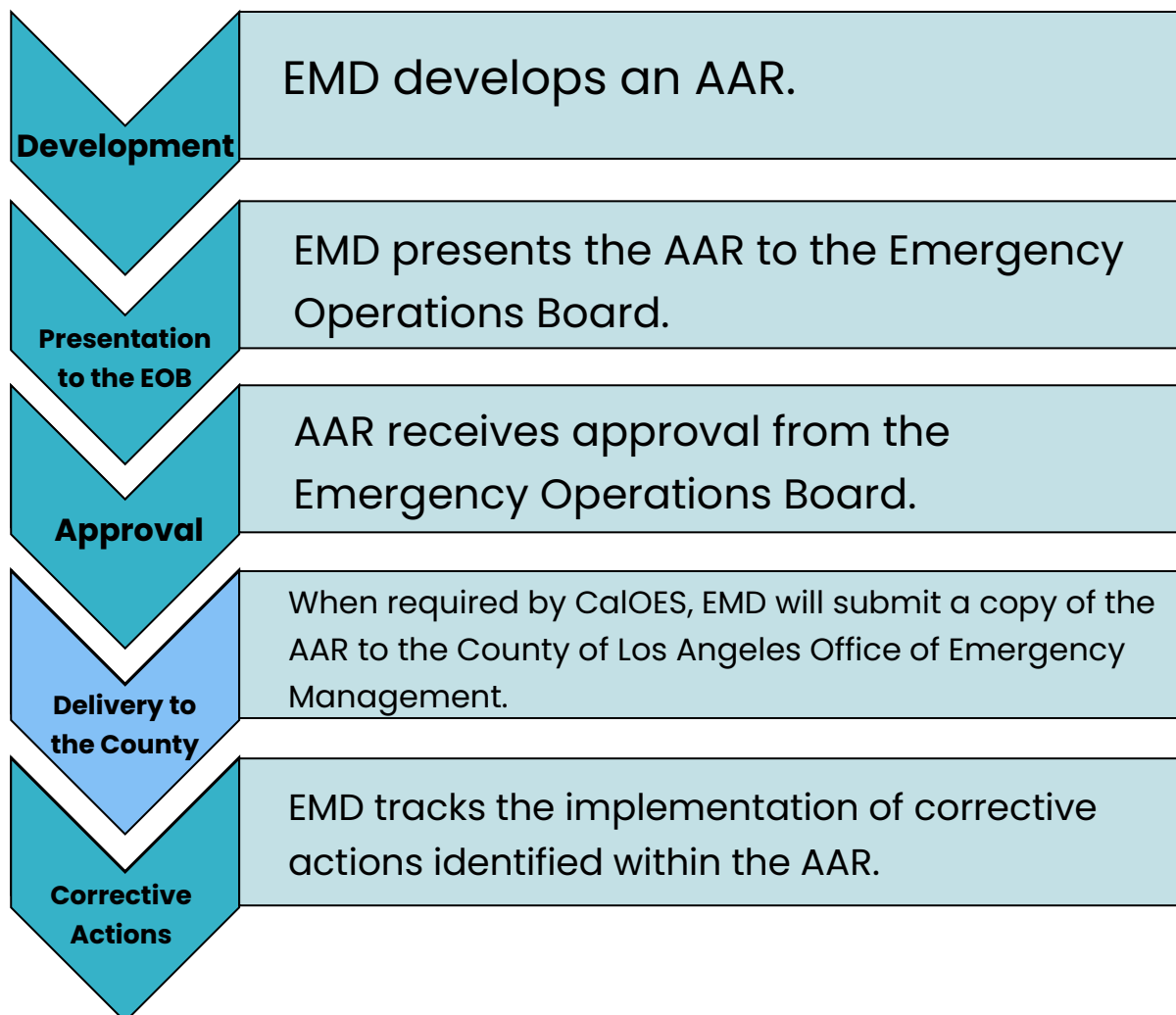
In accordance with ICS structure, the lead agency of an incident at the field level is charged with developing AARs, as needed, as it relates to field operations. After-action reporting at the local level will be conducted by the Emergency Management Department pertaining to EOC response. EMD develops after-action reports when an activation meets one of the following criteria:
- An event necessitates an EOC Level II activation or above.
- The City declares a local emergency.
- At the discretion of the EMD General Manager.

After Action Reporting Procedure

After Action reporting procedures are dependent on the severity of the event and level of response required. EMD is responsible for coordination of after-action reports as they relate to EOC response. At the direction of the EMD General Manager, the City of Los Angeles develops and disseminates after-action reports no later than a year after incident closure. AAR development and dissemination schedules may change depending on SEMS regulation requirements.

EMD will gather feedback from all responding agencies to determine best practices and areas of improvement based on individual and collective experiences. Based on feedback, EMD will develop an improvement plan matrix which identifies strengths, areas for improvement, corrective actions, responsible agencies, and track improvement progress. Once the corrective actions have been implemented, they will be evaluated through future drills and exercises. Any corrective actions pertinent to FEMA's Comprehensive Preparedness Guide will be discussed with the Disability and Functional Needs Taskforce and other vulnerable population groups as needed.

Development	EMD develops an AAR.
Presentation to the EOB	EMD presents the AAR to the Emergency Operations Board.
Approval	AAR receives approval from the Emergency Operations Board.
Delivery to the County	When required by CalOES, EMD will submit a copy of the AAR to the County of Los Angeles Office of Emergency Management.
Corrective Actions	EMD tracks the implementation of corrective actions identified within the AAR.

Logistics

This section describes the logistics and resource management mechanisms to identify and acquire resources for the purposes of emergency response and operations. Within the City of Los Angeles, resource management coordination activities follow SEMS and established mutual aid processes.

Resource Request Process
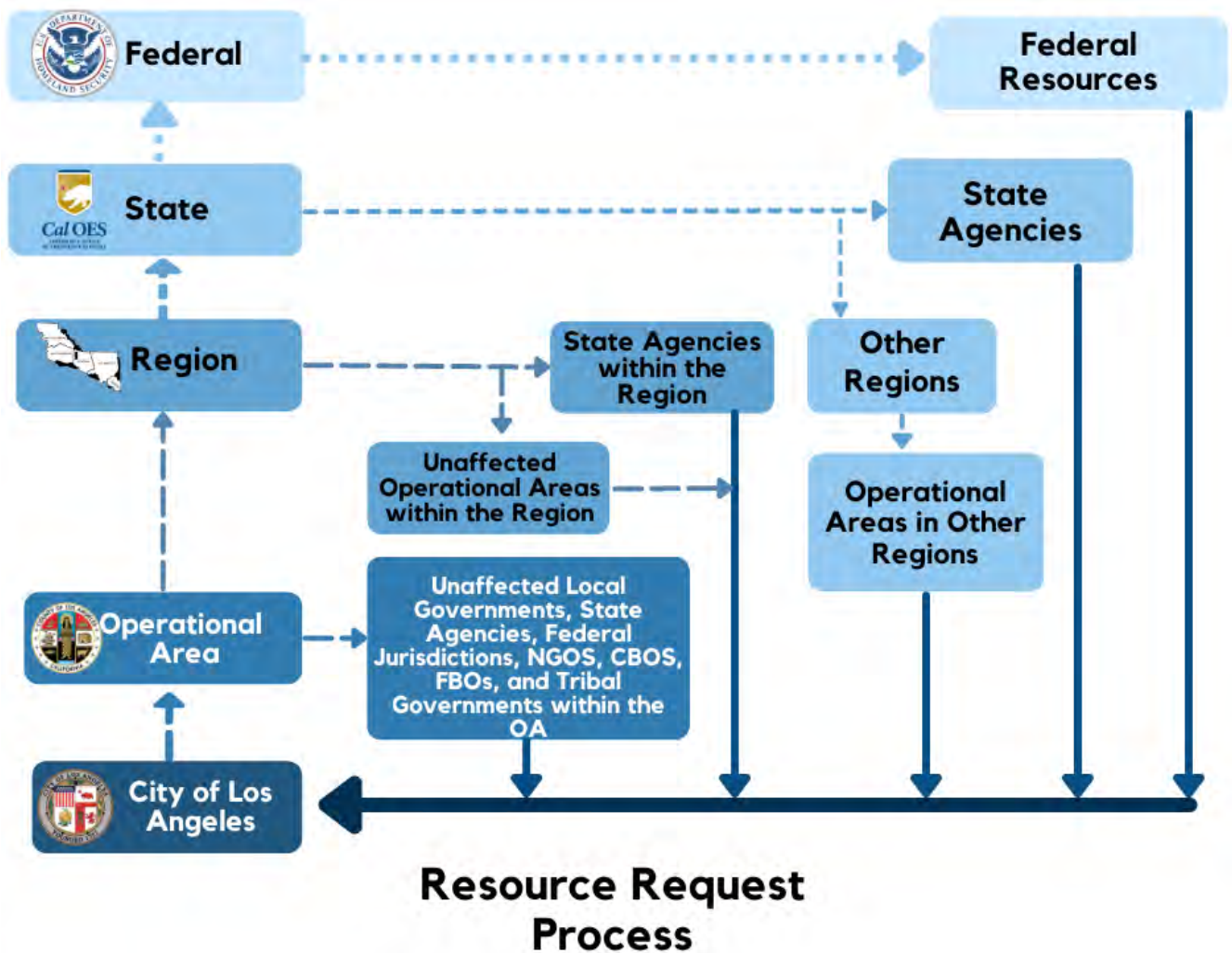
City Resource Procurement Process

Field and Department Operations Centers

During the initial stages of an incident, resource procurement processes are managed at the field incident response level. Each responding agency maintains, deploys, and procures resources specific to department operations. However, once an incident requires resources outside the department or responding agency,

resource requests are elevated to the EMD Duty Officer or Emergency Operations Center if activated.

EOC Resource Request Processes

Interdepartmental resource procurement (Operations Section)

If a responding Department in the field cannot procure a resource through their own Departmental processes, the request will be submitted to the EOC, when activated, and will firstly be managed by the Operations Section and its activated branches. Resource sharing amongst responding agencies is accomplished to ensure readily available resources managed by the City are utilized before seeking additional means of procurement.

Logistics Section

If the Operations Section is unable to procure a resource, the request is sent to the Logistics Section on the condition the request is not for contracted services. The Logistics Section,fulfills commodity, facility, personnel, technology and ground transportation requests so long as the request specifications meet fulfillment requirements (i.e. an adequate funding source, the requesting department, date needed by, delivery information, etc.). The EOC Logistics Section will then work to acquire the resource through City warehouses, departments, and vendors listed in the Financial Management System (FMS) and the City specific Functional Needs Support Services (FNSS) Resource List.

Request for contracted services

During an emergency, City agencies may have to meet urgent needs by procuring resources to supplement existing goods and services already under City contract. In the instance the request is for contracted services, the request is sent to the appropriate City Department that already has a contract for that service in place. The requesting Department will "piggyback" requests for services off of the existing contract. However, if the request necessitates services outside existing service contracts, the CAO, City Attorney, and Mayors Office collaborate to determine if an existing service contract requires amendment or a new one should be developed to meet the needs of the request.

Donations Management

Management of donations will be facilitated through the Business Operations Center (BOC). The BOC assists the donation management process by identifying resource needs and working to fulfill them through collaboration with the appropriate City department and vetted NGO, FBO, CBO or private sector business. When specific donation items are needed to meet needs, the BOC coordinates with the Joint

Information Center or the lead Public Information Officer (PIO) to communicate with the public. The BOC then facilitates management of such items. Coordination of donated goods occurs between the Business Operations Center (BOC) and the Logistics section when requests for donations, volunteers and other appropriate requests are made. The BOC will coordinate with Logistics safety engineers to ensure resources procured follow safety requirements.

