



# **Emergency Operations Plan (EOP)**

## **Riverside County Operational Area (OA)**



August 2019

Riverside County  
Emergency Management Department

Portions of this document may contain sensitive information pertaining to the deployment, mobilization, and tactical operations of Riverside County in response to emergencies and disasters. The majority of this plan is available for public review. Refer any request for a copy of this document to County of Riverside Emergency Management Department (951)358-7100.



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## FOREWORD

August 2019

Enclosed is the revised County of Riverside Emergency Operations Plan (EOP), which is designed as a reference tool for coordinating emergencies, whether it be a localized event or a catastrophic disaster.

The EOP serves as the foundation for response and recovery operations for the County of Riverside, as it establishes roles and responsibilities, assigns tasks, and specifies policies and general procedures. The plan includes critical elements of the Standardized Emergency Management System, the National Incident Management System, the Incident Command System, and the National Response Framework.

The EOP assists with facilitating an effective response to any emergency by providing a platform that encourages collaboration between The County of Riverside Operational Area (OA) Emergency Operations Center (EOC), first responders, and support agencies.

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

The EOP will be reviewed and exercised periodically and revised as necessary to meet changing conditions. The EOP will become effective upon resolution and adoption by the County of Riverside Board of Supervisors.



## **Copy of Resolution**

## PLAN CONCURRENCE

August 2019

The County of Riverside Emergency Operations Plan (EOP) is a reference tool for coordinating emergencies and serves as a foundation for response and recovery operations. This statement confirms that the EOP, including annexes for the 21 Emergency Support Functions (ESFs), has been reviewed and concurred by departments within the County of Riverside and the Operational Area (OA). The OA consists of a combination of a County, all unincorporated areas, all cities and all political subdivisions within a County's geographic boundaries.

The ESFs are the framework of governmental capabilities into an organizational structure to provide support, resources, program implementation, and services that are most likely needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal following any localized or catastrophic event.

The Emergency Management organization of the County of Riverside is rooted in an all hazards, whole community approach. Whole community includes all residents, visitors, businesses and employees, and is fully inclusive of those who have disabilities and/or access and functional needs. As outlined in the EOP and the ESFs, Riverside County, its employees, contractors and partner agencies, are committed to the planning, mitigation, response, and recovery for the whole community.

Regardless of where ESFs may be assigned, the OA is committed to protecting life and property through the actions delineated in the EOP and ESFs.



## Plan Development and Maintenance

County of Riverside Emergency Management Department is responsible for writing, reviewing, and updating of the EOP.

The updates will include new information such as relevant standard operational procedures or organizational structure. A record of changes and revisions will be maintained by the Emergency Management Department. A receive and file will be submitted annually to the County of Riverside Board of Supervisors with an updated EOP.

## Distribution List

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

Organization	#	Organization	#
Cal OES, Southern Region	1	Office of Education	1 each
Board of Supervisors	5	Public Utility Districts (names, titles)	1 each
County Chief Executive Officer	1	School Districts (names, titles)	1 each
County Library Reference Desk	1	Special Districts (names, titles)	1 each
County Departments	1 each	Tribal Governments (names, titles)	1 each
Fire Protection Districts	1 each		
Operational Area Planning Committee	1 each		

City	#	City	#
City of Banning	1	City of Lake Elsinore	1
City of Beaumont	1	City of La Quinta	1
City of Blythe	1	City of Menifee	1
City of Calimesa	1	City of Moreno Valley	1
City of Canyon Lake	1	City of Murrieta	1
City of Cathedral City	1	City of Norco	1
City of Coachella	1	City of Palm Desert	1
City of Corona	1	City of Palm Springs	1
City of Desert Hot Springs	1	City of Perris	1
City of Eastvale	1	City of Rancho Mirage	1
City of Hemet	1	City of Riverside	1
City of Indian Wells	1	City of San Jacinto	1
City of Indio	1	City of Temecula	1
City of Jurupa Valley	1	City of Wildomar	1

## Record of Revisions

The County of Riverside Emergency Management Department will maintain the official copy of the EOP and use the record of revisions table below to track changes to the EOP.

Change No.	Description	Change Date	Approved By



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## **BASIC PLAN**

### **SECTION 1.0 ADMINISTRATIVE FEATURES**

#### **1.1 Plan Format**

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

- Base Plan includes:
  - Introduction and administrative features; concept of operations including the principles and methods used to carry out emergency operations; hazards and threats to the county to provide a rationale for prioritizing emergency preparedness actions for specific hazards; and recovery and mitigation operations.
- Appendices include:
  - Glossary; resources; contact lists; supporting documentation; EOC Operations; Department Emergency Operations
- Emergency Support Functions:
  - The Emergency Support Function annexes represent a set of specific protocols that are complementary to the EOP and will be used during specific, significant emergency situations that require unique planning and coordination beyond the all hazards approach within the Basic Plan (e.g., transportation).

#### **1.2 Purpose and Scope**

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

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

The OA EOP provides a consistent framework for emergency management and includes management staff and employees, federal, state and city governments, tribal governments, partner agencies, special districts, and school districts that serve Entity residents, and private and volunteer organizations involved in emergencies. This plan provides the structure for activation of the OA EOC during incidents and use of the OA EOC by OA Members.



### 1.3 Riverside County/OA EOP Implementation

Activation of the Riverside County OA EOP occurs due to one of the following conditions:

- Upon the declaration of a Local Emergency by the Board of Supervisors of Riverside County, or by persons herein authorized to act in its stead; (Ordinance No. 533, as amended through 533.7, Section 5);
- Upon the existence of a State of War Emergency;
- Upon the Proclamation by the Governor of the State of California, or of persons authorized to act in his/her stead, of a State of Emergency affecting and including Riverside County; or
- Upon the Proclamation of a Local Emergency by the Board of Supervisors of Riverside County, or by persons herein authorized to act in its stead.
- Upon the Proclamation of a Public Health Emergency by the Board of Supervisors of Riverside County, or by persons herein authorized to act in its stead.
- Two or more local government jurisdictions within the Operational Area have activated their emergency operations center or upon a request from a local government jurisdiction.
- The Operational Area is requesting resources from outside its boundaries, except those resources used in normal day-to-day operations which are obtained through existing agreements providing for the exchange or furnishing of certain types of facilities and services on a reimbursable, exchange, or other basis as provided for under the Master Mutual Aid Agreement;
- The Operational Area has received resource requests from outside its boundaries, except those resources used in normal day-to-day operations which are obtained through existing agreements for the exchange or furnishing of certain types of facilities and services on a reimbursable, exchange, or other basis as provided for under the Master Mutual Aid Agreement.
- It is deemed necessary by the Director of Emergency Services in order to support emergency or extreme peril conditions beyond normal day to day operations.

### 1.4 Authorities and References

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

#### Federal

- Homeland Security Presidential Directive (HSPD) 5, Management of Domestic Incidents issued February 28, 2003;
- Presidential Policy Directive (PPD) 8, National Preparedness issued March 30, 2011;
- U.S. Department of Homeland Security, National Incident Management System (NIMS);
- U.S. Department of Homeland Security, National Protection Framework;

- U.S. Department of Homeland Security, National Prevention Framework;
- U.S. Department of Homeland Security, National Response Framework (NRF)
- U.S. Department of Homeland Security, National Mitigation Framework;
- U.S. Department of Homeland Security, National Recovery Framework;
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. §§ 5121, *et seq.*);
- National Fire Protection Association, Safer Act Grant; National Fire Protection Americans With Disabilities Act of 1990, 42 U.S.C. § 12101, *et seq.* (ADA);
- Association Standard No. 1710, 2010;
- Americans With Disabilities Act of 1990, 42 U.S.C. § 12101, *et seq.* (ADA);
- Post-Katrina Emergency Management Reform Act of 2006 (6 U.S.C. §§ 701, *et seq.*);
- Sandy Recovery Improvement Act;
- The Pets Evacuation and Transportation Standards Act of 2006;
- Flood Control and Coastal Emergency Act (33 U.S.C. § 701n);
- NRT-1, Hazardous Materials Emergency Planning Guide and NRT-1A Plan Review Guide (Environmental Protection Agency's National Response Team) and
- National Environmental Policy Act of 1969 (42 U.S.C. §§ 4321, *et seq.*).

## State

- California Constitution;
- California Emergency Services Act (Government Code §§ 8550, *et seq.*);
- Standardized Emergency Management System (SEMS) Regulations (19 Cal. Code of Regulations §§ 2400, *et seq.* and Government Code § 8607);
- California State Emergency Plan;
- California Natural Disaster Assistance Act (Government Code §§ 8680, *et seq.*);
- California State Private Nonprofit (PNP) Organizations Assistance Program, 2011;
- California Hazardous Materials Incident Contingency Plan;
- California Oil Spill Contingency Plan (Government Code §§ 8670.1, *et seq.*);
- California Health and Safety Code §§ 25115 and 25117; §§ 2550, *et seq.*; and §§ 25600 through 25610, dealing with hazardous materials;
- Orders and Regulations selectively promulgated by the Governor during a State of Emergency;
- Orders and Regulations promulgated by the Governor to take effect during a State of War;
- California Master Mutual Aid Agreement and
- Emergency Management Assistance Compact (Government Code §§ 179, *et seq.*).

## County

- County of Riverside, California, Code of Ordinances; Title 2 – Administration: Chapter 2.100 – Emergency Management Organization;



- County of Riverside Emergency Services Ordinance 533.7; item 3.16 on April 30, 2019 (effective May 30, 2019);
- Resolution, adopting the California Master Mutual Aid Agreement, July 1958;
- Resolution SLR-28, adopting Workmen's Compensation Benefits for Disaster Service Workers, June 8, 1988;
- Resolution SLR-55, adopting the Emergency Operations Plan, November 15, 1988;
- Resolution 95-205, adopting the Standardized Emergency Management System (SEMS), August 15, 1995;
- Resolution 95-206, adopting the Operational Area Agreement, August 15, 1995;
- Resolution 2006-051 adopting the National Incident Management System (NIMS) within County of Riverside on February 28, 2006;
- Resolution adopting the County of Riverside Multi-Jurisdictional Local Hazard Mitigation Plan; item 3.11 on September 18, 2018; and
- Resolution 2019-180 adopting the revised County of Riverside Emergency Operations Plan on August 6, 2019.

## 1.5 Relationship to Other Plans and References

The County of Riverside EOP is the primary document used by the County and the OA to describe the conduct of emergency management activities from the OA perspective. The County EOP provides a conceptual framework for emergency management planning to support the Operational Area, but not of OA Members who need their own EOP that reflects their resources and response capacity.

The County of Riverside EOP describes how activities will be conducted within OA limits, and how support will be requested and coordinated - in the form of mutual aid and other resources. When emergencies or disasters necessitate resource support from regional, State, Federal, international, private or non-profit sources outside the immediate control of OA Members, then this EOP will serve as a guide to coordinating those resources.

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

- Federal Disaster Relief Act of 1974 (PL 93-288) Section 406 Minimum Standards for Public and Private Structures;
- California State Emergency Plan;
- California Coroner's Mutual Aid Plan;
- Disaster Assistance Procedure Manual (Cal OES);
- California Law Enforcement Mutual Aid Plan;
- California Fire and Rescue Operations Plan;



- Disaster Service Workers regulations, adopted by the California Emergency Council, amended January 9, 1979;
- Riverside County Hazard Mitigation Plan and
- Local City Emergency Operations Plans and Procedures.

## **1.6 Standard Operating Procedures/Guidelines**

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

## **SECTION 2.0 SITUATION AND ASSUMPTIONS**

### **2.1 General Description**

County of Riverside was officially formed on May 9, 1893 through a measure approved by voters. The county seat is in the City of Riverside. According to the January 2016 estimates from the State of California, Department of Finance, the county has a total population of 2,348,783, and is the fourth most populous county in California. There are 28 incorporated cities and many unincorporated communities and neighborhoods within the County of Riverside. The County of Riverside is located inland from Los Angeles County and is bordered by Orange County on the west; by La Paz County, Arizona on the east; by San Diego County on the southwest; by Imperial County on the southeast; and by San Bernardino County on the north.

The only commercial airport is Palm Springs International Airport. There is a military airport at March Air Reserve Base. The general aviation airports are Banning Municipal Airport, Bermuda Dunes Airport, Blythe Airport, Corona Municipal Airport, Flabob Airport, French Valley Airport, Murrieta, Hemet-Ryan Airport, San Jacinto Valley, Jacqueline Cochran Regional Airport, Thermal Airport, Perris Valley Airport, and Riverside Municipal Airport.