County/State

Following SEMS processes and procedures, in the instance the City of Los Angeles is unable to procure a resource and has exhausted all local assets, a request will be made to the County of Los Angeles Office of Emergency Management to fulfill the request.

Although the City of Los Angeles is a resource-rich municipality capable of providing a majority of resources through internal procurement processes, a large regional activation impacting numerous jurisdictions within the County of Los Angeles Operational Area may quickly overwhelm resource allocation capabilities. In the instance the City of Los Angeles is impacted by a major disaster, the County of Los Angeles is also likely to be impacted logistically and operationally. Therefore, immediate requests from the County to the State may be necessary to meet local response needs.

Types of Resources

Commodities

Commodities are basic consumable resources needed to respond to an event (ie, food, fuel, water, etc.). The City maintains warehouses with stocked commodities through the General Services Department's Distribution Center. If an item that is needed is not within these warehouses it may be obtained through emergency purchase orders as defined by the Financial Management System 4.0.

Facilities

Facilities are incident sites established to support the storage, pre-positioning, and accommodation of incident-related resources including personnel, supplies, and equipment. Facilities include warehouses, staging areas, and base camps.

Personnel

Personnel are essential resources to ensure response and recovery processes occur. Within the City of Los Angeles, additional disaster assistance personnel may be procured through the Personnel branch of the Logistics Section utilizing the City's Disaster Service Workers Program (DSW).

Disaster Service Worker (DSW) Program

A Disaster Service Worker (DSW) is any City employee registered with the City for the purpose of engaging in disaster service in accordance with the California Emergency Services Act. Disaster Service Workers are activated in the instance an emergency grows to the scale requiring the aid of additional personnel to complete emergency response and recovery missions.

All City employees declared to be DSWs are subject to disaster service activities as may be assigned to them by their superiors or by law. The Personnel Department maintains a database of DSWs for when it receives emergency mission assignments

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requiring fulfillment. With exception to emergency response personnel, selection of Disaster Service Workers are coordinated in conjunction with City Department Heads through their Human Resources staff. Emergency response personnel, although not restricted by executive directive, are not selected to fulfill Disaster Service Worker assignments due to their essential emergency response functions. The Personnel Department or Mayor may activate a DSW Task Force, as needed, to manage Disaster Service Workers accomplishing assignments.

The DSW activation process is as follows:
1. The Mayor, or their designee, declares a state of emergency and activates DSWs.
2. The Emergency Operations Center vets the resource request for DSWs and submits the request to the Personnel Department (noting if a special skill set is needed from the requesting party).
3. The Personnel Department notifies City Department Heads of requests for DSWs and the specific mission requiring fulfillment (includes reporting location, duties, special requirements, start and end dates, etc.)
4. Departments select personnel that can meet the needs of the DSW request within their department.
5. Departments notify the DSW of their deployment and mission assignments and any other pertinent information about the assignment.

Technology
When critical infrastructure is damaged during disasters, communication and information management operations are likely to be impacted. Communication systems and information management software are dependent upon access and use of technology and technologically based systems. Technology resources in the context of a disaster refer to the various communication systems, hardware, and software needed to support and enhance emergency response and disaster management efforts. Technology resources are made available and are coordinated by the Information Technology Agency for the City of Los Angeles.
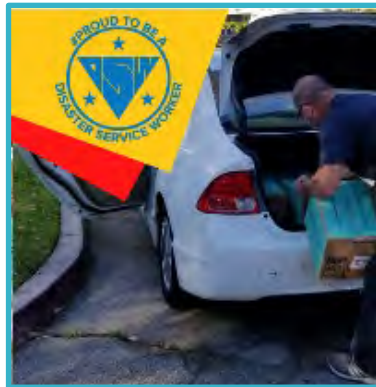
Fleet (Ground Support)

Hazards and events present unique challenges to impacted areas that require aid. Although each hazard differs, the transportation of persons, supplies, and/or equipment to or from impacted regions is necessary. Fleet or ground support resources refer to vehicles, equipment, and personnel operating under a unified command for the purposes of emergency response. Fleet resources are coordinated through collaboration of several agencies within the Emergency Operations Center. To obtain fleet resources, requests follow normal resource request processes before being managed by the Logistics Section's Ground Support Unit.

Contracted Services

Contracted services refer to services that are outsourced or obtained through contractual agreements to support and augment the capabilities of emergency response organizations and agencies. These services are typically provided by external entities or contractors with specialized expertise and resources which play a crucial role in enhancing the overall response efforts during emergencies or disasters.

Distribution Management

The efficient and expeditious distribution of critical supplies and equipment is essential to meet the needs of response and recovery operations. As an incident unfolds, and in the immediate post-incident recovery phase, resources can be delivered to various points identified for use in response efforts, and then distributed to responders and the public.

Supplies and Equipment

Critical needs of response workers and the general public can be met in a timely and efficient manner through the provision of material resources. The logistical coordination of supply and equipment delivery includes processes that outline how material resources are delivered to field sites and facilities for distribution to

emergency response operations. This includes communication coordination, the provision of transport resources, and tracking of supply and equipment movement. Delivery relates to the allocation of resources before distribution to recipients. These resources originate from numerous points including City supply inventories, vendor supply sources, and staging areas pre-positioned within the City. Resources can also come from resource response assets located outside the City, including those resources that are available through private sector agreements (MOUs and MOAs) and across other levels of government. Supplies and equipment can be delivered to responder distribution points and C-PODs.

Responder Drop Points

When supply and equipment resources are delivered to responders, the recipient assumes full responsibility for the forward movement and management of these resources, which may require specific on-site resources such as facilities for storage, material-handling equipment and utilities. If requested, the EOC Logistics Section will identify and coordinate additional support to facilitate the off-loading and distribution of supply and equipment to responders. Responder Distribution Points are coordinated with field incident management and may be co-located with Base Camps.

Commodity Points of Distribution (C-PODS)

Following a major disaster, there may be a need to provide food, water, and other commodities to residents. C-PODs are centralized locations where the public may obtain life sustaining commodities following a disaster or emergency. Commodities provided can include, but are not limited to, shelf stable food, bottled water, and limited amounts of ice, tarps, and blankets. The number and general location of C-PODs will be determined by numerous factors including the number of population affected and population density levels. The Emergency Management Department is the lead agency in the strategic planning of C-PODs; however, the City's Emergency

Operations Center is the primary authority for their activation and demobilization. CPODs in the City are managed and operated according to standard processes established by the United States Army Corps of Engineers (USACE) in the FEMA/USACE Guide to Points of Distribution.

Medical Points of Distribution (M-PODS)
Preventative medication may be dispensed to reduce morbidity and mortality in affected communities. A Medical Point of Distribution (M-POD) site is a location that provides medications, vaccinations, and medical supplies to the population during a public health emergency, such as a pandemic influenza or bioterrorism event. The Los Angeles County Department of Public Health (LACDPH) is charged with dispensing life-saving medications to local populations. Various strategies exist to ensure timely delivery of preventative medication in an emergency, including the utilization of MPOD sites. MPOD sites will be activated in order to provide medication and/or medical ancillary supplies to a healthy community prior to the onset of illness in order to decrease illness and prevent death.

Critical Resources
The City of Los Angeles understands some resources may become scarce depending on the type of incident that occurs. The General Services Department actively maintains a list of critical resources needed for hazard-specific incidents with the assistance of requesting departments. Items have been identified and are continuously maintained in the instance hazard-specific events occur. Lists of critical resources define the most common items needed per department to continue critical functions. In the instance critical supplies become limited or scarce, resource allocation is coordinated by the City's EOC Directors. Emergency response agencies also maintain specialized hazard-specific equipment, personnel, and facilities depending on their roles and responsibilities. Availability and stockpiles of these

resources are maintained by each department and are typed based on departmental processes.

The General Services Department also maintains a list of vendors that may be queried for supplies and equipment. All vendors pass through a vetting process before the City requests resources from them. While mayoral declaration of emergency may loosen restrictions on requesting processes, State law supersedes local emergency declaration. A list of approved vendors are listed in FMS.

<u>Specialized Resources</u>
Some specialized equipment is also needed to assist more vulnerable populations within the City of Los Angeles. Specialized resources and equipment are managed and distributed by the appropriate City department (ie. Department of Aging provides resources to elderly individuals requiring assistance, Department on Disability (DoD) provides DAFN populations with specialized resources). In coordination with the American Red Cross, the Emergency Management Department manages Functional Needs Support Service trailers utilized for persons with Disabilities, Access, and Functional Needs to appropriately distribute resources in high-impacted areas.

For additional information on logistics and resource procurement see the Logistics Annex to this plan.

Finance

Recovery Assistance Programs

Disaster assistance programs and resources may be made available depending on the location, type, magnitude, and impacts of an emergency or disaster incident. Available disaster assistance programs include federal and state assistance for local jurisdictions.

Local Public Assistance Programs (PA)
Public Assistance (PA) refers to programs that are made available to local governments following an emergency or disaster incident. PA programs are made available to local governments by the state and/or federal government depending on the specifics of an incident.

Federal Disaster Assistance
Federal disaster assistance programs are available under the Stafford Act when the president declares a major disaster or emergency. FEMA oversees the administration of these programs. Federal disaster assistance can come in various forms, FEMA Public Assistance and Individual Assistance.

[Fire Management Assistance Grant (FMAG) program](#) is available to state, tribal and local governments for the mitigation, management, and control of fires on publicly or privately owned forests or grasslands, which threaten such destruction as would constitute a major disaster. The Fire Management Assistance declaration process is initiated when a state submits a request for assistance to the FEMA Regional Director at the time a "threat of major disaster" exists.

State Disaster Assistance
State disaster assistance programs are available under the California Disaster Assistance Act (CDAA) when the governor proclaims an emergency or when there is a CalOES Director's Concurrence. Each may authorize the state to provide financial disaster assistance for eligible costs incurred by local governments as a result of a disaster.

CDAA may be implemented in circumstances when local resources have been exceeded. In general, the CDAA typically provides a cost share of typically 75 percent of the jurisdiction's cost share for eligible expenditures.

An overview of the state and federal PA programs is provided within [Attachment F](#).

Individual Assistance Programs (IA)

In general, IA refers to programs that are made available to individuals, households, or the private sector following an emergency or disaster incident. IA is not a replacement for individuals maintaining adequate insurance coverage, nor is it intended to make individuals and households "whole", but instead is meant to provide critical assistance to individuals during the recovery phase. Depending on the specifics of an incident, IA programs may be provided through non-governmental organizations and/or federal IA programs. An overview of the common IA programs is provided within Attachment G.

Hazard Mitigation and Preparedness Grant Programs

Effective mitigation and preparedness require the comprehension of local risks, and investment in long-term sustainable community resilience projects. In accordance with the Disaster Mitigation Act of 2000, the City of Los Angeles actively maintains and updates a Local Hazard Mitigation Plan (LHMP). The LHMP assesses risks posed by hazards and social vulnerabilities and develops a mitigation action plan for reducing risks within the City's jurisdiction.

Following a disaster incident that receives a Presidential Disaster Declaration, FEMA's Hazard Mitigation Grant Program (HMGP) funds plans and projects that reduce the effects of future natural disasters. Eligible applicants may include state agencies, local governments, federally recognized tribes, special districts, and some private nonprofits. All state, local, tribal and territorial governments must develop and adopt hazard mitigation plans to receive funding for hazard mitigation projects.

Some CalOES grants may be offered conditionally or open on an intermittent basis, to see the different types of grants that are available, access the California Grants Portal. An overview of the common Hazard Mitigation and Preparedness Grant programs is provided within Attachment H.

Insurance and Disaster Recovery for the Community

When disasters occur, the financial recovery capability of residents is essential for community vitality. Disaster insurance provides financial protection and coverage for losses and damages caused by various types of disaster events. Disaster insurance is typically provided through a combination of private insurance companies and government-backed programs.

Disaster insurance may be selected and provided based on what a region is most at-risk to. Some of the most common hazards the City of Los Angeles is most vulnerable to typically include earthquakes, floods, fires, and mudslides/debris flow. Therefore,

private insurance companies are more likely to offer insurance coverage of the aforementioned hazards.

It is important to note that the availability, terms, and pricing of insurance policies may vary depending on factors such as location, property type, risk assessment, and individual insurance providers. Individuals may need to consult with insurance agents or brokers to understand the specific coverage options, exclusions, deductibles, and limits associated with their policies.

The Federal Insurance and Mitigation Administration (FIMA)

The Federal Insurance and Mitigation Administration (FIMA) is an agency within the Federal Emergency Management Agency (FEMA) that plays a crucial role in promoting insurance and mitigation strategies to reduce the impact of disasters in the United States. FIMA manages Hazard Mitigation Assistance (HMA) Programs and the National Flood Insurance Program.

National Flood Insurance Program (NFIP)

The National Flood Insurance Program (NFIP) is a federal program administered by the Federal Insurance and Mitigation Administration. The NFIP aims to provide affordable flood insurance coverage, promote floodplain management, and reduce the financial impact of flooding on individuals and communities through collaboration with insurance companies and agents throughout the United States. Flood insurance is especially important since ninety percent of hazardous events within the United States involve flooding[13] and because Homeowner and Renters Insurance do not usually cover the cost of damages resulting from floods. The NFIP works with communities required to adopt and enforce floodplain management regulations that help mitigate flooding effects.

Flood insurance is available to anyone living in one of the 23,000 participating NFIP communities. Homes and businesses in high-risk flood areas with mortgages from government-backed lenders are required to have flood insurance. More information on Flood Insurance can be obtained through [FEMA's website](#).

Cal OES and the California Department of Insurance (DPI)

Cal OES (California Governor's Office of Emergency Services) and the California Department of Insurance (DPI) play important roles in facilitating financial recovery as it relates to insurance in California. They provide information, assistance, and oversight to help policyholders navigate the insurance process. Both Cal OES and the

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[13] [FEMA Natural Disasters](#)

California Department of Insurance work together to ensure individuals and communities affected by disasters have access to some necessary resources.

California Earthquake Authority Brace and Bolt Program

The California Earthquake Authority (CEA) is a state-mandated, not-for-profit organization that provides residential earthquake insurance to homeowners in California.[14] CEA's residential earthquake insurance policies are designed to cover repair or replacement costs for a homeowner's dwelling, as well as personal belongings damaged by earthquakes. The coverage extends to a wide range of perils associated with earthquakes, including structural damage, foundation issues, and loss of use if the home becomes uninhabitable. Additional coverage may be obtained via specific policies.

One notable program offered by the CEA is the "Brace and Bolt" program. This initiative aims to mitigate earthquake damage by providing financial incentives for homeowners to retrofit their homes with seismic improvements. Homeowners who participate in the program can receive a grant to help cover the costs of retrofitting their homes with eligible bolt and brace techniques. Retrofitting can significantly reduce the risk of structural damage during an earthquake, making homes safer for residents. More information regarding the Earthquake Brace and Bolt Program, can be accessed via its [website](#).[15]

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[14] [California Earthquake Authority](#)

[15] [Brace and Bolt Program](#)

VIII. Plan Development, Approval and Maintenance

Plan Development

This Plan has been developed to provide guidance and structure to the City of Los Angeles Emergency Operations.

The Plan is developed in cooperation and with input from the City departments with primary response or support activities, as well as input from appropriate non-city agencies with identified activities related to response from small to large scale emergency situations associated with natural disasters or human-caused emergencies.

This Plan has been developed to describe city-wide response functions and capabilities and is to be used by each department identified within this Plan to develop their own SOPs specifically for their department to direct tactical operations. When developing SOPs, each department is to take into consideration all the activities identified in this Plan directly related to their own department, as well as how those activities interact with, support, or require support from other departments identified within this Plan. Departments must ensure that their SOPs are inclusive of planning for people with disabilities and others with access and functional needs. If, at any time, any department identifies a conflict in how their field response or support activities are performed in comparison to what is described in this Plan or identifies a conflict between their listed activities and/or responsibilities within this Plan and how they relate to or support another department's listed activities, such conflict is to be immediately reported to the Emergency Management Department – Planning Division.

Plan Maintenance and Evaluation

If, at any time, a department, agency, or stakeholder to this Plan changes, develops, or amends any policy, procedure, or operation that will change or affect the contents of this Plan, that entity is to immediately notify the Emergency Management Department– Planning Division.

This Plan is to be corrected immediately upon notification or observation of any operational errors or conflicts. Such corrections are to be reflected within the Record of Changes.

Periodic revisions will occur in alignment with EMD's planning cycle and as updates are identified through real-world events, training, and exercises. The Emergency Management Department – Planning Division will lead such an effort. Upon

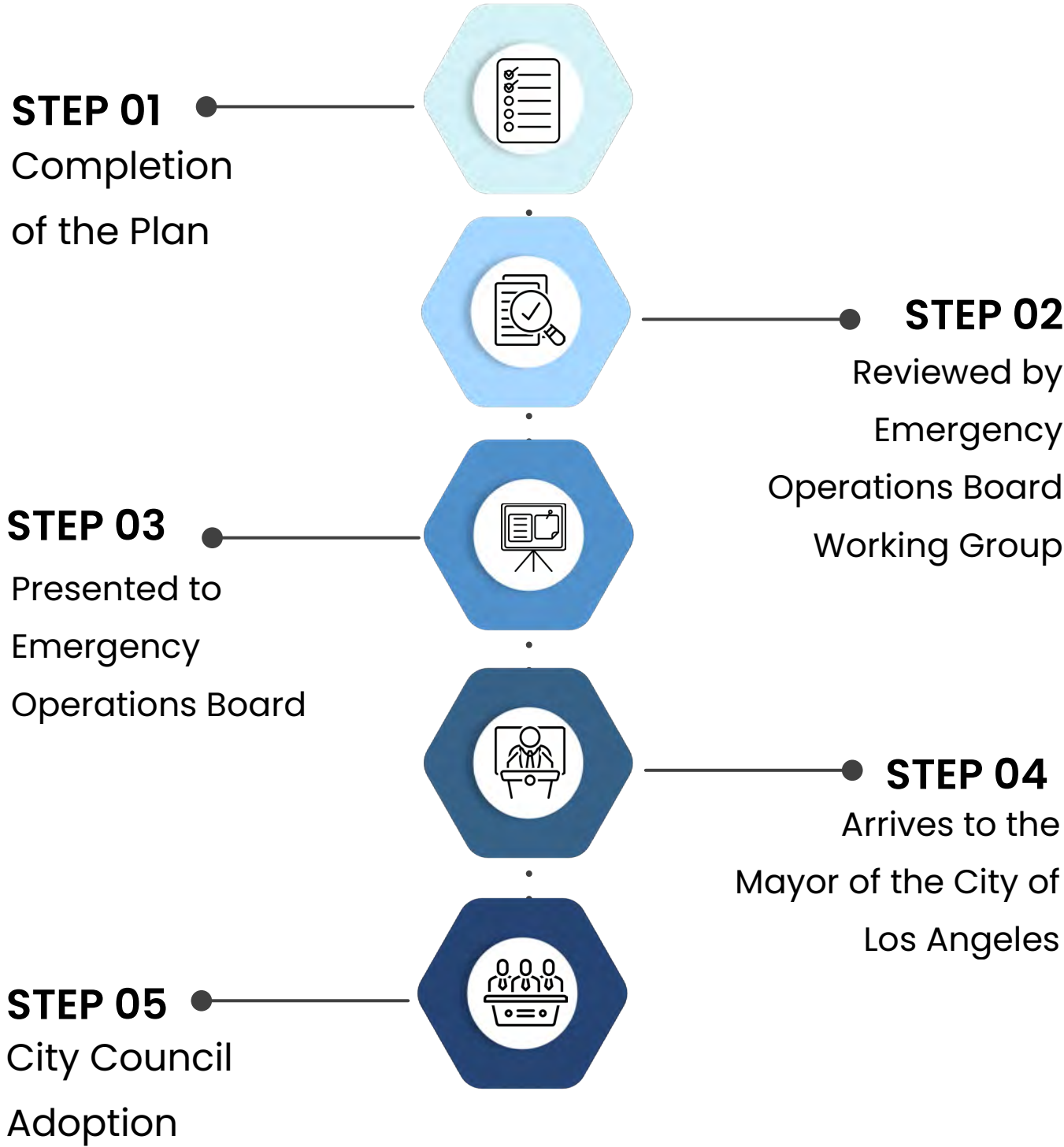completion of such formal review, all corrections to the Plan will be reflected within the Record of Changes.

The City of Los Angeles Emergency Operations Plan is intended to be read and understood before an emergency occurs. The Plan was developed with input from all applicable City of Los Angeles departments and allied stakeholders. Upon completion, it is reviewed by the City's EOB Working Group. When approved by the Emergency Operations Board Working Group, it presents the Plan to the Emergency Operations Board (EOB) with a recommendation for approval. Upon review and approval by the EOB, the Plan goes to the Mayor of the City of Los Angeles with a recommendation to approve and forward to the City Council for adoption. Upon formal approval by the Mayor and adoption by the City Council, this Plan becomes the official City of Los Angeles EOP.

This Plan was developed with input from all applicable Los Angeles City departments and community partners. This Plan is compliant with the Federal Emergency Management Agency (FEMA) [Comprehensive Preparedness Guide 101, Developing and Maintaining Emergency Operations Plans, Version 3.0](#) (CPG 101 V.3).

If, at any time, a department, agency, or stakeholder to this Plan changes, develops, or amends any policy, procedure, or operation that will change or affect the contents of this Plan, that entity is to immediately notify the Emergency Management Department– Planning and Resilience Division. This Plan is to be corrected immediately upon notification or observation of any operational errors or conflicts. Such corrections are to be reflected within the Record of Changes.

Periodic revisions will occur in alignment with EMD's planning cycle and as updates are identified through real-world events, training, and exercises. Upon completion of such formal review, all corrections to the Plan will be reflected within the Record of Changes.

Plan Approval Process

STEP 01
Completion
of the Plan

STEP 02
Reviewed by
Emergency
Operations Board
Working Group

STEP 03
Presented to
Emergency
Operations Board

STEP 04
Arrives to the
Mayor of the City of
Los Angeles

STEP 05
City Council
Adoption

IX. Authorities & References

The following is a list of several basic Federal, State, and local statutes, codes, ordinances, regulations, and other guidance relating to emergency operations. The list also identifies authorities that might come into play in the course of emergency operations. The cited authorities are not intended to be a comprehensive listing of every legal authority that might relate to emergency operations. Therefore, it is important that planners consult with their local legal counsel to identify and address legal issues that might arise in the course of emergency operations. Additional authorities and references are documented in the EOP Annexes and Appendices.