There are 12 federally recognized Tribal Governments and Reservations in the County of Riverside, which is second in the nation for the number of tribes within a county. The tribes in the County of Riverside are:

- Agua Caliente Band of Cahuilla Indians;
- Augustine Band of Cahuilla Indians;
- Cabazon Band of Mission Indians;
- Cahuilla Band of Mission Indians;
- Colorado River Indian Tribe (partly in La Paz County, AZ and San Bernardino County, CA);
- Morongo Band of Serrano Mission Indians;
- Pechanga Band of Luiseno Mission Indians;
- Ramona Band of Cahuilla Mission Indians;



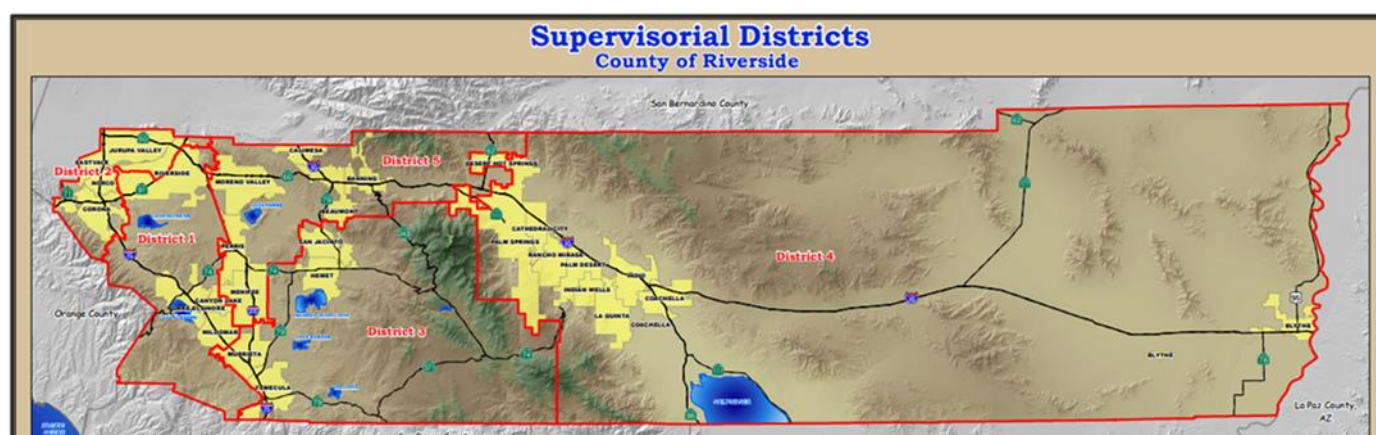
- Santa Rosa Reservation;
- Soboba Band of Luiseno Indians;
- Torres-Martinez Desert Cahuilla Indians (partly in Imperial County, California) and
- Twenty-Nine Palms Band of Mission Indians (partly in San Bernardino County).

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

## 2.2 Geography

Geographically, the county is roughly 180 miles wide from east to west. The county elevation ranges from 60 feet in the city center of Riverside to 9561 feet at San Jacinto Peak. The total area of the county is 7,303.13 square miles, of which land is 7207.37 square miles, and water is 95.76 square miles. The county has a Mediterranean climate in the western portion of the county and is mostly desert in the central and eastern portions of the county. The County of Riverside experiences hot summers with average highs at 95 degrees, and cold winters with lows averaging at 42 degrees. The county is home to the Coachella Valley National Wildlife Refuge, the Santa Rosa and San Jacinto Mountains National Monument, and parts of the Joshua Tree National Park, Cleveland National Forest, and the San Bernardino National Forest. There are 19 official wilderness areas in the County of Riverside that are part of the National Wilderness Preservation System. Some are integral parts of the protected areas listed above. Most (11 of the 19) of these areas are managed solely by the Bureau of Land Management (BLM), and some share management between the BLM and relevant other agencies.

**Figure 2.3 County of Riverside Boundaries Map**





## 2.3 Hazard Analysis

A hazard represents an event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural losses, damage to the environment, interruption of business, or other types of harm or loss.

A detailed analysis of the hazards facing the County of Riverside are identified in the Multi-Jurisdictional Local Hazard Mitigation Plan, prepared by the County of Riverside in 2017. Formulas provided by FEMA were used to determine the 2017 hazard ranking for potential impact.

The natural hazards included in this EOP were agreed upon by the County of Riverside Hazard Mitigation Steering Committee. The hazards selected were ranked on potential effect using key criteria such as frequency, deaths, injuries, property damage, and economic effect. The natural hazards evaluated as part of this plan include those that have occurred historically or have the potential to cause significant human and/or monetary losses in the future. The following hazards were ranked by the Steering Committee for the 2017 plan:

Hazard	2017 Ranking for Potential Impact in Riverside County
Earthquake	1
Pandemic Flu	2
Wildland Fire	3
Electrical Failure	4
Emergent Disease/Contamination	5
Cyber Attack	6
Terrorist Event	7
Communications Failure	8
Flood	9
Civil Disorder	10
Drought	11
Nuclear/Radiological Incident	12
Extreme Weather	13
Transportation Failure	14
Dam Failure	15
Aqueduct	16
Tornado	17
Insect Infestation	18
Jail/Prison Event	19
Pipeline Disruption	20
Landslide	21
HazMat Incident	22
Water Supply Disruption/Contamination	23



## 2.4 Hazard Situation and Summaries

Earthquakes, wildland fire, and flooding are the most common incidents in the County of Riverside, followed by electric and communication failure and utility outages.

### 2.4.1 Earthquake

Earthquakes are caused by the sudden slip on a fault resulting in ground shaking. Earthquakes may cause great damage to human structures such as buildings, roads, rails, dams and bridges. The severity of the earthquake may also initiate additional hazards such as fires and damage to lifeline systems, elevating risk to psychological impacts, injury and death. The earthquake hazard for the County of Riverside comes primarily from three major faults that traverse the county: The San Andreas Fault, the Elsinore Fault, and the San Jacinto Fault. Proximity of earthquakes to populated areas and the time of day factor in to the number of deaths and property damage.

The San Andreas Fault passes 11 miles from the downtown area of the City of Riverside. The fault stretches from Northern California to the Mexican border, and is over 600 miles long. It has the potential for an 8.3 Moment Magnitude Scale (MMS) earthquake. The Elsinore Fault, though smaller than the San Jacinto Fault runs near the cities of Corona, Eastvale, Norco, Jurupa Valley, and south into Lake Elsinore. This fault has the potential for producing a 6.0 MMS earthquake. Earthquake effects could be aggravated by collateral emergencies such as fires, flooding, hazardous material spills, utility disruptions, landslides, transportation emergencies, or dam failure. Aftershocks to major earthquakes could also be large enough to cause damage and must be part of planning.

### 2.4.2 Pandemic Flu

Pandemic influenza is a widespread outbreak of disease that would affect a large number of people worldwide caused by a new Influenza A virus. A pandemic flu outbreak can cause catastrophic consequences to Riverside County. The County Health Officer has the authority to proclaim a public health emergency and would lead the efforts throughout the OA in the event of a pandemic.

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

County of Riverside EMD may establish Point of Dispensing sites in conjunction with the Riverside University Health System - Public Health, as part of the Strategic National Stockpile (SNS) plan and preparedness. The sites would be established at large gathering facilities such as a community center or public-school gym. These sites would allow for the dispensing of medications to many people for prophylaxis of asymptomatic individuals as well as treatment of symptomatic persons.



### **2.4.3 Wildland Fires**

Fire is a continuous threat in the County of Riverside. Wildland fire (wildfire) spreads through vegetative fuels resulting in destruction to property. Wildfires can occur in undeveloped areas and spread to urban areas. The western end of the county is more urban, densely populated, and covered with vegetation that is susceptible to wildfires. The eastern end of the county is primarily desert, with far less population and far less vegetation than the western end of the county. People living near the borders of major forests and brush areas increases the probability of human-caused fires is growing. Other factors related to fire spreading include lightning strikes, Santa Ana winds, homes with a shake roof, and poor control of flammable growth around structures.

In the County of Riverside, the cities and special districts that are most vulnerable to wildland fires are the cities of Banning, Beaumont, Canyon Lake, Corona, Desert Hot Springs, Eastvale, Hemet, Jurupa Valley, Lake Elsinore, Murrieta, Norco, Perris, Wildomar, and the Fern Valley Water District, Idyllwild Fire Protection District, Idyllwild Water District, Menifee Union School District, Riverside County Office of Education, Riverside Unified School District, and San Jacinto Unified School District.

### **2.4.4 Electrical Failure and Utility Outages**

A utility failure of extended duration may become a major emergency when it involves a power outage, a disruption in natural gas delivery, or a loss of water supply. Even a short duration loss of telephone service may also rise to the level of a major emergency if it involves the public's ability to access the 9-1-1 system. Persons with access and functional needs are at highest risk from utility disruptions at home as well as at government, business, and private services.

Utility disruptions can be generally grouped into two categories: intentional and unintentional. Intentional disruptions include planned service for maintenance or upgrading. Unintentional disruptions can be caused by an accident; malfunctioning equipment, or equipment overload caused by natural, human-caused, or technological hazards.

### **2.4.5 Emergent Disease/Contamination**

According to the Center for Disease Control, the term "emerging infectious diseases" refers to diseases of infectious origin whose incidence in humans has either increased within the past two decades or threatens to increase soon. Emergent diseases are new, new to the area, reappearing in the area after being dormant, or a strain has become resistant to antibiotics. These illnesses are caused by bacteria, viruses or fungi. Infectious diseases can be spread throughout the County population in several different ways:

- Vector;
- Person to person and
- Contaminated food water or soil.

### **2.4.6 Cyber Attack**

Cyber-terrorism is the use of computer network tools to shut down critical infrastructures such as energy, transportation, and government operations, or to coerce or intimidate a government or civilian



population. As nations and critical infrastructure became more dependent on computer networks for their operation, new vulnerabilities are created. These vulnerabilities can be exploited to penetrate a computer network and disrupt or even shut down critical public or business operations.

The goal of cyber terrorism is aimed at hurting the economy or causing confusion and panic. In 2016, the County of Riverside Emergency Management Department was targeted for a ransomware attack that resulted in a disruption of work. It affected a shared network drive, which could have hindered response to a disaster.

#### **2.4.7 Terrorist Event**

County of Riverside is home to business and government agencies, transportation infrastructure, tourist attractions, natural parks/historic sites, and cultural facilities which are vulnerable to terrorist attack. Terrorism is a continuing threat throughout the world and a variety of political, social, religious, cultural, and economic factors underlie terrorist activities. Terrorists typically target civilians to advance their agenda and the media interest generated by terrorist attacks makes this a high visibility threat.

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

- Active Shooter Event;
- Chemical;
- Cyber-terrorism;
- Biological;
- Radiological;
- Nuclear;
- Explosive and
- Vehicle Ramming.

The California State Terrorism Response Plan outlines the authorities and procedures for dealing with a terrorist incident in California. The Federal Bureau of Investigation (FBI) is designated as the lead federal agency for all terrorist activities within the United States. The FBI coordinates this activity with local law enforcement within the Riverside County OA through the Joint Regional Intelligence Center. The Riverside County Terrorism Response Plan aligns with and supports the State Terrorism Plan. The Riverside County Sheriff's Department supports the prevention and detection of terrorist activities through the Criminal Intelligence Unit.

#### **2.4.8 Communication Failure**

The County Network (CoRNet) provides Voice and Data communication for most County departments and facilities. CoRNet is a distributed design consisting of regional hub locations which sites in that region connect. Each of these Hub locations is then connected to its adjacent Hub locations via high bandwidth circuits.