Authorities

1929 Dam Act
The St. Francis Dam Failure in 1928 prompted state officials to pass legislation related to Dam safety specifications for new and existing dams. This act specified the need for dam plans, construction supervision, and maintenance of structures.

1933 Field Act
Following the Long Beach earthquake, Santa Barbara Earthquake, and the 1929 Dam Act, this act marked a significant step in the advancement of earthquake-resistant building design.

1980 Los Angeles Emergency Ordinance
This ordinance was adopted by the City and established the City's multi-agency Emergency Operations Organization (EOO). The Los Angeles Emergency Ordinance describes the duties and responsibilities of various departments, boards, commissions and officers of the City of Los Angeles when functioning as part of the emergency operations forces of the City, and provides the means whereby cities may cooperate with, and assist in preparing for and coping with a local emergency. This ordinance can be found in the Los Angeles Charter and Administrative Code.

1980 Emergency Operations Organization (EOO)
Created by Mayor Tom Bradley as a result of the lessons learned in the 1971 Sylmar/San Fernando Earthquake. In creating the Emergency Operations Organization (EOO), the Mayor and City Council recognized that in response to a disaster there must be a unified and streamlined chain of command to coordinate all the City's resources to meet immediate threats to life and property. The EOO is the agency responsible for the City's emergency preparations (planning, training and mitigation), response and recovery operations. The EOO is composed of the Emergency Operations Board (EOB), the EOB Working Group, EOB Working Group Subcommittees, the Emergency Management Department (EMD) acting as EOO Coordinator, and participating City departments and outside agencies.

Stafford Act (as amended)
An amendment to the Disaster Relief Act of 1974. The act serves as a system to allocate disaster relief assistance (either financial or physical) through presidential declaration to local and state agencies through the Federal Emergency Management Agency (FEMA). See FEMA's website for more information.

1994 Standardized Emergency Management System (SEMS).
As a result of the 1989 Loma Prieta Earthquake and 1991 Oakland Hills Fire, the need for a more comprehensive approach to incident management became apparent. The City's Emergency Operations Organization (EOO) was reorganized to comply with the Standardized Emergency Management System (SEMS). With the Incident Command System at its foundation, SEMS emphasizes a standard organizational structure and terminology at all emergency management levels. The system was designed to enhance coordination among response organizations and facilitate the flow of emergency information and resources within and between the organizational levels.

1996 Los Angeles General Plan Safety Element
The City's General Plan is a general long-range guide for the preparation or revision of the City's natural event mitigation, preparedness and recovery plans prepared and maintained by the City's EOO. The EOO plans are intended to be implementation tools of the City General Plan Safety Element. The Safety Element and the EOO plans constitute the City's comprehensive disaster safety planning and natural hazard mitigation program.

2000 Emergency Management Department (EMD)
Established by ordinance. The Emergency Management Department (EMD), formerly known as the Emergency Preparedness Department, is responsible for the coordination of the City's emergency planning, training, response, and recovery efforts during major disasters, such as fires, floods, earthquakes, acts of terrorism, and for major planned events in the City that require involvement of multiple City departments. EMD is also responsible for operational readiness of the City's EOC.

2001 Los Angeles' Terrorism Preparedness
Perhaps most notable is the evolution of terrorism preparedness. While it had been a focus in prior years, terrorism prevention and preparedness fundamentally changed following the September 11, 2001 terrorist attacks in New York, Washington, D.C. and Pennsylvania. Congress enacted the Homeland Security Act of 2002 establishing the federal Department of Homeland Security to prevent, protect against and respond to acts of terrorism in the United States.

2003 Homeland Security Presidential Directive
Was enacted to start the development of an all-inclusive and comprehensive national incident management system and amplify disaster response capabilities. See the Homeland Security Presidential Directive 5 for more information.

2004 National Incident Management System (NIMS)
NIMS was released by the United States Department of Homeland Security's (DHS)

Federal Emergency Management Agency (FEMA) and influenced by the Standardized Emergency Management System. The National Incident Management System (NIMS) identifies concepts and principles that answer how to manage emergencies from preparedness to recovery regardless of their cause, size, location or complexity. NIMS provides a consistent, nationwide approach and vocabulary for multiple agencies or jurisdictions to work together to build, sustain and deliver the core capabilities needed to achieve a secure and resilient nation. The City utilizes NIMS to organize emergency response at different levels of operations, as well as within the EOO divisions. For more information, see the current guidelines for the National Incident Management System.

2005 National Response Framework (NRF)
The national response framework serves as a guide to response across all types of emergencies and disasters. The NRF provides all guidelines for organization structure for local, tribal, county, state and federal governments to follow. The framework is also inclusive of Nongovernmental organizations, communities, and the private sector by describing their importance during the development of continuity and whole community plans. See the current National Response Framework.

2005 Los Angeles' Office of Public Safety and Homeland Security
Established by the Mayor's Office to transform the City into a world-class model for crime prevention, counter- terrorism, and emergency preparedness. The Office of Public Safety and Homeland Security coordinates security activities throughout Los Angeles which includes reducing crime and improving the City's capability to reduce crime; improving the City's and residents' capacity to respond to an emergency; improving prevention and deterrence of terrorism; increasing trust among the community; and reducing gang crime and youth participation in gangs.

2009 Emergency Operations Center (EOC) Development
The EOC is the focal point for coordination of the City's emergency planning, training, response and recovery efforts. EOC processes follow the National All-Hazards approach to major disasters and major planned events.

2011-2012 Mayor's Executive Directives
Issued to address emergency management in the City. The following executive directives outline the legal authority and responsibility of City government to ensure that emergency planning, preparedness, response, and recovery activities exist to mitigate the effects of a disaster or an emergency impacting City infrastructure, residents, business and governmental service delivery.
   o   [Executive Directive Number 15: Emergency Management](#)

- o [Executive Directive Number 16: Disaster Service Workers](#)
- o [Executive Directive Number 17: Emergency Operations Center](#)
- o [Executive Directive Number 18: National Incident Management System](#)
- o [Executive Directive Number 19: Mayor's Emergency Response Council](#)
- o [Executive Directive Number 23: Individuals with Disabilities and Access and Functional Needs](#)

2013-2022 Mayor's Executive Directives

The following directives also have direct impacts on emergency preparedness, response, recovery, resiliency, and sustainability within the City of Los Angeles.

- o [Executive Directive Number 1: Great Streets Initiative](#)
- o [Executive Directive Number 2: Cybersecurity](#)
- o [Executive Directive Number 5: Emergency Drought Response](#)
- o [Executive Directive 7: Sustainable City Plan](#)
- o [Executive Directive 13: Support for Affordable Housing Development](#)
- o [Executive Directive 14: El Niño Preparedness, Response, and Recovery](#)
- o [Executive Directive 22: Resilient Los Angeles](#)
- o [Executive Directive Number 25: Climate Change Response](#)
- o [Executive Directive 26: City of Los Angeles Response to the COVID-19 Pandemic: Disaster Service Worker Program and Volunteer Program](#)

COVID-19 Pandemic

SARS-CoV-2 (COVID-19) is an infectious disease which became widespread globally. After the introduction of COVID-19, numerous industries within the City of Los Angeles became severely impacted socially and economically. As a result, the City declared a local emergency, activated its Continuity of Operations Plans (COOP), and established guidelines for all City departments, businesses, and community members to follow.

For an extensive list of all emergency orders, memoranda, and files related to COVID-19 within the City of Los Angeles, see our COVID-19 Orders or the City's Declaration of Local Emergency related to COVID-19.

Recent Trends in Los Angeles' Emergency Management

Since 1996, a variety of emerging trends have influenced emergency management, including an increasing diversity of California's population, greater vulnerability to floods and wildland fires as development and climate change increase in severity, and the need for more emphasis on disaster recovery and hazard mitigation efforts to reduce disaster impact and increase resiliency within communities through whole community approaches. At the national level, significant events such as the COVID-19

pandemic captured the world's attention. Since the pandemic, a better understanding regarding the levels of interconnectedness within society has taught the City of Los Angeles a valuable lesson about the interdependencies between jurisdictions and how events in one region can have severe impacts on another which has led to more advanced planning throughout the City.

Mutual Aid Authorities

Mutual aid assistance may be provided to or by the City under one or more of the following authorities:

- City mutual aid agreements
- California Master Mutual Aid Agreement
- California Fire and Rescue Emergency Plan
- California Law Enforcement Mutual Aid Plan
- California Coroners' Mutual Aid Plan
- Medical Mutual Aid Plan
- County of Los Angeles Public Works Mutual Aid Agreement
- Volunteer Engineers Safety Assessment Program
- Stafford Act (Federal Disaster Relief Act)

Note: Additional City mutual aid authorities are maintained by their respective department.

References

The following list of references have direct influences on this plan.

1. Americans with Disabilities Act of 1990, as amended.
   http://www.ada.gov/pubs/ada.htm

2. Developing and Maintaining Emergency Operations Plans. Comprehensive Preparedness Guide (CPG) 101, Version 2.0, 2010.
   https://www.fema.gov/sites/default/files/documents/fema_cpg-101-v3-developing-maintaining-eops.pdf

3. California Emergency Services Act, 2006.
   https://leginfo.legislature.ca.gov/faces/codes_displayexpandedbranch.xhtml?tocCode=GOV&division=1.&title=2.&part=&chapter=7.&article=

4. California State Emergency Plan. https://www.caloes.ca.gov/wp-content/uploads/Preparedness/Documents/California_State_Emergency_Plan_2017.pdf

5. Operational Area Emergency Response Plan
   https://ceo.lacounty.gov/wp-content/uploads/2019/12/OAERP-Approved-Adopted-Version-6-19-2012.pdf

6. 2021 Approved LA City Council Districts
   https://geohub.lacity.org/datasets/76104f230e384f38871eb3c4782f903d/explore

7. Data Source: 2021 US Census Bureau
   https://data.census.gov/table?g=040XX00US06_050XX00US06037_160XX00US0644000&tid=ACSDP5Y2021.DP02

8. CalEnviroScreen 4.0https://oehha.ca.gov/calenviroscreen/about-calenviroscreen#:~:text=CalEnviroScreen%20is%20a%20mapping%20tool,especially%20vulnerable%20to%20pollution's%20effects.

9. LAHSA City of Los Angeles PEH Population
   https://www.lahsa.org/documents?id=6516-city-of-la-hc22-data-summary

10. ADA Definition Disabilityhttps://adata.org/faq/what-definition-disability-under-ada#:~:text=The%20ADA%20defines%20a%20person,not%20currently%20have%20a%20disability.

11. Port of Los Angeles Facts and Figures
    https://www.portoflosangeles.org/business/statistics/facts-and-figures

12. Los Angeles County Economic Development Corporation
    https://laedc.org/industry-cluster-development/trade-logistics/

13. LA Union Station Economic Impact Analysis
    https://laedc.org/wp-content/uploads/2014/09/USMP_FINAL_20140902.pdf

14. Los Angeles World Airports Live Data Trade Numbers
    https://www.lawa.org/lax-cargo/lax-trade-numbers-live-data

15. U.S. Bureau of Labor Statistics Los Angeles Economic Survey
    https://www.bls.gov/regions/west/summary/blssummary_losangeles.pdf

16. LADWP 'Shade Ball' Cover Project https://www.ladwpnews.com/mayor-garcetti-announces-completion-of-innovative-shade-ball-cover-project-at-los-angeles-reservoir/

17. DOD Directive 3025.18
   https://www.esd.whs.mil/portals/54/documents/dd/issuances/dodd/302518p.pdf

18. FEMA Natural Disasters
   https://www.dhs.gov/natural-disasters#:~:text=Flood,the%20United%20States%20involve%20flooding.

19. California Earthquake Authority
   https://www.earthquakeauthority.com/Prepare-Your-House-Earthquake-Risk/Brace-and-Bolt-Grants

20. Brace and Bolt Program
   https://www.earthquakebracebolt.com/

X. Terminology & Attachments

Attachment A: Acronyms

Acronym	Full Name
AAR	After Action Report
ACS	Auxiliary Communications Service
ADA	Americans With Disabilities Act
AEOC	Alternate Emergency Operations Center
Aging	Department of Aging
Animal Services	Department of Animal Services
AP	Action Plan
ATSAC	Automated Traffic Surveillance and Control
BCA	Bureau of Contract Administration
BOC	Business Operations Center
BPW	Board of Public Works
C-POD	Commodity Point of Distribution
CA	Office of the City Attorney
CA-ESFs	California Emergency Functions
Cal OES	California Governor's Office of Emergency Services
CAO	Office of the City Administrative Officer
CBO	Community-Based Organization
CDAA	California Disaster Assistance Act
CEA	California Earthquake Authority
CEMO	California Emergency Mobilization Office
CERT	Community Emergency Response Team
City	City of Los Angeles
City Clerk	Office of the City Clerk

Acronym	Full Name
CLA	Office of the Chief Legislative Analyst
COG	Continuity of Government
CONOPS	Concept of Operations
Controller	Office of the Controller
COOP	Continuity of Operations
CPG	Comprehensive Preparedness Guide
CRT	Mayor's Crisis Response Team
CSTI	California Specialized Training Institute
CSWC	California State Warning Center
CTD	City Tourism Department
DAFN	Disabilities, Access, and Functional Needs
DHS	United States Department of Homeland Security
DOC	Department Operations Center
DoD	Department on Disability
DPI	California Department of Insurance
DRC	Disaster Recovery Center
DSCA	Defense Support of Civil Authorities
DSW	Disaster Service Worker
EMAC	Emergency Management Assistance Compact
EMD	Emergency Management Department
EMMA	Emergency Management Mutual Aid
Engineering	Bureau of Engineering
ENLA	Emergency Network Los Angeles
EOB	City of Los Angeles Emergency Operations Board
EOBWG	Emergency Operations Board Working Group

Acronym	Full Name
EOC	Emergency Operations Center
EOO	Emergency Operations Organization
EOP	Emergency Operations Plan
ESA	California Emergency Services Act
ESF	Emergency Support Function
EWWD	Economic Workforce and Development Department
FCC	Federal Communication Commission
FEMA	Federal Emergency Management Agency
FIMA	Federal Insurance and Mitigation Administration
FMAG	Fire Management Assistance Grant
FMS	Financial Management System
FNSS	Functional Needs Support Services
GDP	Gross Domestic Product
GIS	Geographic Information System
GSD	Department of General Services
HSPD	Homeland Security Presidential Directive
IA	Individual Assistance
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IDE	Initial Damage Estimate
IMS	Information Management System
ISO	California Independent Systems Operator
ITA	Information Technology Agency

Acronym	Full Name
JFO	Joint Field Office
JIC	Joint Information Center
JIS	Joint Information System
JRIC	Joint Regional Intelligence Center
LAAC	Los Angeles Administrative Code
LAC	Local Assistance Center
LADBS	Los Angeles Department of Building and Safety
LADOT	Los Angeles Department of Transportation
LADWP	Los Angeles Department of Water and Power
LAFD	Los Angeles Fire Department
LAPD	Los Angeles Police Department
LAPL	Los Angeles Public Library
LAUSD	Los Angeles Unified School District
LAWA	Los Angeles World Airports
LAX	Los Angeles International Airport
LHMP	City of Los Angeles Local Hazard Mitigation Plan
M-POD	Medical Point of Distribution
MACS	Multi-Agency Coordination System
MERC	Mayor's Emergency Response Council
MMAA	California Disaster and Civil Defense Master Mutual Aid Agreement
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NDRF	National Disaster Recovery Framework
NFIP	National Flood Insurance Program
NGO	Non-Governmental Organization

Acronym	Full Name
NIMS	National Incident Management System
NRF	National Response Framework
OA	Los Angeles Operational Area
OARRS	Operational Area Response and Recovery System
OASIS	Operational Area Satellite Information System
OEM	County Office of Emergency Management
PA	Public Assistance
Personnel	Personnel Department
PIO	Public Information Officer
Planning	City Planning Department
POD	Point of Distribution
POLA	Port of Los Angeles
PW	Public Works
RAP	Department of Recreation and Parks
Red Cross	American Red Cross Los Angeles Region
REOC	Regional Emergency Operations Center
RSF	Recovery Support Functions
RYLAN	Ready Your Los Angeles Neighborhood
Sanitation	Bureau of Sanitation
SCVOAD	Southern California Voluntary Organizations Active in Disasters
SEMS	California Standardized Emergency Management System
SitRep	Situation Report
SOC	State Operations Center
SOP	Standard Operating Procedure
Street Lighting	Bureau of Street Lighting

Acronym	Full Name
Street Services	Bureau of Street Services
UC	Unified Command
UCG	Unified Coordination Group
USACE	United States Army Corps of Engineers
VOAD	Voluntary Organizations Active in Disaster
WEA	Wireless Emergency Alert

Attachment B: Terminology

Activation

1) Initial activation of the EOC may be accomplished by a designated official of the emergency response agency that implements SEMS as appropriate to accomplish the agency's role in response to the emergency.

2) An event in the sequence of events normally experienced during most emergencies.

Administrative Code – A compilation of general and permanent City regulations that have the force of law.

After-Action Report (AAR) – A report that examines response actions, application of SEMS, modifications to plans and procedures, training needs and recovery activities. AARs are required under SEMS after any emergency that requires a declaration of an emergency.

All-Hazards – Any incident, natural or manmade, that warrants action to protect life, property, environment, public health or safety and minimize disruptions of government,
social, or economic activities.

California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA) – An agreement entered into by and between the State of California, its various departments and agencies and the various political subdivisions, municipal corporations and public agencies of the State of California to assist each other by providing resources during an emergency. Mutual Aid occurs when two or more

parties agree to furnish resources and facilities and to render services to each other in response to any type of disaster or emergency.

California Emergency Functions (CA-EF) – The California Emergency Functions are a grouping of state agencies, departments and other stakeholders with similar functional activities, whose responsibilities lend to improving the state's ability to collaboratively 22 prepare for, effectively mitigate, cohesively respond to and rapidly recover from any emergency. California Emergency Functions unify a broad-spectrum of stakeholders with various capabilities, resources and authorities to improve collaboration and coordination for a particular discipline. They also provide a framework for the state government to support regional and community stakeholder collaboration and coordination at all levels of government and across overlapping jurisdictional boundaries.

California Emergency Services Act (ESA) – An Act within the California Government Code to ensure that preparations within the state will be adequate to deal with natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property and the natural resources of the state and generally to protect the health and safety and preserve the lives and property of people living in the state.

Catastrophe – Any natural or human-made incident, including terrorism that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions.

Command – The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

Command/Management – Command is responsible for the directing, ordering, and/or controlling of resources at the field response level. Management is responsible for overall emergency policy and coordination at the SEMS EOC levels.

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 officers are also found at the EOC levels in SEMS and they report directly to the EOC Director and are part of the Management Staff. They may have an assistant or assistants, as needed.

Accessible Communications – Process of transmission of information through

verbal, written, or symbolic means, including accessible communications for people with disabilities and others with access and functional needs.

Concept of Operations (CONOPS) – The CONOPS section is a written or graphic statement that explains in broad terms the decision maker's or leader's intent with regard to an operation. The CONOPS describes how the response organization accomplishes a mission or set of objectives in order to reach a desired end-state. It offers methodology to realize the goals and objectives to execute the plan.

Continuity of Government (COG) – Activities that address the continuance of constitutional governance. COG planning aims to preserve and/or reconstitute the institution of government and ensure that a department or agencies constitutional, legislative, and/or administrative responsibilities are maintained. This is accomplished through succession of leadership, the pre-delegation of emergency authority and active command and control during response and recovery operations.

Continuity of Operations (COOP) – Planning should be instituted (including all levels of government) across the private sector and non-governmental organizations as appropriate, to ensure the continued performance of core capabilities and/or critical government operations during any potential incident.

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. Multiagency or Interagency 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.

Corrective Actions – Implementing procedures that are based on lessons learned from actual incidents or from training and exercises.

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

Critical Infrastructure – Systems and assets, whether physical or virtual, so vital to

the City that the incapacity or destruction of such systems and assets would have a debilitating impact on security, economic security, public health or safety, or any combination of those matters. Some critical facilities may include police, fire, emergency operations centers, schools, medical facilities and other resources that have a role in an effective and coordinated emergency response.

Cyber Threat – An act or threat that poses potentially devastating disruptions to critical infrastructure, including essential communications such as voice, email and Internet connectivity.

Cyber Security – The protection of data and systems in networks that are connected to the internet, including measures to protect critical infrastructure services. These services may include essential communications such as voice, email and internet connectivity.

Demobilization – The orderly, safe and efficient return of an incident resource to its original location and status.

Department Operations Center (DOC) – An EOC, specific to a single department or agency. Their focus is on internal agency incident management and response. They are often linked to and, in most cases, are physically represented in a combined agency EOC by authorized agent(s) for the department or agency.

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

Division – The partition of an incident into geographical areas of operation. Divisions are established when the number of resources exceeds the manageable span of control of the Operations Section Chief. A Division is located within the ICS organization between the Branch and resources in the Operations Section.

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

Emergency – Any incident(s), whether natural or human-made, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, federal assistance is needed to supplement state and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a

catastrophe in any part of the United States.

Emergency Management Assistance Compact (EMAC) – A congressionally ratified organization that provides form and structure to interstate mutual aid. Through EMAC, a disaster-affected state can request and receive assistance from other member states quickly and efficiently, resolving two key issues upfront: liability and reimbursement.
EOB Working Group – The EOB Working Group provides staff-level development of programs, procedures, plans research and
representatives from City departments and outside agencies.

Emergency Operations Board (EOB) – Formed to supervise the EOO during all periods of emergency preparation, response and recovery. The Emergency Operations Board (EOB) issues instructions to the chiefs of the EOO and enforces all necessary rules and regulations necessary for its governance. The EOB is composed of the Chief of Police, Fire Chief, and the heads of 15 City departments and offices.

Emergency Operations Center (EOC) – The EOC is operated by the City of Los Angeles at the City level. It is the physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. The EOC is an established facility. The EOC is organized by major functional disciplines (e.g., fire, law enforcement and medical services).

Emergency Operations Center (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.

Emergency Operations Organization (EOO) – The EOO is the agency responsible for the City's emergency preparations (planning, training and mitigation), response and recovery operations.

Emergency Operations Plan (EOP) – The ongoing plan maintained by various jurisdictional levels for responding to a wide variety of potential 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 affiliated with or sponsored by emergency response agencies.

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

Federal – Of or pertaining to the federal government of the United States of America.

Finance/Administration Section – The section responsible for all administrative and financial considerations surrounding an incident or EOC activation.