CoRNet provides both Voice and Data over the same network infrastructure. The same network connection that provided a data connection for the customers hardwired PC's now provides the



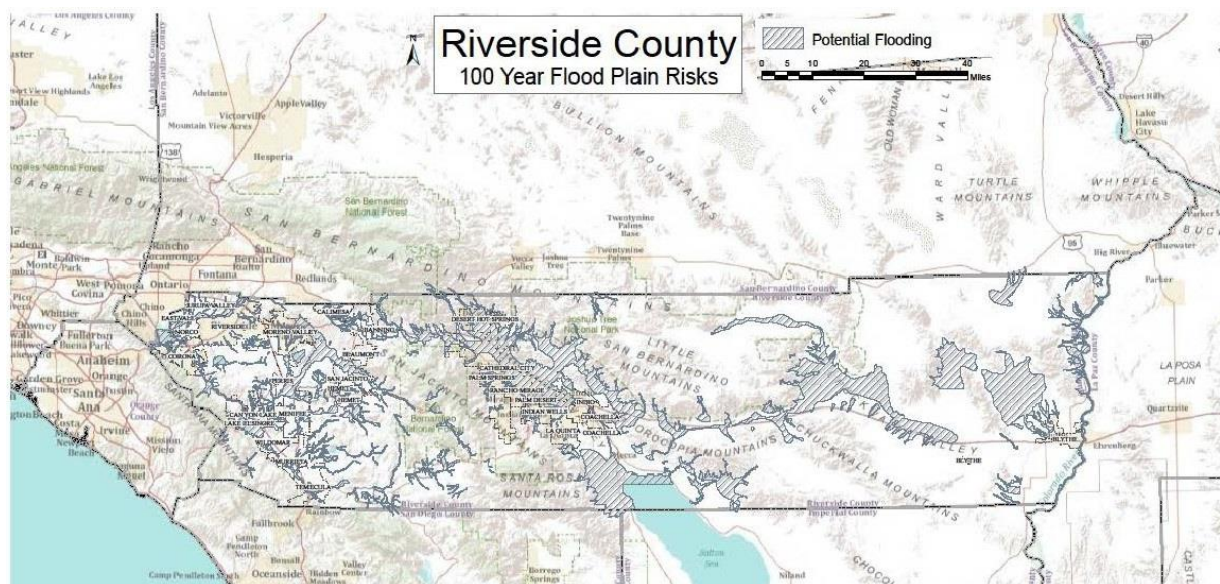
connectivity for all phone communications and wireless devices. A loss of Network connectivity now impacts both Voice and Data and wireless (Wi-Fi) communications. There are multiple hazards that could result in a “Network” failure such as earthquake, power outage and other natural disasters.

### 2.4.9 Flooding

Flooding is a frequent natural hazard in the county. Floods are generally classified as either slow-rise or flash floods. Slow-rise floods may be preceded by a warning time lasting from hours to days. Flash floods are characterized by extremely short warning times.

The County has several major river systems, dams, and reservoirs. Excessive rainfall can stress these systems causing flooding with serious damage to property and potential loss of life. The western portion of the County of Riverside contains portions of the Santa Ana River, San Jacinto River, and Santa Margarita River watersheds near urban centers. The eastern portion of the county is generally a sparsely populated agricultural region that experiences sporadic flooding and more flash flooding than other areas. Winter storm events and summertime monsoonal flows from Mexico’s Pacific Coast are common causes of flooding. Prevention and mitigation efforts consider the essential public facilities and hazardous materials sites located within 100-year flood zones.

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



### 2.4.10 Civil Disorder

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

The outcomes from civil disorder in County may include traffic congestion, fire, destruction of property, disruption of utilities power, injury to persons, and even loss of life.



## 2.5 Planning Assumptions

This plan has been developed based on several general assumptions as follows:

- California SEMS requires the County Board of Supervisors to establish an OA to include all political subdivisions in the geographic area of the county which consists of the County, Cities, Special Districts, and School Districts. The OA is an intermediate level of the State emergency organization and provides coordination between and communication with the political subdivisions and the State;
- County of Riverside government is an OA Member and a separate entity from the OA. Although County of Riverside personnel conduct the operations of the OA, the roles and responsibilities of those individuals may be different whether they are acting under the auspices of the OA or the County of Riverside. For the sake of emergency planning and coordination at the OA Member-level, OA Members may consider the OA and County/OA EOCs as one in the same;
- All OA agencies have developed their emergency plans and/or operating procedures in accordance with this plan and have trained appropriate staff in their contents and use;
- All OA Members and political subdivisions of the County of Riverside will utilize SEMS and NIMS, as identified in this plan, during response and recovery operations;
- The County Director of Emergency Services/Operational Area Coordinator (DES/OAC) will coordinate the OA 's response in conformance with all applicable ordinances and laws;
- The resources of the County of Riverside will be made available to the OA and to all OA Members to help mitigate the effects of disasters and emergencies in the area;
- Mutual Aid Agreements and Systems exist to support emergency response agencies of the OA. OA Members must exhaust their capabilities before requesting mutual aid assistance;
- The OA will commit the resources of OA Members to a reasonable degree before requesting mutual aid assistance from the regional or state levels and
- Emergency response is best coordinated at the lowest level of government involved in the emergency.

## 2.6 Defining Emergencies – Incidents, Disasters and Catastrophes

These terms are often used interchangeably and in some cases are used to both define a situation and to describe the level of response to a situation.

### 2.6.1 Incidents

Incidents are generally routine events handled at the local level. An incident is a natural, technological, or human caused event which requires emergency response to protect life, property, or the environment. Incidents may become disasters or catastrophes without immediate emergency response.



## 2.6.2 Disaster

A disaster is an emergency event that requires additional resources and are longer in duration than an incident, bringing severe damage, destruction, and loss of life. Disasters may occur with little or no warning and may develop from an incident or they may develop from natural, technological or a human-caused hazards.

Cascading disasters are occurrences that result from the initial disaster. These events are of concern and examples include flash flooding after a fire burns vegetation on a hillside or fires starting from ruptured natural gas line after an earthquake.

## 2.6.3 Catastrophe

A catastrophe is a disaster affecting a large geographical area bringing grave damage, large loss of life, and enormous environmental damage. Catastrophes require extensive outside aid and severely disrupt social order. Examples of catastrophes include Hurricane Katrina, September 11, and the Japanese Earthquake of 2011. Characteristics of incidents, disasters, and catastrophes are listed below.

Characteristics of Emergencies: Incidents, Disasters, and Catastrophes	
<b>Incident</b>	<ul style="list-style-type: none"> <li>• Single event.</li> <li>• Short in duration.</li> <li>• Local resources are sufficient.</li> <li>• Routine event.</li> <li>• Ordinary threat to life, property and environment.</li> <li>• Usually few agencies are involved.</li> <li>• Local emergency may not be proclaimed.</li> <li>• Limited disruption or long-term effect.</li> </ul>
<b>Disaster</b>	<ul style="list-style-type: none"> <li>• Emergency Proclamation.</li> <li>• Single or multiple events.</li> <li>• Resources are exhausted and additional aid is required.</li> <li>• High threat to life, property and environment.</li> <li>• Disrupts social order and psyche of region.</li> <li>• Widespread population and geographic area affected.</li> <li>• Longer in duration and state will proclaim an emergency.</li> <li>• Emergency operations center activated to provide centralized coordination, department, and incident support functions, and initial recover operations.</li> </ul>
<b>Catastrophe</b>	<ul style="list-style-type: none"> <li>• Emergency Proclamation.</li> <li>• Extreme events.</li> <li>• May include multiple, simultaneous disasters.</li> <li>• Most, if not all, community structures and services are destroyed or impacted.</li> <li>• Most first responders not able to perform their normal duties.</li> </ul>

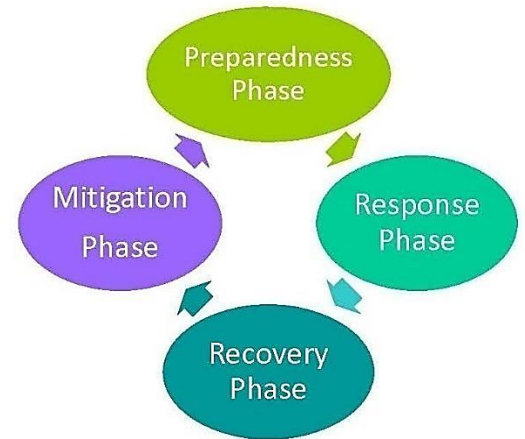


	<ul style="list-style-type: none"><li>● Affects the entire nation.</li><li>● Exhaustion of state and local resources.</li><li>● Extensive national and international aid required.</li><li>● Very long in duration.</li><li>● Significant loss of life and property.</li><li>● Long term disruption to social order.</li></ul>
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## SECTION 3.0 CONCEPT OF OPERATIONS

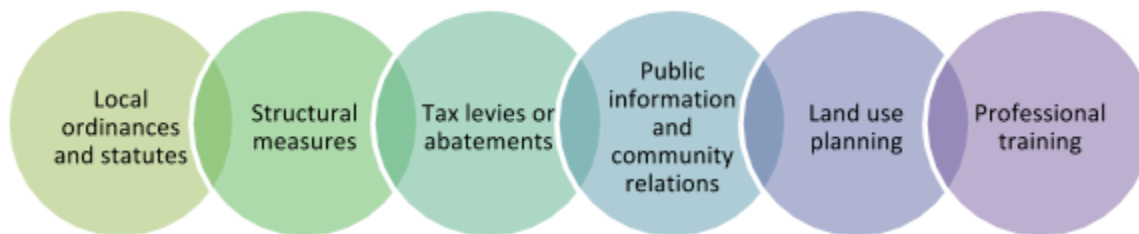
### 3.1 Phases of Emergency Management

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



#### 3.1.1 Mitigation Phase

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



#### 3.1.2 Preparedness Phase

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

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

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

*Increased Readiness between Warning and Disaster*



Disaster plans are reviewed to guide disaster response and increase available resources. Planning activities include developing hazard analyses, training response personnel, and improving public information and communications systems. Public awareness and education create resiliency from the bottom up, so our communities are less likely to need help if they can sustain themselves. Critical facilities undergo last minute preparations, additional staff and resources are brought in, and warning systems are utilized both to test and to let staff know what efforts are occurring.

### 3.1.2 Response Phase

The emergency response phase can be further broken down into:

- Pre-Emergency;
- Emergency and
- Sustained Emergency.

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

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

**Emergency Response** – During this phase and as the Operational Area Coordinator for Emergency Management, emphasis is placed on the support of saving lives and property, controlling the situation, and minimizing the effects of the disaster. Immediate response is accomplished by local agencies through timely and effective deployment and the activation of designated department operations centers and emergency operations centers. One of the following conditions will apply during this phase:

- Support incident response;
- Maintain good situational awareness and a common operating procedure;
- Assist in the actions to minimize threats to the whole community;
- Provide mass notification and evaluation instructions to affected residents, pets, and livestock;
- Determine the requirements of opening of care and reception and shelter facilities;
- Act as a liaison by providing coordination, communication, collaboration and cooperation between local and tribal governments, special and school districts, state and federal government and private and non-profit sectors;
- Assist and provide with request of mutual aid of personnel and resources;
- Functions as the brokering of scarce resources within the OA and
- Ensure smooth transition from the response phase to the recovery phase.

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

- Dissemination of accurate and timely emergency alert and warning to the public;
- Situation analysis;
- Resource allocation and control;
- Evacuation and rescue operations;
- Medical care operations;
- Mass Care: reception, feeding, and shelter operations;
- Access and perimeter control;
- Public health operations;
- Restoration of vital services and utilities;
- Multi-agency coordination and
- Prioritization of resource allocations.

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

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



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

**Sustained Emergency** – As initial life safety priorities continue; other objectives must be considered. In addition to continuing life and property protection operations, mass care, relocation, registration of displaced persons, family reunification, resource procurement, and damage assessment operations will be initiated.

### 3.1.3 Recovery Phase

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



## 3.2 Presidential Policy Directive 8- the National Preparedness Goal

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

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

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

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

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

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

### **3.3 National Incident Management System (NIMS)**

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

### **3.4 Standardized Emergency Management System (SEMS)**

SEMS is required by the California Emergency Services Act (Government Code Section 8607(a)) for managing multiagency and multijurisdictional responses to emergencies in California. The system unifies all elements of California’s emergency management community into a single integrated system and



standardizes key elements. SEMS incorporates the use of the Incident Command System, California Disaster and Civil Defense Master Mutual Aid Agreement, the Operational Area concept, and multiagency coordination. State agencies are required to use SEMS and local government entities must use SEMS to be eligible for any reimbursement of response-related costs under the state's disaster assistance programs.

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

### 3.5 Incident Command System (ICS)

The Incident Command System (ICS) – which a part of both SEMS and NIMS - is a standardized, on-scene, all-hazards incident management approach that:

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

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

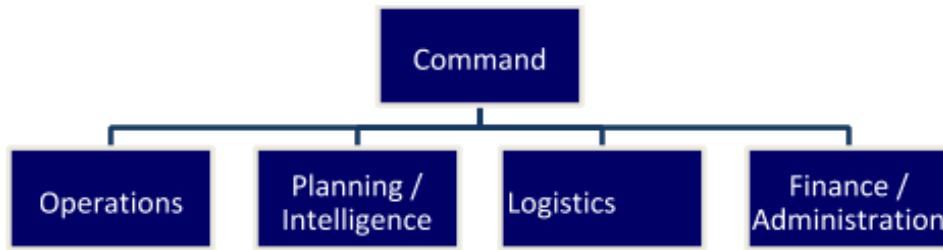
### 3.6 SEMS Organizational Levels

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

#### 3.6.1 Field Response Level

The field response level is where emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activities in direct response to an incident or threat. Police and fire departments of the incorporated areas within the OA serve at the field response level. SEMS regulations require the use of ICS at the field level of a multi-agency or multi-jurisdictional incident. There are five major management functions in ICS:





Requests for any resources or support that cannot be filled at the field level are requested through a Department Operations Center (DOC) or the City EOC and/or the County/OA EOC.