Function – Function refers to the five major activities in ICS: Command, Operations, Planning, Logistics and Finance/Administration. The same five functions are also 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). The City EOC is organized into seven functional sections, one for each of the five SEMS functions and two additional sections for Public Information and Liaison.

Group – Established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. Groups, when activated, are located between branches and resources in the Operations Section. See Division.

Hazard – Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

Incident – An occurrence or event, natural or manmade that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wild-land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies and other occurrences requiring an emergency response.

Incident Action Plan (IAP) – An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods. At the SEMS EOC level it is called the EOC Action Plan.

Incident Base – The location 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 co-located with the Base.

Incident Command – Responsible for overall management of the incident and consists of the Incident Commander, either single or unified command or any assigned supporting staff.

Incident Commander (IC) – The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Incident Command Post (ICP) – The field location where the primary functions are performed. The ICP may be co-located with the incident base or other incident facilities.

Incident Command System (ICS) – A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects 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, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

Information – Pieces of raw, unanalyzed data that identifies persons, evidence, events; or illustrates processes that specify the occurrence of an event. May be objective or subjective and is intended for both internal analysis and external (news media) application. Information is the "currency" that produces intelligence.

Intelligence – Product of an analytical process that evaluates information collected from diverse sources, integrates the relevant information into a cohesive package and produces a conclusion or estimate. Information must be real, accurate and verified before it becomes intelligence for planning purposes. Intelligence relates to the specific details involving the activities of an incident or EOC and current and expected conditions and how they affect the actions taken to achieve operational period objectives. Intelligence is an aspect of information. Intelligence is primarily

intended for internal use and not for public dissemination.

Intelligence/Investigations – Intelligence gathered within the prevention, apprehension and prosecution of criminal activities (or the individual(s) involved), including terrorist incidents, or information that leads to determination of the cause of a given incident (regardless of the source), such as public health events or fires with unknown origins. This is different from the normal operational and situational intelligence gathered and reported by the Planning Section.

Interoperability – Allows emergency management/response personnel and their affiliated organizations to communicate within and across agencies and jurisdictions via voice, data, or video-on-demand, in real-time, when needed and when authorized.

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

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

Jurisdiction – A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., federal, state, tribal and local boundary lines) or functional (e.g., law enforcement, public health).

Liaison Officer – A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for coordinating with representatives from cooperating and assisting agencies or organizations. At SEMS EOC Levels, reports directly to the EOC Director and coordinates the initial entry of Agency Representatives into the Operations Center and also provides guidance and support for them as required.

Local Emergency – A Local Emergency is defined in the ESA as "...the duly proclaimed

existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, City and county, or City, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a state of war emergency, which conditions by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, City and county, or City, and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission."

Local Government – According to federal code 8 a county, municipality, City, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under state law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal entity, or in Alaska a Native village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity.

Logistics – Providing resources and other services to support incident management.

Logistics Section – The section responsible for providing facilities, services and material support for an incident or EOC activation.

Los Angeles Emergency Ordinance – The Los Angeles Emergency Ordinance describes the duties and responsibilities of various departments, boards, commissions, and officers of the City of Los Angeles when functioning as part of the emergency operations forces of the City, and provides the means whereby cities may cooperate with, and assist in preparing for and coping with a local emergency.

Los Angeles General Plan Safety Element – The Safety Element of the City's General Plan is a general long-range guide for the preparation or revision of the City's natural disaster mitigation, preparedness and recovery plans prepared and maintained by the City's EOO. The EOO plans are intended to be implementation tools of the City General Plan Safety Element. The Safety Element of the EOO plans constitutes the City's comprehensive disaster safety planning and natural hazard mitigation program.

Mayor – According to the Los Angeles Administrative Code (LAAC) Sec. 8.25, the term "Mayor" shall include, in addition to the elected or appointed Mayor, the President of the City Council, the President Pro Tempore of the City Council and the Assistant President Pro Tempore of the City Council, in that order, and thereafter the remaining members of the City Council in the sequence of succession based upon seniority.

Mitigation – Provides a critical foundation in the effort to reduce the loss of life and property from natural and/or human-made disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Mitigation seeks to fix the cycle of disaster damage, reconstruction and repeated damage. These activities or actions, in most cases, will have a long-term sustained effect. Mobilization – The process and procedures used by all organizations: federal, state, tribal and local-for activating, assembling and transporting all resources that have been requested to respond to or support an incident.

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

Staging Center – An off-emergency location where emergency services personnel and equipment may be temporarily located, pending assignment to emergencies, release, or reassignment.

Multiagency Coordination Center (MACC)– 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. Those involved in the MACC are from 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.

Multiagency Coordination Group (MAC Group)– Typically, administrators/executives, or their appointed representatives, who are authorized to commit agency resources and funds, are brought together and form MAC Groups. MAC Groups may also be known as multi agency committees, EOB Working Group, or as otherwise defined by the System. It can provide coordinated decision making and resource allocation among cooperating agencies and may establish the priorities among incidents, harmonize agency policies and provide strategic guidance and direction to support incident management activities.

Multiagency Coordination System(s) (MACS)– Multiagency coordination systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration and information coordination. The elements of multiagency coordination systems include facilities, equipment, personnel, procedures and communications. Two of the most used elements are EOC and MAC Groups. These systems assist agencies and organizations responding to an incident.

Mutual Aid Agreements and/or Assistance Agreements– Written or oral agreements between and among agencies/organizations and/or jurisdictions that provide a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.

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 Cal 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 Operational Areas.

National Incident Management System (NIMS) – Provides a systematic, proactive approach guiding government agencies at all levels, the private sector and nongovernmental organizations to work seamlessly to prevent, protect against, respond to, recover from and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.

National Response Framework (NRF) – The national response framework serves as a guide to response across all types of emergencies and disasters. The NRF provides all guidelines for organization structure for local, tribal, county, state and federal governments to follow. See the current National Response Framework.

Non-governmental Organization (NGO) – An entity with an association that is based on the interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with the government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based

charity organizations and the Red Cross.

Los Angeles Operational Area (OA) – The Los Angeles Operational Area is an intermediate level of the state emergency organization, consisting of Los Angeles County and all other political subdivisions within the geographical boundaries of the County.

Operational Period – The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually they last 12–24 hours.

Operations Section – The section responsible for all tactical incident operations and implementation of the Incident Action Plan. In ICS, it normally includes subordinate branches, divisions, and/or groups. At the SEMS EOC levels the section is responsible for the coordination of operational activities. The Operations Section at an EOC contains branches, groups or units necessary to maintain appropriate span of control.

Planning Section – The section responsible for the collection, evaluation and dissemination of operational information related to the incident or EOC activities and for the preparation and documentation of the IAP or EOC action plan respectively. This section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident or EOC activation.

Preparedness – A continuous cycle of planning, organizing, training, equipping, exercising, evaluating and taking corrective action in an effort to ensure effective coordination during incident response. Within NIMS, preparedness focuses on the following elements: planning, procedures and protocols, training and exercises, personnel qualification and certification and equipment certification.

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

Private Sector – Organizations and entities that are not part of any governmental

structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce and industry.

Public Information – Processes, procedures and systems for communicating timely, accurate and accessible information on the incident's cause, size and current situation; resources committed; and other matters of general interest to the public, responders and additional stakeholders (both directly affected and indirectly affected).

Public Information Officer (PIO) – A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.

Recovery – The development, coordination and execution of service and site restoration plans; the reconstitution of government operations and services; individual, private–sector, non-governmental and public assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental and economic restoration; evaluation of the incident to identify lessons learned; post incident reporting; and development of initiatives to mitigate the effects of future incidents.

Recovery Plan – A plan developed to restore the affected area or community.

Regional Emergency Operations Center- REOCs provide centralized coordination of resources among Operational Areas within their respective regions and between the Operational Areas and the State Level.

Resource Management – Efficient emergency management and incident response requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under NIMS includes mutual aid agreements and assistance agreements; the use of special federal, state, tribal and local teams; and resource mobilization protocols.

Resources – Personnel and major items of equipment, supplies and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

Response – Activities that address the short-term, direct effects of an incident.

Response includes immediate actions to save lives, protect property and meet basic human needs. Response also includes the execution of EOP and of mitigation activities designed to limit the loss of life, personal injury, property damage and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity and apprehending actual perpetrators and bringing them to justice.

Response Personnel – Includes federal, state, territorial, tribal, sub-state regional and local governments, private sector organizations, critical infrastructure owners and operators, NGO and all other organizations and individuals who assume an emergency management role. Also known as an Emergency Responder.

Safety Officer – A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for monitoring incident operations and advising the IC on all matters relating to operational safety, including the health and safety of emergency responder personnel. The Safety Officer may have assistants.

Situation Report (SitRep) – confirmed or verified information regarding the specific details relating to the incident.

Span of Control – The number of resources for which a supervisor is responsible, usually expressed as the ratio of supervisors to individuals. (Under NIMS, an appropriate span of control is between 1:3 and 1:7, with optimal being 1:5.)

Stafford Act – The Robert T. The Stafford Disaster Relief and Emergency Assistance Act establishes the programs and processes for the federal government to provide disaster and emergency assistance to states, local governments, tribal nations, individuals and qualified private nonprofit organizations. The provisions of the Stafford Act cover all-hazards including natural disasters and terrorist events. Relevant provisions of the Stafford Act include a process for Governors to request federal disaster and emergency assistance from the President. The President may declare a major disaster or emergency.

Staging Area – Established during an incident for the temporary location of available resources. A Staging Area can be any location during an incident in which personnel, supplies and equipment can be temporarily housed or parked while awaiting

operational assignment.

Standard Operating Procedure (SOP) – Complete reference document or an operations manual that provides the purpose, authorities, duration and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner.

Standardized Emergency Management System (SEMS) – A system required by California Government Code and established by regulations for managing response to multi agency and multijurisdictional emergencies in California. SEMS consists of five organizational levels, which are activated as necessary: Field response, Local Government, Operational Area, Region and State.

State of Emergency – A State of Emergency is defined as "...the duly proclaimed existence of conditions of disaster or extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy or conditions causing a state of war emergency, which conditions by reason of their magnitude are, or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, City and county, or City and require the regulated energy utilities a sudden and severe energy shortage requires extraordinary combined forces of a mutual aid region or regions to combat; or with respect to measures beyond the authority vested in the California Public Utilities Commission."

State of War Emergency – A State of War Emergency means "...the condition which exists immediately, with or without a proclamation thereof by the Governor, whenever this state or nation is attacked by an enemy of the United States, or upon receipt by the state of a warning from the federal government indicating that such an enemy attack is probable or imminent."

State Operations Center (SOC) – The SOC is operated by the Cal OES Agency at the State Level in SEMS. It is responsible for centralized coordination of state resources in support of the three Cal OES Administrative Regional Emergency Operations Centers (REOCs). It is also responsible for providing updated situation reports to the Governor and legislature.

Technical Assistance – Support provided to state, tribal and local jurisdictions when

they have the resources but lack the complete knowledge and skills needed to perform a required activity (such as mobile-home park design or hazardous material assessments).

Technical Specialists – Personnel with special skills that can be used anywhere within the SEMs organization. No minimum qualifications are prescribed, as technical specialists normally perform the same duties during an incident that they perform in their everyday jobs, and they are typically certified in their fields or professions.