### 3.6.2 Local Government Level

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

The County of Riverside Emergency Management Department has the lead responsibility for SEMS planning within the County of Riverside organization. This involves:

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

### 3.6.3 Operational Area Level

The operational area is defined in the Emergency Services Act as an intermediate level of the state's emergency services organization consisting of a county and all political subdivisions within the County. Political subdivisions include cities and special districts. There are 58 Operational Areas within the State representing each geographic county. The County OA has an agreement in place that defines roles and responsibilities, as well as jurisdictional authority in an emergency.

The OA is responsible for:



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

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

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

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

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

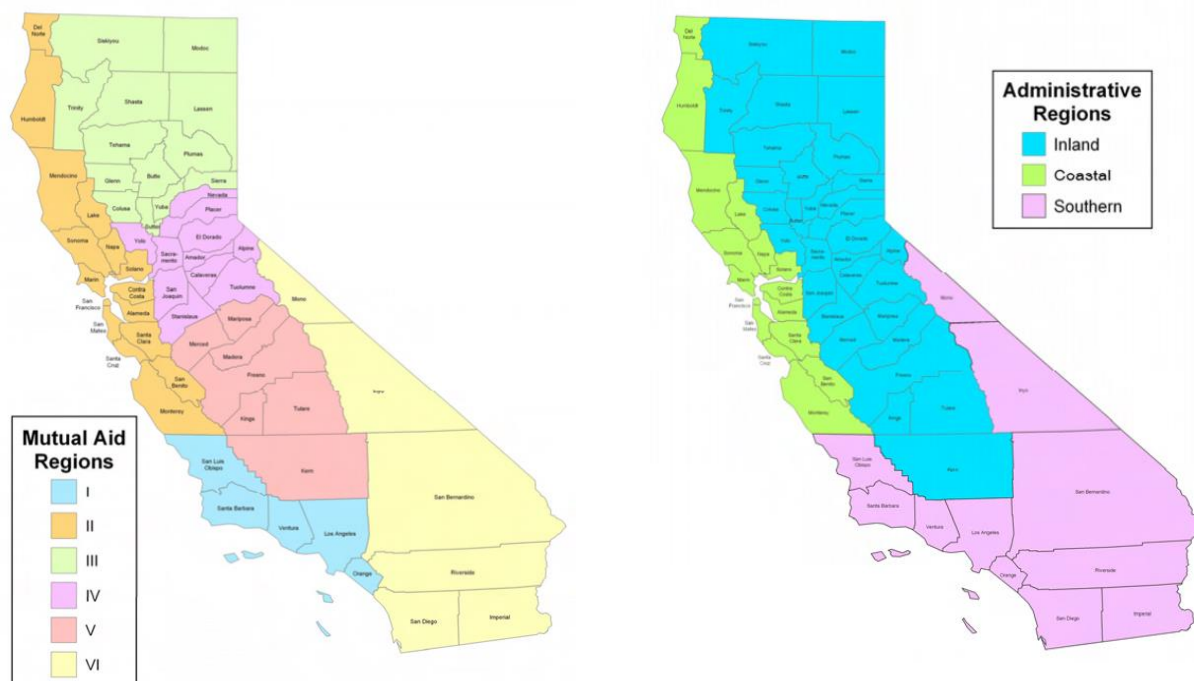
- Use SEMS when a local emergency is declared or proclaimed, or the local government EOC is activated;
- Establish coordination and communications with Incident Commander(s) either through DOCs to the EOC or directly to the EOC;
- Use existing mutual aid systems for coordinating fire and law enforcement resources;
- Establish coordination and communications between city and special district EOCs when activated, the Riverside County OA EOC, and any state or local emergency response agency having jurisdiction at an incident within the county's boundaries and
- Use multi-agency or inter-agency coordination to facilitate decisions for overall local government level emergency response activities.



### **3.6.4 Regional Level**

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

## Cal OES Mutual Aid and Administrative Regions



### 3.6.5 State Level

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

### 3.6.6 Federal Level

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

### 3.7 SEMS Organization

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

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

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

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

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

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

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



### 3.7.1 SEMS Components

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

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

- **Organizational Unity and Hierarchy of Command:** Organizational unity means every individual within an organization has a designated supervisor. Hierarchy of management/command means all functional elements within each activated SEMS level are linked together to form a singular overall organization with appropriate span of control limits
- **Span of Control:** Maintaining a reasonable span of control is the responsibility of every supervisor at all SEMS levels. The optimum span of control is one-to-five, meaning that one supervisor has direct supervisory authority over five positions or resources. The recommended span of control for supervisory personnel at the field response level and all EOC levels should be in the one-to-

three to one-to-seven range. A larger span of control may be acceptable when the supervised positions or resources are all performing a similar activity.

- **Personal Accountability:** An important feature of ICS applicable to all SEMS levels is personnel accountability. This is accomplished through the Organizational Unity and Hierarchy of Command or Management feature along with the use of check-in forms, position logs and various status keeping systems. The intent in bringing this ICS feature into SEMS is to ensure that there are proper safeguards in place so all personnel at any SEMS level can be accounted for at any time.
- **Common Terminology:** In ICS, common terminology is applied to functional elements, position titles, facility designations and resources. The purpose of having common terminology is to rapidly enable multi-agency, multijurisdictional organizations and resources to work together effectively. This feature, as applied to all SEMS levels, would ensure that there is consistency and standardization in the use of terminology within and between all five SEMS levels.
- **Resource Management:** In ICS, resources management describes the ways in which field level resources are managed and how status is maintained. At all SEMS levels, there will be some functional activity related to managing resources. This will vary from level to level in terms of directing and controlling, to coordination, to resource inventorying. Procedures for effective resources management must be geared to the function and the level at which the function is performed.
- **Integrated Communications:** This feature of ICS relates to: hardware systems; planning for system selection and linking; and the procedures and processes for transferring information. At the field response level, integrated communications are used on any emergency. At all EOC levels, and between all SEMS levels, there must be a dedicated effort to ensure that communications systems, planning, and information flow are being accomplished in an effective manner. The specifics of how this is accomplished at EOC levels will be different than at the field response level.
- **Response Information Management System:** To achieve integrated communications between all EOC Management System (RIMS) levels of SEMS, the Response Information Management System (RIMS) was developed. RIMS is an internet-based system used to coordinate and manage the State's response to disasters and emergencies. RIMS automate reporting of information and tracking resources. RIMS was developed by OES in 1995 and now over 2,000 internal and external clients access RIMS via the Internet. RIMS is available to all cities, special districts, and state agencies within California that have a computer with access to the Internet. Web access to RIMS is controlled by user identifications and passwords. Web browser clients and Internet access are standard and supported in nearly every government agency. RIMS user base has expanded from 137 agencies to 2,500 by developing the Internet-based system.

### 3.7.2 EOC Activation Levels

Management Watch is the initial stage of response activities for the Operational Area response without an OA emergency proclamation. Management Watch requires pre-designated officials to be notified, who will collect and analyze situation information and refer other matters for executive decision. Riverside County Emergency Management Department will monitor current events and notify the CEO that





Management Watch is being initiated. At the discretion of the EOC Director, or designee, the following activities may be taken:

- Recall County/OA EOC staff to the office as necessary for the situation;
- Make necessary preparations to activate the OA EOC;
- Establish communications with key County officials to assess the situation;
- Establish communications with appropriate Riverside County OA partners, such as cities, Special Districts, schools, and/or Tribal Governments;
- Coordinate emergency public information with the appropriate PIO and
- Anticipate EOC logistical needs if situation escalates, e.g., food, lodging, supplies, etc.

If an incident requires additional staffing beyond Management Watch, an EOC activation follows levels similar to the state of California's Emergency Plan. These levels correlate with staffing requirements of the EOC.

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

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

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





### EOC Activation Levels for Riverside County OA

ACTIVATION LEVEL	EVENT TYPES	STAFFING LEVEL
<b>1 (MAJOR)</b>	<ul style="list-style-type: none"> <li>•Major earthquake 6.6 or greater magnitude</li> <li>•Major widespread flooding or wind damage occurring</li> <li>•Western United States, So. Cal or Countywide utility outage</li> <li>•Communications failure</li> <li>•Water conveyance system damage</li> <li>•Fuel/natural gas failure</li> <li>•Major hazardous materials</li> <li>•Conflagration in urban area</li> <li>•Wildland urban interface fire</li> <li>•Major law enforcement event(s)</li> <li>•Declared State of War emergency</li> <li>•National security emergency</li> </ul>	<ul style="list-style-type: none"> <li>•Management Staff</li> <li>•Section &amp; Deputy Chiefs</li> <li>•All Branches</li> <li>•Units, as necessary</li> </ul>
<b>2 (MODERATE)</b>	<ul style="list-style-type: none"> <li>•Minor to moderate earthquake 5.6 to 6.5 magnitude with damage</li> <li>•Moderate flooding or wind warning occurring or imminent</li> <li>•Supervisory District utility outage</li> <li>•Water system compromised</li> <li>•Major transportation incident</li> <li>•Moderate hazardous materials</li> <li>•Conflagration in urban area</li> <li>•Wildland urban interface fire</li> <li>•Multiple law enforcement event(s)</li> <li>•National security emergency</li> <li>•Major public health emergency</li> </ul>	<ul style="list-style-type: none"> <li>•Management Staff</li> <li>•Section &amp; Deputy Chiefs</li> <li>•Branches, as necessary</li> <li>•Units, as necessary</li> </ul>
<b>3 (MINOR)</b>	<ul style="list-style-type: none"> <li>•Moderate earthquake 4.6 to 5.5 magnitude with damage</li> <li>•Minor flooding occurring, flood or wind watch</li> <li>•Countywide utility outage</li> <li>•Moderate transportation incident</li> <li>•Minor hazardous materials</li> <li>•Conflagration in urban area</li> <li>•Wildland urban interface fire</li> <li>•Law enforcement event</li> <li>•National security event</li> <li>•Moderate public health emergency</li> </ul>	<ul style="list-style-type: none"> <li>•Management Staff</li> <li>•Section &amp; Deputy Chiefs</li> <li>•Branches, as necessary</li> <li>•Units, as necessary</li> </ul>



ACTIVATION LEVEL	EVENT TYPES	STAFFING LEVEL
<b>MANAGEMENT WATCH / UNUSUAL EVENT</b>	<ul style="list-style-type: none"> <li>•3.5 to 4.5 magnitude earthquake or earthquake swarms near major fault(s)</li> <li>•Isolated weather event</li> <li>•Isolated utility outage</li> <li>•Minor transportation incident</li> <li>•Fire red flag warning</li> <li>•Emergency affecting 1 or more surrounding OA's</li> <li>•Community events/festivals</li> <li>•Low public health emergency</li> </ul>	<ul style="list-style-type: none"> <li>•Duty Chief</li> <li>•Duty Officer</li> <li>•Other EMD Staff, as necessary</li> </ul>
<b>STEADY STATE</b>	<ul style="list-style-type: none"> <li>•Minor earthquake 3.0 to 3.4 magnitude</li> <li>•Rolling blackouts</li> <li>•Homeland Security Advisory System-Low</li> <li>•Low risk of terrorist attacks</li> </ul>	<ul style="list-style-type: none"> <li>•Duty Officer</li> </ul>

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

### 3.8 Field Level Interface with the EOC

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

Members of the IC Command and General Staff will communicate with the OA EOC, either via a DOC or directly. Some members of the EOC Command or General Staff may be asked to attend briefings or planning meetings at an Incident Command Post.

#### 3.8.1 Field/EOC Communications and Coordination

Typically, field to EOC communications will occur at the Command and General Staff levels or, if they are established, field units will communicate with a Department Operations Center (DOC) who will, in turn, relay the information to the appropriate section/function in the Riverside County OA EOC.

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

#### 3.8.2 Field/EOC Direction and Control Interface

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

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

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

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

### **3.9 EOC Action Plans**

At local, operational area, regional and state levels, the use of EOC action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans not only provide direction, but they also serve to provide a basis for measuring achievement of objectives and overall system performance.

Action planning is an important management tool that involves:

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

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

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

### **3.10 After Action/Corrective Action Reports**

SEMS makes it a requirement to complete and transmit an After Action Report to Cal OES within 120 days of the close of the incident period.

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

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

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



response efforts.

The Riverside County Emergency Management Department will be responsible for the development of the After Action Report with input from other departments as needed.

### **3.11 Coordination with Emergency Response Levels**

#### **3.11.1 Coordination with Field Response Level**

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

#### **3.11.2 Coordination within the Riverside Operational Area**

Coordination and communications should be established between activated local government EOCs and the OA. The communications link may be through the radio system, telephone, fax, email, or amateur radio to ensure notifications, information sharing, and reporting are completed.

#### **3.11.3 Coordination with Special Districts**

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

#### **3.11.4 Coordination with Volunteer and Private Sector Agencies**

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

Riverside County OA EOC will establish communications with Business EOC partners that assist the county during emergencies. Most critical infrastructure in the county is owned by private agencies and establishing joint operations improves the OA's response and recovery operations.

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

### 3.12 Statewide Emergency Management

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

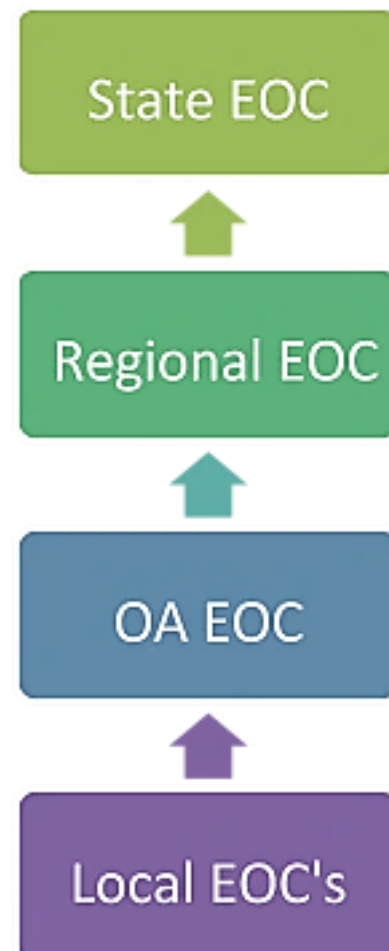
All resources available within the State that may be applied in disaster response and recovery phases, together with the private sector, are collectively referred to as the California Emergency Organization. During a state of war emergency, a state of emergency, or a local emergency, Cal OES will coordinate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

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

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

#### 3.12.1 Mutual Aid/Assistance Agreement

*The California Disaster and Civil Defense Master Mutual Aid Agreement* is based on a statewide mutual aid system designed to provide additional resources to the state's political subdivisions whenever their own resources are overwhelmed or inadequate. The various departments and agencies within the political subdivisions, municipal corporations, and public agencies agree to assist each other by providing resources during an emergency. The agreement provides for each signatory entity to offer aid during an emergency without expectation of reimbursement. Riverside County has established best practices by instituting pre-incident mutual aid/assistance agreements with surrounding Operational Areas. Pre-Incident agreements create an opportunity to move resources quickly across county lines since questions of cost, liability, and risk consequence have been resolved prior to the emergency.



The County of Riverside is a participant in the following mutual aid agreements:

- California Master Mutual Aid Agreement;
- Region VI Fire and Rescue Operations Plan;



- Region VI Law Enforcement Mutual Aid Agreement;
- Region VI Public Works Mutual Aid Agreement;
- Region VI Regional Disaster Medical and Health Mutual Aid Agreements;
- Emergency Management Mutual Aid Agreement;
- Volunteer and Private Agencies Mutual Aid Agreement and
- Riverside Operational Area Agreement.

### **3.12.2 Emergency Management Assistance Compact (EMAC)**

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

### **3.12.3 Mutual Aid System**

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

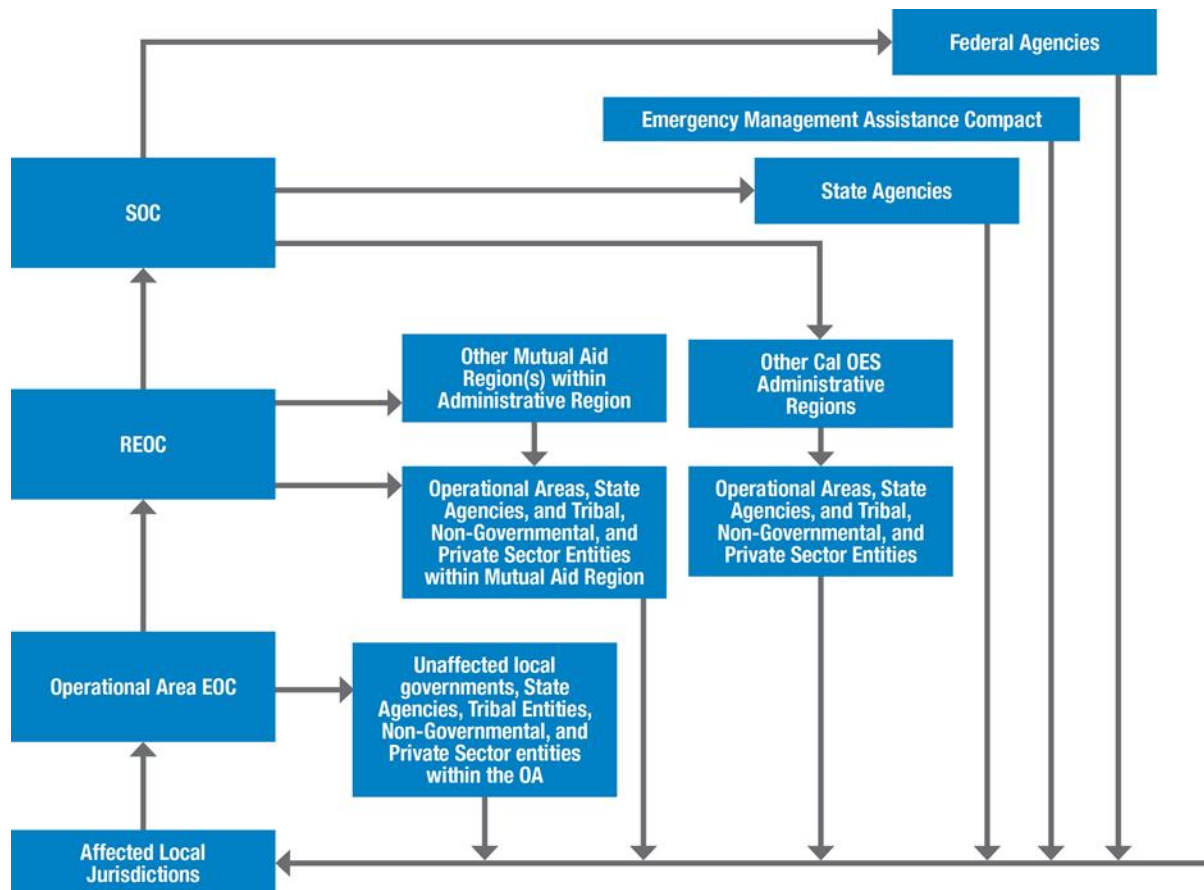
The statewide mutual aid system includes several discipline-specific mutual aid systems, such as fire and rescue, law, medical, and public works, among others. The adoption of SEMS and NIMS does not alter these existing systems but enhances the facilitation of mutual aid through the local government,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

### **3.12.4 Mutual Aid Coordinators**

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

When EOC's are activated, all discipline-specific mutual aid systems should establish coordination and communications within the respective local, operational area, regional, or state EOC's.

**Figure: Discipline Specific Mutual Aid System**



### 3.12.5 County of Riverside/OA Mutual Aid Requests

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

### 3.13 County of Riverside Emergency Organization

The California Emergency Services Act requires Riverside County to manage and coordinate the overall emergency response and recovery activities within its jurisdiction. The County Director of Emergency Services, per Riverside County Ordinance 533.7 is responsible to impress into service all officers and employees of the County of Riverside together with volunteers, groups, and organizations enrolled to aid them during an emergency, to constitute the emergency organization of the County of Riverside. All departments and agencies will use the ICS for emergency response and provide emergency related information to the Riverside County OA EOC. The Emergency Organization tables in section 3.13.1.1-3.13.1.5 shows the County departments within the SEMS/NIMS concept.





### 3.13.1 County of Riverside EOC Staff and Positions

#### 3.13.1.1 Management/Command Staff

The EOC Director, Deputy EOC Director, EOC Manager, Deputy EOC Manager, Policy Group, Safety Officer, Security Officer, Liaison Officer, and Public Information Officer constitute the Management Section of the OA EOC. This team has overall responsibility for management of the OA EOC and provides support and direction for the General Staff.

The Section Chiefs for Operations, Planning and Intelligence, Logistics, and Finance and Administration constitute the General Staff and are responsible for overseeing the internal function of their respective sections and interacting with other Section Chiefs, the EOC Director, EOC Manager, other entities in the OA EOC to ensure the effective functioning of their section. The table below shows the organizational structure for the Management Section.

**Table 3.13.1.1**

EOC Position	Definition	Position Staffing
<b>EOC Director</b>	The County Executive Officer is Director of Emergency Services but may delegate his/her authority to any of the Assistant County Executive Officers or the Director of the Emergency Management Department. The OA EOC Director who manages and coordinates the county's emergency response.	Riverside County Executive Office or Riverside County Emergency Management Department when delegated
<b>Deputy EOC Director</b>	The Deputy EOC Director oversees EOC activities in the absence of the EOC Director.	Riverside County Executive Office or Riverside County Emergency Management Department
<b>EOC Manager</b>	The EOC Manager is responsible for the overall function of the County OA EOC facility.	Riverside County Emergency Management Department
<b>Deputy EOC Manager</b>	The Deputy EOC Manager oversees the overall function of the County OA EOC in the absence of the EOC Manager.	Riverside County Emergency Management Department
<b>Policy Group</b>	The Policy Group provides executive level oversight during a disaster.	Executive Office (Executive Officer and all Assistant Executive Officers)  Riverside County Emergency Management Department
<b>Safety Officer</b>	The Safety Officer ensures Emergency Operations Center	Human Resources





EOC Position	Definition	Position Staffing
	facility and EOC personnel safety.	
Security Officer	The Security Officer ensures the security of the facility and personnel.	District Attorney
Liaison Officer	The Liaison Officer facilitates ongoing communication with partner agency representatives.	Riverside County Emergency Management Department
Public Information Officer	The Public Information Officer manages media inquiries, information dissemination, and on-going activities of the Joint Information System.	Executive Office
Public Information Support	The Public Information Support position assists with the management of media relations and inquiries, information dissemination, and ongoing activities of the Joint Information System.	Riverside County Emergency Management Department  Riverside County Department of Public Social Services  Riverside University Health System - Public Health



### 3.13.1.2 Operations Section

The Operations Section implements all tactical activities focused on reducing the immediate hazard, saving lives and property, establishing situational control, and restoring normal operations. Lifesaving and responder safety will always be the highest priorities and the first objectives in the EOC Action Plan.

The Operations Section is responsible for supporting field activities to include but not be limited to: coordination of mass care and shelter, road closure information, building assessment and use, utility status, etc.