Terrorism – Under the Homeland Security Act of 2002, terrorism is defined as activity that involves an act dangerous to human life or potentially destructive of critical infrastructure or key resources; is a violation of the criminal laws of the United States or of any state or other subdivision of the United States in which it occurs; and is intended to intimidate or coerce the civilian population, or influence or affect the conduct of a government by mass destruction, assassination, or kidnapping. See Section 2 (15), Homeland Security Act of 2002, Public Law 107-296, 116 Stat. 2135 (2002).

Unified Command (UC) – An ICS application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP.

Vital Records – The essential agency records that are needed to meet operational responsibilities under national security emergencies or other emergency or disaster conditions (emergency operating records), or to protect the legal and financial rights of the Government and those affected by Government activities (legal and financial rights records.

Attachment C: Hazard Specific and Functional Support Annexes /Appendices

Attachment D: Federal Emergency Support Functions

The ESFs serve as the primary operational level mechanism for the Federal government to orchestrate activities to aid City, State and tribal governments or to Federal departments and agencies conducting missions of primary Federal responsibility. Each ESF is composed of Primary and Support Agencies. Primary Agencies are designated based on authorities, resources, and capabilities. Support agencies are assigned based on their resources and capabilities in each functional area. Several ESFs incorporate multiple components with Primary Agencies for each component to ensure seamless integration of, and transition, between preparedness, prevention, response, recovery and mitigation activities.

ESF	SCOPE
#1 - Transportation Coordinator: DOT Primary Agency: DOT Support Agencies: BTS, DOD, DOS, GSA, IAIP, USCG, USFS, USPS	• Federal and civil transportation support • Transportation safety • Restoration/recovery of transportation infrastructure
#2 Communications Coordinator: NCS Primary Agency: NCS Support Agencies: DOC, DOD, DOI, FCC, FEMA, GSA, IAIP, S&T, USFS	• Coordinate with Telecommunication Industry • Restoration/repair of telecommunication network • Cyber and Information Technology
#3 - Public Works and Engineering Coordinator: FEMA	• Infrastructure protection and emergency repair (USACE)

Primary Agencies: USACE / FEMA / IAIP Support Agencies: DOC, DOD, DOI, DOL, DOT, EPA, HHS, TVA, USDA, VA	• Infrastructure restoration (FEMA) • Engineering services, Construction Mgmt. • Critical Infrastructure Liaison (IAIP)
#4 - Firefighting Coordinator: USFS Primary Agency: USFS Support Agencies: DOD, DOI, EPA, USFA	• Firefighting activities on Federal lands • Resource support to rural and urban firefight operations
#5 - Emergency Management Coordinator: FEMA Primary Agency: FEMA Support Agencies: Red Cross, BTS, DOC, DOD, DOED, DOE, DOJ, DOT, EPA, GSA, HHS, NCS, NASA, NRC, TREAS, SBA, USCG, USDA	• Information collection, analysis and reports • Action planning and tracking • Resource tracking • Science and Technology support
#6-Mass Care, Emergency Assistance, Housing, and Human Services Coordinator: FEMA Primary Agency: FEMA / Red Cross Support Agencies: DHS, DOD, DOE, GSA, HHS, HUD, SBA, USDA, USPS, VA	• Mass care (Red Cross) • Disaster housing (FEMA) • Human Services (FEMA)
ESF #7 –Logistics Management and Resource Support Coordinator: GSA	• Resource Support (GSA) • Logistics (FEMA)

Primary Agencies: GSA / FEMA Support Agencies: BTS, DOC, DOD, DOE, DOL, DOT, NASA, OPM, VA, USFS	
ESF #8 - Public Health and Medical Services	● Public Health ● Medical
Coordinator: HHS Primary Agency: HHS Support Agencies: FEMA, AID, DHS, DOD, DOE, DOJ, DOL, DOS, DOT, EPA, GSA, USDA, USPS, VA	
ESF #9 – Search and Rescue	● Lifesaving assistance ● Urban search and rescue
Coordinator: FEMA Primary Agencies: FEMA Support Agencies: AID, BTS DOC, DOD, DOJ, DOL, HHS, NASA, USFS, USCG	
ESF #10 - Oil and Hazardous Materials Response	● Hazardous materials (hazardous substances, oil, etc.) response ● Environmental safety and cleanup
Coordinator: EPA Primary Agencies: EPA (Inland) / USCG (Coastal) Support Agencies: DOD, DOE, DOI, DOJ, DOS, DOT, FEMA., GSA, HHS, IAIP, NOAA, NRC, OSHA, S&T, Treasury, USDA	
ESF #11 - Agriculture and Natural Resources	● Nutritional services ● Agricultural production ● Animal health
Coordinator: USDA Primary Agencies: USDA Support Agencies: Red Cross, DOD, DOS, EPA, GSA, IAIP, S&T	
ESF #12 - Energy	● Energy system assessment ● Repair/restoration ● Energy industry utilities coordination ● Energy forecast
Coordinator: DOE Primary Agencies: DOE	

Support Agencies: DHS, DOD, DOI, DOS, DOT, NRC, TVA, USDA, IAIP	
ESF #13 - Public Safety and Security Coordinator: DOJ Primary Agency: DOJ Support Agencies: BTS, DOE, DOI, IAIP, USCG, USDA, USPS, USSS	● Operational and personnel security ● Liaison between criminal investigation activities and response and recovery operations ● Inspector General activities
ESF #14 - Long-Term Community Recovery Coordinator: FEMA Primary Agencies: FEMA, DOC, HUD, Treasury, SBA Support Agencies: DOD, DOL, DHS, HHS, IAIP, TVA, USDA, Private Sector	● Assess economic impacts ● Private sector coordination ● Long-term community recovery ● Mitigation response and program ● implementation
ESF #15 -External Affairs	● Emergency public information ● Protective action guidance ● Media Relations ● Community Relations ● Congressional Affairs ● International Affairs

Attachment E: California Emergency Functions

The California Emergency Functions (CA-EFs) lists and defines each CA-EF, identifies the lead state agency and the federal Emergency Support Functions (ESFs) with the closest similarities.

CA-EF Title	Definition	Federal ESF
CA-ESF #1 – Transportation	Assists in the management of transportation systems and infrastructure during domestic threats or in response to incidents. ● Aviation/airspace management and control ● Transportation safety ● Restoration/recovery of transportation infrastructure ● Movement restrictions ● Damage and impact assessment	ESF #1 Transportation
CA-ESF #2 – Communications	Provides resources, support and restoration of government emergency telecommunications, including voice and data. ● Coordination with telecommunications and information technology industries ● Restoration and repair of telecommunications infrastructure ● Protection, restoration, and sustainment of national cyber and information technology resources ● Oversight of communications within the Federal incident management and response structures	ESF #2 Communications
CA-ESF #3 – Const. & Engineering	Organizes the capabilities and resources of the government to facilitate the delivery of services, technical assistance, engineering expertise, construction management and other support to local jurisdictions.	ESF #3 Public Works and Engineering

CA-EF Title	Definition	Federal ESF
	- Infrastructure protection and emergency repair - Infrastructure restoration - Engineering services and construction management Emergency contracting support for life-saving and life sustaining services	
CA-ESF #4 - Fire And Rescue	Monitors the status of fire mutual aid activities. Coordinates support activities related to the detection and suppression of urban, rural and wildland fires and emergency incident scene rescue activities and provides personnel, equipment and supplies to support local jurisdictions.	ESF #4 – Firefighting
CA-ESF #5 - Management	Coordinates and resolves issues among the CA-EFs in the phases of emergency management to ensure consistency in the development and maintenance of the SEP annexes. During emergencies, serves in an advisory capacity to the EOC	ESF #5 – Emergency Management
CA-ESF #6 - Care & Shelter	Coordinates the actions to assist responsible jurisdictions to meet the needs of victims displaced during an incident including food assistance, clothing, non-medical care and sheltering, family reunification and victim recovery.	ESF #6 – Mass Care, Emergency Assistance, Housing and Human Services
CA-ESF #7 - Resource Support	Coordinates plans and activities to locate, procure and preposition resources to support emergency operations	ESF #7 Logistics Management and Resource Support
CA-ESF #8 - Public Health & Medical	Coordinates Public Health and Medical activities and services statewide in support of local jurisdiction resource needs for preparedness, response, and recovery from emergencies and disasters.	ESF #8 Public Health and Medical Services
CA-ESF #10 -	Coordinates resources and supports the responsible jurisdictions to prepare	ESF #10 – Oil and

CA-EF Title	Definition	Federal ESF
Hazardous Materials	for, prevent, minimize, assess, mitigate, respond to and recover from a threat to the public or environment by actual or potential hazardous materials releases.	Hazardous Materials Response
CA-ESF #11 - Food & Agriculture	Supports the responsible jurisdictions and coordinates activities during emergencies impacting the agriculture and food industry and supports the recovery of impacted industries and resources after incidents.	ESF #11 – Agriculture and Natural Resources
CA-ESF #12 - Utilities	- Energy infrastructure assessment, repair and restoration - Energy industry utilities coordination - Energy forecast	ESF #12 Energy
CA-ESF #13 - Law Enforcement and Evacuation	Coordinates law enforcement personnel and equipment to support responsible law enforcement agencies, coroner activities and public safety in accordance with Law Enforcement and Coroner's Mutual Aid Plans.	ESF #13 Public Safety and Security
CA-ESF #14 - Recovery	Supports and enables economic recovery of communities and California from the long-term consequences of extraordinary emergencies and disasters.	ESF #14 – Long-Term Community Recovery
CA-ESF #15 - Public Information	Supports accurate, coordinated, timely and accessible information to affected audiences, including governments, media, the private sector and the local populace, including people with disabilities and those with access and functional needs.	ESF #15 – External Affairs
CA-ESF #17 - Volunteer and Donations Management	Supports responsible jurisdictions in ensuring the most efficient and effective use of affiliated and unaffiliated volunteers and organizations and monetary and in-kind donated resources to support incidents requiring a response.	N/A
CA-ESF #18 – Cybersecurity	Manages all incidents related to cybersecurity events, including management of systems, hardware, software and additional technology.	N/A

Attachment F: Public Assistance Programs

Public Assistance Programs			
Title/Authority	**Description**	**Provider**	**Declaration Required?**
California Disaster Assistance Act (CDAA)	Director's Concurrence The Cal OES Director may concur with a local government request for state assistance independently of a Governor's Proclamation of a State of Emergency. A Director's Concurrence is limited to eligible permanent repair work. There is generally a 75%-25% cost share between state and local governments.	State	No
	California State of Emergency When the Governor proclaims a State of Emergency and authorizes CDAA, both emergency and permanent work are eligible for assistance. There is generally a 75%-25% cost share between state and local governments under a Governor's proclamation as well. In addition, the State of Emergency allows certain eligible private nonprofit organizations to receive state assistance for providing essential community services during a state declared disaster.	State	Yes
Federal Highway Administration (FHWA) Emergency Relief Program	Under the Emergency Relief Program, the FHWA provides assistance to the California Department of Transportation (Caltrans) and local governments for damage to roads, bridges, and other facilities on the federal-aid system. In California, Caltrans implements this program on behalf of FHWA. A State of Emergency is required.	State	Yes