**Table 3.13.1.2**

EOC Position	Definition	Position Staffing
<b>Operations Chief</b>	The Operations chief manages the Operations Section and provides the Planning and Intelligence Section with intelligence collected from each branch while also directing the execution of Operations Section objectives.	Riverside County Emergency Management Department
<b>Deputy Operations Chief</b>	The Deputy Operations Chief serves as the Operations Chief in their absence.	Riverside County Emergency Management Department
<b>Fire and Rescue Branch Director</b>	The Fire and Rescue Branch Director coordinates functions assigned to the Fire & Rescue Branch and obtains and shares incident information between the Incident Command Post (ICP) and the EOC.	Cal FIRE/Riverside County Fire
Fire Conflagration Unit	The Fire Conflagration Unit provides the EOC with intelligence regarding fire conflagrations.	Cal FIRE/Riverside County Fire
Urban Search and Rescue Unit	The Urban Search and Rescue Unit supports Urban Search & Rescue response operations.	Cal FIRE/Riverside County Fire
Hazardous Materials Unit	The Hazardous Materials Unit supports hazardous material incident response and recovery operations.	Riverside County Department of Environmental Health or CAL FIRE/Riverside County Fire Hazardous Materials Unit
<b>Law Enforcement Branch Director</b>	The Law Enforcement Branch Director supports the development of alert and warning messages and provides	Riverside County Sheriff's Department



EOC Position	Definition	Position Staffing
	intelligence regarding road closures and evacuations.	
Traffic Management Unit	The Traffic Management Unit coordinates and communicates traffic management intelligence between field and OA EOC personnel.	Riverside County Sheriff's Department
Fatalities Management Unit	The Fatalities Management Unit coordinates information sharing in the OA EOC with the Sheriff Department Operations Center (DOC) Coroner Unit; if the Sheriff DOC is not activated this unit in the EOC executes the Sheriff-Coroner mass fatality plan.	Riverside County Sheriff's Department
Facilities Security Unit	The Facilities Security Unit coordinates security at County owned, leased, or operated facilities.	Riverside County Sheriff's Department
Evacuation/Reentry Unit	The Evacuation/Reentry Unit coordinates evacuation and re-entry within the Sheriff's Department jurisdictions. If appropriate, communicates with local police departments regarding the plans for evacuation and re-entry.	Riverside County Sheriff's Department
<b>Medical &amp; Health Branch Director</b>	The Medical & Health Branch Director coordinates with the Medical Health Department Operations Center (MH DOC) and coordinates response activities within the county Medical Health System.	Riverside University Health System - Public Health or Riverside County Emergency Management Department
Public Health Unit	The Public Health Unit coordinates public health-related activities amongst public and private response agencies including hospitals and the Medical Health DOC.	Riverside University Health System - Public Health or Riverside County Emergency Management Department
EMS Unit	The EMS unit gathers data, communicates and coordinates with the MH DOC regarding pre-hospital provider status,	Riverside County Emergency Management Department



EOC Position	Definition	Position Staffing
	communication and resources.	
Behavioral Health Unit	The Behavioral Health Unit coordinates behavioral health staffing at shelters and other locations to meet the psychological needs of the public, first responders. The Behavioral Health Unit also staffs the same position in the MH DOC.	Riverside University Health System-Behavioral Health
Environmental Health Unit	The Environmental Health Unit monitors environmental impacts during incidents and coordinates food and water safety messages with the alert and warning group. Coordinates and communicates with the MH DOC.	Riverside County Department of Environmental Health
<b>Mass Care and Shelter Branch Director</b>	The Mass Care and Shelter Branch Director coordinates the assessment of mass care needs as well as short and long-term housing requirements for the community.	Riverside County Department of Public Social Services
Whole Community Assessment Unit	The Whole Community Assessment Unit coordinates with shelter managers to ensure whole community needs are met.	Riverside County Emergency Management Department
Functional Assessment Services Unit	The Functional Assessment Services Unit mobilizes and tracks Functional Assessment Service Team (FAST) team staff which conduct facility assessments to ensure accessibility for all residents and shelter sites.	Riverside County Emergency Management Department
Senior Services Unit	The Senior Services Unit coordinates with Mass Care Branch, units and/or shelter site managers to ensure the needs of seniors are addressed.	Riverside County Office on Aging
Parks and Open Space Unit	The Parks and Open Space Unit	Riverside County Parks and



EOC Position	Definition	Position Staffing
	coordinates use of parks and open spaces for mass care and shelter.	Open Space District
Mass Care Unit	The Mass Care Unit coordinates with shelter site managers to provide guidance on matters relating to mass care and shelter.	Department of Public Social Services
American Red Cross Liaison	The American Red Cross Liaison coordinates mass care in collaboration with the Mass Care and Shelter Branch Director and units.	Riverside County Chapter of American Red Cross
Animal Services Unit	The Animal Services Unit coordinates all aspects of animal care and shelter and communicates with field personnel.	Riverside County Department of Animal Services
<b>Construction &amp; Engineering Branch Director</b>	The Construction & Engineering Branch Director ensures timely communication and coordination between the EOC and field personnel.	Riverside County Transportation and Land Management Agency
Infrastructure Assessment Unit	The Infrastructure Assessment Unit assesses County infrastructure and prioritizes resource allocation.	Riverside County Transportation and Land Management Agency
Infrastructure Restoration Unit	The Infrastructure Restoration Unit coordinates infrastructure restoration within the County.	Riverside County Transportation and Land Management Agency
Debris Management Unit	The Debris Management Unit executes the County Debris Management Plan including communication and coordination with County Departments, vendors, and stakeholders.	Riverside County Waste Resources
Flood Facilities Unit	The Flood Facilities Unit provides coordination, communication, and information sharing between the EOC and field personnel.	Riverside County Flood Control and Water Conservation District.
<b>Transportation Assessment Branch Director</b>	The Transportation Assessment Branch Director is responsible for the assessment,	Riverside County Transportation and Land Management Agency



EOC Position	Definition	Position Staffing
	coordination, and utilization of County transportation resources.	
Ground Route Restoration Unit	The Ground Route Restoration Unit coordinates re-establishing ground routes, coordination with private, local, state, and federal agencies.	Riverside County Transportation and Land Management Agency
Rail Route Restoration Unit	The Rail Route Restoration Unit responsible for coordination with private, local, state, and federal agency stakeholders who have a role in route restoration.	Riverside County Transportation Commission
Airfield Route Restoration Unit	The Airfield Route Restoration Unit is responsible for coordination with private, local, state, and federal agency stakeholders.	Riverside County Economic Development Agency
<b>Agricultural Branch Director</b>	The Agricultural Branch Unit oversees impacts to plants and livestock that could have an impact on the local economy.	Riverside County Agriculture Commissioner
Plant Unit	The Plant Unit analyzes impacts to plants that could have an impact on local economy.	Riverside County Agriculture Commissioner
Livestock Unit	The Livestock Unit analyzes impacts to livestock that could have an impact on local economy.	Riverside County Agriculture Commissioner
<b>Utilities Branch Director</b>	The Utilities Branch Director oversees the coordination, communication, and information sharing with utility providers and stakeholders.	Riverside County Emergency Management Department
Electric & Power Unit	The Electric & Power Unit acts as liaison with electric utility companies serving the impacted area.	Southern California Edison
Gas & Pipeline Unit	The Gas & Pipeline Unit acts as liaison with gas and pipeline companies serving the impacted area. Communicates and	Southern California Gas

EOC Position	Definition	Position Staffing
	coordinates information sharing amongst OA stakeholders.	
Water & Wastewater Unit:	The Waste & Wastewater Unit acts as liaison with water and wastewater companies serving the impacted area. Communicates and coordinates information sharing amongst OA stakeholders.	This position is staffed by California Water/Wastewater Agency Response Network (CalWARN).
Telecommunications Unit	The Tele-Communications Unit acts as liaison with telecommunications companies serving the impacted area. Communicate and coordinate information sharing amongst OA stakeholders.	AT&T or other agency representatives
<b>Business and Non-Profit Branch Director</b>	The Business and Non-Profit Branch coordinates business and nonprofit information and resource sharing.	Riverside County Emergency Management Department
VOAD Liaison	The VOAD Liaison facilitates nonprofit organizations to fill unmet community needs. Coordinates with Mass Care & Shelter Branch and the Logistics Section.	Voluntary Organizations Active in Disaster (VOAD)
Business Emergency Operation Center (BEOC) Liaison	The BEOC Liaison facilitates information sharing and business to business resource support.	Riverside County Emergency Management Department

### 3.13.1.3 Planning and Intelligence Section

The Planning Section collects, display and disseminates intelligence on behalf of all EOC sections; they prepare and disseminate the EOC Action Plan for each identified operational period

**Table 3.13.1.3**

EOC Position	Definition	Position Staffing
<b>Planning &amp; Intelligence Chief</b>	The Planning & Intelligence Chief Is responsible for managing the Planning & Intelligence section and ensuring section objectives are identified and executed.	Riverside County Emergency Management Department
<b>Deputy Planning and Intelligence Chief</b>	The Deputy Planning and Intelligence Chief assumes the	Riverside County Emergency Management Department



EOC Position	Definition	Position Staffing
	Planning and Intelligence Chief role in their absence.	
Situation Status Unit	The Situation Status Unit directs the collection and display of disaster intelligence and damage assessment information. Monitors and assesses situational and operational information and prepares situation status updates for the EOC Action Plan.	Riverside County Emergency Management Department
GIS Support Unit	The GIS Support Unit develops and displays interactive maps.	Riverside County Information Technology
Advanced Planning Unit	The Advanced Planning Unit identifies issues and requirements related to future time periods, normally 36 to 72 hours or longer. Prepares special reports and briefings as necessary for use in strategy and planning meetings. Monitors action-planning activities to determine the shift in operational objectives from response to recovery.	Riverside County Emergency Management Department
Recovery Planning Group	The Recovery Planning Group is responsible for the planning of long-term recovery efforts.	Riverside County Emergency Management Department
Demobilization Group	The Demobilization Group oversees the development and implementation of the demobilization plan for the OA EOC. Ensures the demobilization plan is included in the EOC Action Plan.	Riverside County Emergency Management Department
Documentation Unit	The Documentation Unit monitors prints information from incident-related emails, reports, EOC Action Plans, and other documents for retention.	Riverside County Emergency Management Department
Technical Specialists	Technical Specialists are responsible to provide subject	Technical Specialists



EOC Position	Definition	Position Staffing
	matter expertise as required.	

### 3.13.1.4 Logistics Section

The Logistics Section provides facilities, services, and material support for the EOC, county departments and the OA.

**Table 3.13.1.4**

EOC Position	Definition	Position Staffing
<b>Logistics Section Chief</b>	The Logistics Section Chief is responsible to oversee the coordination, allocation, distribution and tracking of essential resources, essential services to support field operations, OA Area EOC and department DOC's.	Riverside County Purchasing and Fleet Services
<b>Deputy Logistics Chief</b>	The Deputy Logistics Section Chief serves as the Logistics Section Chief in their absence.	Riverside County Purchasing and Fleet Services
<b>Resources Tracking Branch</b>	The Resources Tracking Branch tracks incident resource locations, delivery, and pick up.	Riverside County Purchasing and Fleet Services
<b>Procurement Branch</b>	The Procurement Branch acquires internal and external commodities and services, administers contracts, rental agreements, and coordinates purchase and delivery of resources.	Riverside County Purchasing and Fleet Services
<b>Personnel Branch</b>	The Personnel Branch Coordinates County personnel, volunteers, and spontaneous volunteers. Develops and maintains a tracking system for assigned personnel and volunteers.	Riverside County Human Resources
<b>Facilities Branch</b>	The Facilities Branch coordinates County facilities and facility maintenance support. Secures locations for incident lodging as necessary for EOC or other personnel.	Riverside County Economic Development Agency
<b>Movement Branch</b>	The Movement Branch coordinates ground, air, and rail	Riverside County Purchasing and Fleet Services



EOC Position	Definition	Position Staffing
	movement. Manages and coordinates the use of transportation resources and services to support emergency operations, evacuations, and disaster survivors.	
<b>Technical Systems Branch</b>	The Technical Systems Branch maintains OA EOC Information systems oversight: phones, RACES, Alert and Warning Coordination, etc.	Riverside County Information Technology
<b>EMD Coordinator</b>	The EMD Coordinator provides subject matter expertise to section responders.	Riverside County Emergency Management Department

### 3.13.1.5 Finance/Administration Section

The Finance/Administration Section is responsible for all financial and cost tracking of an incident. These include recording personnel and equipment time, documenting and processing claims for accidents and injuries occurring at the OA EOC and keeping a running tally of the costs associated with the incident.

**Table 3.13.1.5**

EOC Position	Definition	Position Staffing
<b>Finance/Administration Section Chief</b>	The Finance /Administration Section Chief executes financial components of the EOC Action Plan, provides disaster cost projections to the Management Section and tracks all incident related costs.	Auditor-Controller's Office / EMD
<b>Deputy Finance / Administration Section Chief</b>	The Deputy Finance and Administration Section Chief oversees the section in the absence of the Section Chief.	Auditor-Controller's Office / EMD
<b>Response/Recovery Cost Unit</b>	The Response and Recovery Unit collects and analyze response and recovery processes.	Auditor-Controller's Office / EMD
<b>Timekeeping Unit</b>	The Timekeeping Unit is responsible to obtain and track all costs and documentation related to personnel time worked.	Riverside County Human Resources
<b>Compensation/Claims Unit</b>	The Compensation/Claims Unit oversees the processing of	Riverside County Human Resources Risk Management

EOC Position	Definition	Position Staffing
	claims (workers compensation, property, or liability).	

### 3.13.2 Emergency Support Functions

Riverside County has adopted the concept of ESFs from the Federal National Response Framework for the coordination and organization of EOC operations. As utilized by the County, an ESF represents functional activities needed during local emergency response. Appropriate departments will be charged with the “coordinating” responsibility for each ESF. Several other departments may support the coordinating department and a department may be involved in multiple ESFs.