Public Assistance Programs

Title/Authority	Description	Provider	Declaration Required?
[FEMA Public Assistance Grant Program](#)	FEMA provides State agencies, local governments, tribal governments, and certain private nonprofit entities with federal grants to cover eligible disaster recovery work typically on a cost-share basis. In accordance with the Stafford Act, the federal cost share is a minimum of 75 percent. The State of California, through the CDAA, typically provides 75 percent of the remaining cost share with the applicant. Eligible costs must be associated with: ● Debris removal. ● Emergency work necessary to save lives, protect public health and safety, and protect property. ● Restoration of damaged facilities, including buildings, equipment, and infrastructure and also to pre-disaster design, function, and capacity. ● Implementation of cost-effective hazard mitigation measures during repairs to damaged facilities to reduce the risk of future damage to those facilities.	Federal/ State	Yes
[Fire Management Assistance Grant (FMAG) Program](#)	Available to state, tribal and local governments for the mitigation, management, and control of fires on publicly or privately owned forests or grasslands, which threaten such destruction as would constitute a major disaster. The Fire Management Assistance declaration process is initiated when a state submits a request for assistance to the FEMA Regional Director at the time a "threat of major disaster" exists. The Fire Management Assistance declaration process is initiated when a state submits a request	Federal	No

Public Assistance Programs			
Title/Authority	**Description**	**Provider**	**Declaration Required?**
	for assistance to the FEMA Regional Director at the time a "threat of major disaster" exists.		
U.S. Army Corps of Engineers (USACE) Rehabilitation and Inspection Program	Under the Rehabilitation and Inspection Program, the USACE provides assistance for flood fighting, emergency repair, and repairs to damaged facilities. USACE provides this assistance for levees and other flood control works that meet pre-disaster criteria for participation in the program. A Presidential declaration is required. Under the Flood Control and Coastal Emergency Act (PL 84-99), the USACE has authority to supplement state and local entities in flood fighting urban and other non-agricultural areas under certain conditions. PL 84- 99 also authorizes USACE to provide emergency water support and drought assistance in certain situations and allows for "advance measures" assistance to prevent or reduce flood damage or the imminent threat of unusual flooding.	Federal	Yes
U.S. Department of Housing and Urban Development (HUD) Community Development Block Grant Program	The HUD Community Development Block Grants may be requested by state, local, and tribal governments for a wide range of recovery purposes. A Presidential declaration is required.	Federal	Yes

Attachment G: Individual Assistance Programs

	Individual Assistance Programs	
Title/Authority	**Description**	**Provider**
[Crisis Counseling Assistance & Training Program](#)	Supplemental funding to assist disaster impacted individuals and communities in recovering from major disasters through the provision of community based outreach and psychological educational services.	Federal
[Disaster Case Management Program](#)	A time limited process that promotes partnership between a case manager and a disaster survivor to assess and address a survivor's verified disaster caused unmet needs through a disaster recovery plan.	Federal
[Disaster Legal Services](#)	Legal aid through an agreement with the Young Lawyers Division of the American Bar Association for survivors affected by a Presidentially declared major disaster who qualify as low income.	Federal
Disaster Unemployment Assistance ([Federal](#)) ([State](#))	Unemployment benefits and reemployment assistance services for eligible survivors. Services are the responsibility of the U.S. Department of Labor and administered by state, territorial, tribal, and local government officials in the affected area(s). DUA is only available to eligible survivors who are not eligible for regular state unemployment insurance.	Federal/State
[Individuals and Households Program (IHP)](#)	The IHP provides financial assistance and direct services for eligible individuals and households affected by a disaster who have uninsured or underinsured necessary expenses and serious needs.	Federal
Non-Governmental Organizations Assistance	Many NGOs (e.g., American Red Cross, Salvation Army, etc.) provide recovery assistance to individuals, families, and community organizations following an emergency/disaster incident. This may include assistance for essential-need items like shelter, food, clothing, or housing reconstruction. In Los Angeles County, ENLA member organizations working as	NGO

Individual Assistance Programs

Title/Authority	Description	Provider
	the County's VOAD provide valuable IA resources during the recovery phase of any incident. There are no minimum thresholds nor requirements for an emergency to be proclaimed/declared before NGOs can provide IA support.	
Other Needs Assistance (ONA)	ONA provides financial assistance for eligible needs that are not housing related, including personal property, transportation, moving/storage, medical/dental, childcare, funeral/burial, and other miscellaneous assistance.	Federal
US Department of Agriculture (USDA) Assistance	The USDA provides low interest loans to farmers, ranchers, and aqua-culturists for physical and/or crop production losses in areas designated a disaster by the Secretary of Agriculture. As a result, the SBA may also provide economic injury disaster loans to small non-farm businesses, small agricultural cooperatives, and most private nonprofit organizations of any size.	Federal
US Small Business Administration (SBA) Loans	The SBA provides low interest disaster loans to homeowners, renters, businesses, and certain private nonprofit organizations in declared disaster areas. Loans may be made for uninsured physical damage to homes, businesses, and other properties, or for economic losses. As a result of a Presidential disaster declaration, SBA may implement its disaster loan programs. SBA Disaster Loans are available without a Presidential disaster declaration with a SBA Administrative (Agency) declaration. A request for an SBA Administrative disaster declaration may be made by the governor to activate SBA's disaster loan program available for businesses of all sizes (including private non-profit organizations), homeowners and renters for physical damages. Economic injury loans are made available for small businesses and most private non-profit organizations of all sizes in the declared disaster area. Contiguous counties have the same eligibility under an Agency declaration. An SBA Agency declaration does not include FEMA (IA) programs. Requests	Federal

Individual Assistance Programs		
Title/Authority	**Description**	**Provider**
	for an SBA Declaration will follow the SEMS hierarchy and Cal OES will coordinate a request for SBA assistance if appropriate. In such circumstances, the damage incurred by the community must meet certain minimum thresholds confirmed through the PDA process.	

Attachment H: Preparedness Mitigation Programs

Preparedness and Mitigation Programs		
Title/Authority	**Description**	**Provider**
[Assistance to Firefighters Grants Program](#)	The Assistance to Firefighters Grants Program (AFGP) funds critically needed resources to equip and train emergency personnel, enhance efficiencies and support community resilience. This program comprises the Assistance to Firefighters Grants (AFG), Fire Prevention & Safety (FP&S) grants and the Staffing for Adequate Fire and Emergency Response (SAFER) grants.	Federal
[Building Resilient Infrastructure and Communities (BRIC)](#)	The BRIC grant program gives states, local communities, tribes and territories funding to address future risks to natural disasters, including ones involving: wildfires, drought, hurricanes, earthquakes, extreme heat, and flooding.	Federal
[Dam Safety Program](#)	The National Dam Safety Program State Assistance Grant Awards provide assistance to encourage the establishment and maintenance of effective State programs intended to ensure dam safety, to protect human life and property, and to improve State dam safety programs.	Federal
[Emergency Management Baseline Assessment Grant Program](#)	The Emergency Management Baseline Assessment Grant (EMBAG) program provides non-disaster funding to support developing, maintaining, and revising voluntary national-level standards and peer-review assessment processes for emergency management and using these standards and processes to assess state, local, tribal, and territorial emergency management programs and professionals.	Federal
[Emergency Management Performance Grant](#)	The Emergency Management Performance Grant (EMPG) provides state, local, tribal and territorial emergency management agencies with the resources required for implementation of the National Preparedness System and works toward the National Preparedness Goal of a secure and resilient nation.	Federal

Preparedness and Mitigation Programs

Title/Authority	Description	Provider
[Emergency Operations Center Grant Program](#)	The Emergency Operations Center (EOC) Grant Program is intended to improve emergency management and preparedness capabilities by supporting flexible, sustainable, secure, strategically located, and fully interoperable EOCs with a focus on addressing identified deficiencies and needs.	Federal
[Homeland Security Grant Program](#)	The Homeland Security Grant Program (HSGP) includes a suite of risk-based grants to assist state, local, tribal and territorial efforts in preventing, protecting against, mitigating, responding to and recovering from acts of terrorism and other threats. This program comprises the State Homeland Security Program (SHSP), Urban Area Security Initiative (UASI) and Operation Stonegarden (OPSG).	Federal
	State Homeland Security Program This program provides funding to support the implementation of risk-driven, capabilities-based State Homeland Security Strategies to address capability targets.	
	Urban Area Security Initiative (UASI) The Urban Area Security Initiative (UASI) aims to enhance the capabilities and preparedness of high-threat, high-density urban areas to prevent, protect against, respond to, and recover from acts of terrorism and other catastrophic events. UASI funding is allocated to eligible urban areas to support planning, organization, equipment, training, and exercises related to homeland security and emergency management	
[Intercity Bus Security Grant Program](#)	The Intercity Bus Security Grant Program (IBSG) helps protect surface transportation infrastructure and the traveling public from acts of terrorism and increase the resilience of transit infrastructure.	Federal
[Intercity Passenger Rail - Amtrak](#)	This Intercity Passenger Rail (IPR) - Amtrak Program provides funds to protect critical surface transportation infrastructure and the traveling public from acts of terrorism and	Federal

Preparedness and Mitigation Programs		
Title/Authority	**Description**	**Provider**
Program	increase the resilience of the Amtrak rail system.	
National Earthquake Hazards Reduction Program's State Assistance Program	The FEMA National Earthquake Hazards Reduction Program (NEHRP) Earthquake State Assistance Grant Program was created to increase and enhance the effective implementation of earthquake risk reduction at the local level.	Federal
National Earthquake Hazards Reduction Program's State Assistance Program	The National Earthquake Hazards Reduction Program provides funding to support the establishment of earthquake hazards reduction programming and implementation of earthquake safety, mitigation and resilience activities at the local level.	Federal
Next Generation Warning System Grant	The Next Generation Warning System Grant Program (NGWSGP) supports investments that improve the resilience and security of public broadcasting networks and systems.	Federal
Nonprofit Security Grant Program	The Nonprofit Security Grant Program (NSGP) provides funding support for target hardening and other physical security enhancements and activities to nonprofit organizations that are at high risk of terrorist attack.	Federal
Port Security Grant Program	The Port Security Grant Program (PSGP) provides funding to state, local and private-sector partners to help protect critical port infrastructure from terrorism, enhance maritime domain awareness, improve port-wide maritime security risk management, and maintain or reestablish maritime security mitigation protocols that support port recovery and resiliency capabilities	Federal
Presidential	The Presidential Residence Protection Assistance Program (PRPA) provides funding to	Federal

Preparedness and Mitigation Programs		
Title/Authority	**Description**	**Provider**
Residence Protection Assistance	reimburse state and local law enforcement agencies for operational overtime costs incurred while protecting any non-governmental residence of the President of the United States as designated or identified to be secured by the United States Secret Service.	
Regional Catastrophic Preparedness Grant Program	The Regional Catastrophic Preparedness Grant Program (RCPGP) supports the building of core capabilities essential to achieving the National Preparedness Goal of a secure and resilient nation by providing resources to close known capability gaps in Housing and Logistics and Supply Chain Management, encouraging innovative regional solutions to issues related to catastrophic incidents, and building on existing regional efforts.	Federal
State and Local Cybersecurity Grant Program	The State and Local Cybersecurity Grant Program provides funding to eligible entities to address cybersecurity risks and cybersecurity threats to information systems owned or operated by, or on behalf of, state, local, or tribal governments.	Federal
Transit Security Grant Program	The Transit Security Grant Program (TSGP) provides funding to eligible public transportation systems (which include intra-city bus, ferries and all forms of passenger rail) to protect critical transportation infrastructure and the traveling public from terrorism, and to increase transportation infrastructure resilience.	Federal
Tribal Homeland Security Grant Program	The Tribal Homeland Security Grant Program (THSGP) plays an important role in the implementation of the National Preparedness System by supporting the building, sustaining and delivery of core capabilities essential to achieving the National Preparedness Goal of a resilient nation.	Federal