ESFs are organized by emergency functions in the table below. Some coordinating departments responsible for an ESF may have a statutory responsibility to perform that function. Other departments are assigned the “coordinating” responsibility based on subject-matter expertise.

When the EOC is activated, the coordinating ESF departments will send a qualified representative to the EOC or appropriate DOC to coordinate that ESF, as needed.

**Table 3.13.2**

Emergency Support Function	Definition	Lead Department	Support Department
ESF #1 Transportation	The Transportation Emergency Support Function coordinates the resources (human, technical, equipment, facility, materials, and supplies) of member agencies to support emergency transportation (air, ground, and water) needs during an emergency/disaster situation. In addition, assists in the management of transportation systems and infrastructure during domestic threats or in response to incidents.	Riverside County Transportation & Land Management Agency	Riverside County Economic Development Agency  Riverside County Emergency Management  Purchasing & Fleet Services  Riverside County Waste Resources
ESF #2 Communications	The Communications Emergency Support Function provides provisions for communications support before, during, and after an emergency/disaster situation. The Communications function coordinates communications resources (equipment, services, and personnel) that may be available from a variety of sources (i.e., County departments, state & federal agencies, voluntary groups, the telecommunications industry, etc.) before and/or after the activation of the Operational Area Emergency Operations Center.	Riverside County Information Technology	CAL Fire/Riverside County Fire  Riverside County Economic Development Agency  Riverside County Emergency Management  RUHS Public Health
ESF #3 Construction & Engineering	The Construction & Engineering Emergency Support Function facilitates the delivery of services, technical assistance, engineering	Riverside County Transportation &	Riverside County Economic Development Agency



Emergency Support Function	Definition	Lead Department	Support Department
	expertise, construction management and other support to local jurisdictions.	Land Management Agency	Riverside County Emergency Management  Riverside County Flood Control & Water Conservation District  Riverside County Transportation & Land Management Agency  Riverside County Waste Resources
ESF #4 Fire & Rescue	The Fire & Rescue Emergency Support Function monitors the status of fire mutual aid activities. Provides support 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' disaster condition or event in accordance with Fire and Rescue Mutual Aid Plans.	CAL Fire/Riverside County Fire	Riverside County Emergency Management  Riverside County Economic Development Agency
ESF #5 Management Command and Control	The Management Command and Control Emergency Support Function coordinates and resolves issues among the four phases of emergency management to ensure consistency in the development and maintenance of the EOP annexes. During emergencies, serves in an advisory capacity to the EOC Director.	Riverside County Emergency Management	Riverside County Board of Supervisors  Riverside County Counsel  CAL Fire/Riverside County Fire  Riverside County Executive Office  Riverside University Health System - Public Health  Riverside County Sheriff  Riverside County Transportation & Land Management Agency



Emergency Support Function	Definition	Lead Department	Support Department
ESF #6 Care & Shelter	The Care and Shelter Emergency Support Function coordinates actions to assist responsible jurisdictions with the needs of victims displaced during an incident including sheltering, food assistance, clothing, non-medical and medical care, behavioral health care, family reunification, and victim recovery.	Riverside County Department of Public Social Services	Riverside County Animal Control  Cal Fire/Riverside County Fire  Riverside County Economic Development Agency  Riverside County Emergency Management  Riverside County Environment Health  Riverside County Office of Aging  Riverside County Probation  Riverside County Purchasing  Riverside University Health System - Public Health  Riverside County Transportation & Land Management Agency  Riverside County Waste Resources
ESF #7 Resource Management	The Resource Management Emergency Support Function coordinates and supports the resource management process that plans, implements, and controls the efficient, effective flow of goods, services, and related information from the point of origin to the point of consumption during emergency response and recovery phases. Coordinates plans and activities to locate, procure and pre-position resources to support emergency operations.	Riverside County Emergency Management  Riverside County Purchasing & Fleet Services	Riverside County Agricultural Commissioner  Riverside County Animal Control  Riverside County Economic Development Agency



Emergency Support Function	Definition	Lead Department	Support Department
			Riverside County Environment Health  Riverside County Flood Control & Water Conservation District  Riverside County Human Resources  Riverside County Information Technology  Riverside County Office of Aging  Riverside County Probation  Riverside County Department of Public Social Services  Riverside County Purchasing  Riverside County Registrar of Voters  RUHS Public Health  Riverside County Sheriff  Riverside County Transportation & Land Management Agency  Riverside County Veteran's Services  Riverside County Waste Resources
ESF #8	The Public Health & Medical Emergency Support Function coordinates Public Health, Behavioral	RUHS Public Health	Riverside County Animal Control

Emergency Support Function	Definition	Lead Department	Support Department
Public Health & Medical	Health, and Medical services in support of local jurisdiction needs for preparedness, response, and recovery from emergencies and disasters.	Riverside County Emergency Management Department	Riverside County Environment Health  Riverside County Sheriff  Riverside University Health System - Behavioral Health
ESF #9 Search & Rescue	<p>The Search &amp; Rescue Emergency Support Function supports and coordinates personnel and equipment to search for and rescue missing or trapped persons.</p> <p><u>Law Enforcement - Search and Rescue (SAR):</u> Support and coordinate responses to search and rescue missing or lost persons or aircraft, high angle rock rope rescue, water rescues, and investigations of missing person incidents that may involve criminal acts.</p> <p><u>Fire – Urban Search &amp; Rescue (USAR):</u> Support and coordinate responses to search and rescue victims of structure collapse, construction cave-ins, trenches, confined space, high angle structure rope rescue, and water rescues.</p>	<p>SAR Riverside County Sheriff</p> <p>USAR CAL Fire/Riverside County Fire</p>	<p>Riverside County Emergency Management</p> <p>Riverside County Flood Control &amp; Water Conservation District</p> <p>Riverside County Transportation &amp; Land Management Agency</p> <p>Riverside County Waste Resources</p>
ESF #10 Hazardous Materials	The Hazardous Materials Emergency Support Function coordinates resources and supports the responsible jurisdictions to prepare for, prevent, minimize, assess, mitigate, respond to and recover from a threat to the public or environment by actual or potential hazardous materials releases.	<p>Riverside County Fire</p> <p>Riverside County Environment Health</p>	<p>Riverside County Emergency Management</p> <p>Riverside County Waste Resources</p>
ESF #11 Food & Agriculture	The Food and Agricultural Emergency Support Function 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.	Riverside County Agricultural Commissioner's Office	<p>Riverside County Animal Control</p> <p>Riverside County Emergency Management</p> <p>Riverside County Environment Health</p> <p>Riverside County Waste Resources</p>



Emergency Support Function	Definition	Lead Department	Support Department
ESF #12 Utilities	The Utilities Emergency Support Function provides resources and support to responsible jurisdictions (both public and private) responding to or recovering from shortages and disruptions in gasoline, electricity, water, wastewater, telecommunications, fuels, and natural gas in affected areas after emergencies or disaster events. Monitors and coordinates with the suppliers of utilities to ensure that they are available and deliverable for normal community functioning.	Riverside County Emergency Management	CAL Fire/Riverside County Fire  Riverside County Flood Control & Water Conservation District  Riverside County Information Technology
ESF #13 Law Enforcement	The Law Enforcement Emergency Support Function coordinates law enforcement personnel and equipment to support law enforcement, coroner activities, and public safety in accordance with Law Enforcement and Coroner's Mutual Aid Plans.	Riverside County Sheriff	Riverside County Emergency Management  Cal Fire/Riverside County Fire  Riverside County District Attorney  Riverside County Probation
ESF #14 Long-Term Recovery	The Long-Term Emergency Support Function supports economic recovery of communities from the long-term consequences of emergencies and disasters.	Riverside County Emergency Management	Riverside County Executive Office  Riverside County Assessor Clerk Recorders Office  Riverside County Auditor-Controller's Office  CAL Fire/Riverside County Fire  Riverside County Economic Development Agency  Riverside County Sheriff





Emergency Support Function	Definition	Lead Department	Support Department
			Riverside University Health System - Public Health  Riverside County Transportation & Land Management Agency  Riverside County Department of Public Social Services  Riverside County Purchasing & Fleet Services
ESF #15 Public Information	The Public Information Emergency Support Function disseminates accurate, coordinated, timely and accessible information regarding emergencies to affected audiences, including government, media, the private sector and the local populace before, during, and following a disaster.	Riverside County Executive Office	Riverside County Counsel  Riverside County Emergency Management  CAL Fire/Riverside County Fire  Riverside County District Attorney  Riverside County Flood Control  Riverside County Information Technology  Riverside University Health System - Public Health  Riverside County Transportation & Land Management Agency
ESF #16 Evacuation and Re-entry	The Evacuation and Re-Entry Emergency Support Function supports jurisdictions in the safe evacuation and re-entry of persons, domestic animals, and livestock from hazardous areas.	Riverside County Sheriff	Riverside County Agricultural Commissioner



Emergency Support Function	Definition	Lead Department	Support Department
			Riverside County Emergency Management  Riverside County Environment Health  Riverside County Office of Aging  Riverside University Health System - Public Health
ESF #17 Volunteer and Donations Management	The Volunteer and Donations Management Emergency Support Function supports jurisdictions use of affiliated and spontaneous unaffiliated volunteers, organizations, and donations to support incidents.	Human Resources/Riverside County Emergency Management	Riverside County Animal Control  CAL Fire/Riverside County Fire  Riverside County District Attorney  Riverside County Office of Aging  Riverside County Department of Public Social Services  Riverside University Health System - Public Health  Riverside County Transportation & Land Management Agency
ESF #18 Multi-Agency Coordination System	The Multi-Agency Coordination System Emergency Support facilitates allocating scarce resources by utilizing a standardized business process for prioritizing multiple requests of resources. The activation of a multi-agency coordination system would be necessary for an incident that is too large in scale for a single jurisdiction or grows beyond the capabilities of the local response efforts.	Policy Group  Riverside County Executive Office	Riverside County Emergency Management  CAL FIRE/Riverside County Fire  Riverside County Information Technology

Emergency Support Function	Definition	Lead Department	Support Department
			Riverside County Sheriff  RUHS Public Health
ESF #19 Debris Management	The Debris Management Emergency Support Function procedures facilitate removal and recovery of debris resulting from natural and technological disasters or other major incidents. The goal will be to use existing solid waste best practice strategies and methods to reduce, reuse, recycle, or recover, with landfill as a final option. Debris Management staff will help establish priorities for the allocation of resources, collaborate with damage assessment team needs, physically remove debris, open transportation routes, and, if needed, locate temporary storage sites for the collection and recovery of debris.	Riverside County Waste Management	Riverside County Emergency Management
ESF #20 Animal Care	The Animal Care Emergency Support Function coordinates public and private sector resources to meet the animal service needs during an emergency including: rescue and capture animals that have escaped confinement, evacuation, transportation, sheltering, medical care, quarantine, and disposal of dead animals	Riverside County Animal Services	Riverside County Emergency Management  Riverside County Environment Health  Riverside County Purchasing & Fleet Services  Riverside University Health System - Public Health
ESF #21 Continuity of Operations/ Continuity of Government	The Continuity of Operations (COOP)/Continuity of Government Emergency Support Function assists in the planning that will ensure that essential government functions continue after a significant event that impacts functions or infrastructure.	Riverside County Emergency Management	All Departments

### 3.13.3 Joint Information Center

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



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

### 3.13.4 Emergency Proclamations

A Local Emergency may be proclaimed by the Board of Supervisors or by the County Director of Emergency Services (Chief Executive Officer) as specified by Riverside County Ordinance 533.7 or by the County Health Officer, per Health and Safety Code 101080. A Local Emergency proclaimed by the Chief Executive Officer or Health Officer must be ratified by the Board of Supervisors within seven days. The governing body must review the need to continue the proclamation at least every thirty days until the Local Emergency is terminated or may expire. The Local Emergency may be terminated by resolution when conditions warrant. Proclamations are normally made when there is an actual incident, threat of disaster, or extreme peril to the safety of persons and property within the county caused by natural or man-made situations. The proclamation of a Local Emergency provides the governing body with the legal authority to:

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

### 3.13.5 State of Emergency

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

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

When a State of Emergency has been proclaimed:

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

### **3.13.6 State of War Emergency**

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

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

## **3.14 Continuity of Government**

Continuity of Government (COG) is the principle of establishing defined procedures that allow a government to continue its essential operations in case of a catastrophic event and ensure an enduring constitutional government. The essential functions are normal operations not disaster response functions. Continuity of Government is operationalized through the Continuity of Operations Plan which specifies essential functions, alternate facilities, and lines of succession.

### **3.14.1 Alternate Seat of Government**

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

- The Board of Supervisors shall designate alternative county seats, which may be located outside county boundaries;
- Real property cannot be purchased for this purpose;
- A resolution designating the alternate county seats must be filed with the Secretary of State and
- Additional sites may be designated after the original site designations if circumstances warrant.

In the event the primary location is not usable because of emergency conditions, the City of Indio is designated as the alternate seat of government for the county.

- The alternate seat shall be used at the determination of the Board of Supervisors or the County Director of Emergency Services, or designee, when there is no ability to continue with county business from a location within the general jurisdiction of the city due to war or peacetime emergencies;
- If the alternate seat for the county is activated, all business of the county transacted there shall



- be legal and binding as if transacted at the county seat;
- Two emergency operating centers shall be maintained to meet emergency contingencies and shall be maintained in accordance with Board Policy H-14.

### 3.14.2 Lines of Succession

The first step in assuring continuity of government is to have personnel who are authorized and prepared to carry out emergency actions for government in the event of a natural, technological, or national security disaster. Article 15, Section 8638 of the Emergency Services Act authorizes governing bodies to designate and appoint three standby officers for each member of the governing body and for the chief executive, if not a member of the governing body. Standby officers may be residents or officers of a political subdivision other than that to which they are appointed.

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

Article 15, Section 8633 of the Emergency Services Act establishes a method for reconstituting the governing body. It authorizes that should all members, including all standbys, be unavailable, temporary officers shall be appointed as follows:

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

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

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

### 3.14.3 Departmental Lines of Succession

Should the County Chief Executive Officer be unavailable or unable to serve, the positions listed below, in order, shall act as the County Director of Emergency Services. The individual who serves as acting director shall have the authority and powers of the Director and will serve until the Director is again able to serve, or until a successor has been appointed by the Board of Supervisors.

1<sup>st</sup> Alternate: Chief Operating Officer



- 2<sup>nd</sup> Alternate: Assistant County Executive Officer – Public Safety
- 3<sup>rd</sup> Alternate: Assistant County Executive Officer – Human Services
- 4<sup>th</sup> Alternate: Assistant County Executive Officer – Economy and Community Development
- 5<sup>th</sup> Alternate: Assistant County Executive Officer – Public Works, Land Use & Environment
- 6<sup>th</sup> Alternate: Assistant County Executive Officer – Riverside University Health System
- 7<sup>th</sup> Alternate: Emergency Management Department Director

### **3.14.4 Vital Record Retention**

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

The preservation of vital records is critical to the County's recovery from a catastrophic event. In addition to the information retrieval requirements of response, each response function has a record-keeping component. Although the principal focus of vital records preservation is to support recovery through reimbursement of disaster-related costs, vital records also have a broader and more important function in that they help to describe a reasonably complete compilation of damage, death, physical and mental trauma, and allocation of public and private resources, making it possible to learn from the disaster experience. Vital records for the County are maintained by the County Assessor-Clerk-Recorder's Office.

These vital records are essential to the re-establishment of normal government functions for the County of Riverside, serving to protect the rights and interests of government which are encapsulated in the constitutions, charters, statutes, ordinances, court records, official proceedings, and financial records of the County of Riverside. Vital records of the County of Riverside are routinely stored in the County-Assessor-Clerk-Recorder's Office.

### **3.15 Training, Documentation and Exercises**

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

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

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



- ICS-400: Advanced ICS Command and General Staff—Complex Incidents

The Riverside County Emergency Management Department is responsible for coordination and scheduling of regular exercises of this plan to train all necessary County staff in the EOC and proper response to disaster situations.

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

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

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

An exercise is a simulation of a series of emergencies for identified hazards affecting the County. During these exercises, emergency response organizations are required to respond as though a real emergency had occurred. If necessary, the public will be made aware of these exercises through normal media communications. Tabletop, Functional, and Full-Scale exercises will be conducted utilizing the concepts and principles of the SEMS/NIMS. Tabletop, Drills, Functional, and Full-Scale exercises will be conducted utilizing the concepts and principles of the SEMS/NIMS and the Homeland Security Exercise and Evaluation Plan.

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

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



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

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

The County Emergency Management Department will inform County departments and OA partners of training and exercise opportunities associated with emergency management. Those with responsibilities under this plan must ensure their personnel partake in training and exercises to effectively carry out their disaster responsibilities. An actual EOC activation may take the place of a scheduled exercise.

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

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

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

According to a 2010 study, there are almost 11 million people who require access to Whole Community Support Services in California. The lessons documented from the years of assisting individuals who require whole community support services in disasters show three areas that are repeatedly identified as most important to these individuals: communications (alert, warning, notification), evacuation (transportation), and sheltering. California Assembly Bill 2311 (Brown, Chapter 520, Statutes of 2016), added California Government Code section 8593.3, which requires each county and city to integrate access and functional needs upon the next update to its emergency response plan. The new Government Code reads:

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



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

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

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

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

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

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

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

- Emergency communications;

- Emergency evacuations and
- Emergency sheltering.

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

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

Or, individuals who are:

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

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

#### **Emergency communications**

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

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

#### **Emergency evacuation**

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

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

Proper planning is including agreements and partnerships with local public and private accessible transportation providers to ensure individuals with disabilities and persons with access and functional needs can evacuate safely during emergencies.

Emergency evacuation plans should be viewed as living documents because communities change and integrating the needs of individuals with access and functional needs is a dynamic process. Emergency



managers should work and partner with their local disability and whole community stakeholders to regularly practice, review, revise, and update their plans to reflect changes in technology, personnel, and procedures.

### **Sheltering**

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

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

### **Cal OES Office of Access and Functional Needs**

The County Operational Area receives guidance from the California Governor's Office of Emergency Services (Cal OES), Office of Access and Functional Needs. The Cal OES Office of Access and Functional Needs has made resources available to assist communities as they integrate access and functional needs within their emergency planning. Two such tools are:

#### **The Cal OES Access and Functional Needs Web Map**

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

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

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

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

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

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

#### **The Cal OES Office of Access and Functional Needs Library**

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

### **3.17 Animal Care Considerations**

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

In conjunction with the department of animal services, animal control officers and shelter attendants will provide for the coordination of evacuation and sheltering of household and service pets in the event of a disaster.

<b>Shelter Name</b>	<b>Areas Served</b>
Animal Friends of the Valleys	Canyon Lake, City of Lake Elsinore, City of Temecula, City of Murrieta
Beaumont Animal Control	City of Beaumont, Banning, Calimesa
Corona Animal Shelter	City of Corona
Moreno Valley Animal Shelter	City of Moreno Valley
Norco Animal Shelter	City of Norco
Palm Springs Animal Shelter	City of Palm Springs
Perris Animal Control	City of Perris (Animals go to Moreno Valley shelter)
Ramona Humane Society	Hemet, Homeland, Nuevo, Romoland, San Jacinto, Sun City, Winchester
Rancho Cucamonga Animal Shelter	City of Rancho Cucamonga



Shelter Name	Areas Served
Rancho Mirage Animal Control	City of Rancho Mirage (Animals go to the Coachella Valley Animal Campus)
Riverside County Animal Shelter	Blythe
Riverside County Animal Shelter	Coachella Valley
Riverside County Animal Shelter	Western Riverside
Riverside County Animal Shelter	San Jacinto

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

### 3.18 Communications and Warning

Warning is the process of alerting governmental forces and the general public to the threat of imminent danger. Dependent upon the nature of the threat and the population group at risk, warning can originate at any level of government. Success in saving lives and property is dependent upon timely dissemination of warning and emergency information to persons in threatened areas. Local governments are responsible for warning the populations within their jurisdiction. Government officials accomplish this using various warning systems and devices that can originate or disseminate information from a central location that is staffed 24 hours a day, typically a communications center.

The County has several systems available that are described below for providing disaster information to the public to alert and warn them of impending danger.

#### 3.18.1 Emergency Alert System (EAS)

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

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

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

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

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

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

In the County of Riverside, the EAS is administered under the authority of the Riverside County Sheriff. Any official requesting an EAS warning or message will request such through the Sheriff's Office Watch Commander or County Fire Department. Messages in the County of Riverside will be disseminated through the Sheriff's Communications Center. The message must be a voice message that can be prerecorded. All OA partners are authorized to request an EAS activation.

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

### Monitor Assignments

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

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





Station/Facility	Monitors
<b>Zone 5. SOUTH WEST (SW) RIVERSIDE EAS ZONE</b>	
LP1 KATY 101.3 MHz	KXFG 92.9 MHz, KFI 640 KHz
(No LP2)	NWS Las Vegas or San Diego to telephone when alert imminent *
LP2 KXFG 92.9 MHz	KATY 101.3, KFI 640, KWRP

\* Area of incomplete or no NWR coverage, telephone alert arranged with appropriate NWS facility  
All stations and CATV control points must monitor two of the following:

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

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

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

### 3.18.1.1 Integrated Public Alert and Warning System

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

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

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

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



### **3.18.2 National Warning System (NAWAS)**

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

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

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

Backup communications systems for CALWAS alerts include:

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

### **3.18.3 California State Warning Center (CSWC)**

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

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

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



- Facilitates toxic call-outs.

#### **3.18.4 Operational Area Satellite Information System (OASIS)**

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

#### **3.18.5 Emergency Digital Information System (EDIS)**

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

#### **3.18.6 Public Safety Enterprise Communication (PSEC)**

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

#### **3.18.7 County Disaster Net**

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

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

#### **3.18.8 Satellite Telephones**

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

#### **3.18.9 Radio Amateur Civil Emergency Services (RACES)**

The County utilizes the services of volunteer HAM radio operators to provide an alternate means of communications when primary systems are non-operational for communications where systems do not

normally exist. Amateur radio operations are under the leadership of the Riverside County Emergency Management Department. Riverside County RACES members are registered disaster service workers licensed by the Federal Communications Commission (FCC) for amateur radio service.

#### **3.18.10 Alert RivCo**

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

#### **3.18.11 Social Media**

The County of Riverside uses several forms of social media to reach the community during emergency incidents, including Twitter, Facebook, and YouTube. The County also has websites ([www.countyofriverside.us](http://www.countyofriverside.us) or [www.rivcoready.org](http://www.rivcoready.org)) that may be used to post public information. In an emergency or disaster, the Riverside County Emergency Management Department or the EOC will post information to these accounts, as well as conduct social media monitoring for rumors and trends.

#### **3.18.12 Relay Services**

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

#### **3.18.13 SKYMARS**

SKYMARS (Sky Mutual Aid Radio System). Mutual Aid talk group on the "Skycell" satellite based 2-way telephone/radio system. Used for interagency (Cal Fire, etc.) and Cal OES internal communications with mobile or portable units in remote locations.

#### **3.18.14 Green Phone**

GREEN PHONE (Operational Dial Telephone) is primarily a redundant system. ODT is a State-owned network of dedicated telephone circuits using the State Public Safety microwave system and dedicated switches. Used to connect critical State dispatch and command facilities in case of PSTN failure.

## **SECTION 4.0 THE COUNTY OF RIVERSIDE DISASTER RECOVERY OPERATIONS**

The recovery phase of an emergency or disaster is often defined as restoring a community to its pre-disaster condition. In other words, recovery refers to the measures taken by the County following a disaster that will return existence back to normal, or at least as normal as possible. Effective recovery consists of an array of interdependent and coordinated actions. The specific approach to recovery



operations following a disaster will be determined by the location, type, magnitude, and effects of the incident. Recovery operations are divided into two phases; short term and long term.

#### **4.1 Federal – Robert T Stafford Disaster Relief Act of 1974**

The following is a brief overview of this program:

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

- State agencies;
- Counties;
- Cities;
- Special districts;
- Schools K-12;
- Colleges and institutions of higher education;
- Tribal Governments;
- Private non-profit organizations organized under § 501(c) 3 of the Internal Revenue Code;
- Utilities;
- Emergency agencies;
- Medical agencies;
- Custodial care organizations and
- Government services such as: community centers, libraries, homeless shelters, senior citizen centers, and similar facilities open to the general public.

#### **4.2 Short Term Recovery**

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

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

- Assessment of the extent and severity of damages to homes and other property;
- Restoration of services generally available in communities - water, food, and medical assistance
- Repair of damaged homes and property;
- Professional counseling when the sudden changes resulting from the emergency have resulted in mental anguish and inability to cope;
- Utility and infrastructure restoration;
- Expanded social, medical, and behavioral health services;

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

### **4.3 Long Term Recovery**

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

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

- Coordinated delivery of long-term social and health services;
- Improved zoning regulations;
- Re-establishing the local economy to pre-disaster levels;
- Recovery of disaster response costs and
- Effective integration of hazard mitigation strategies into recovery planning and operations.

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

### **4.4 Damage Assessment**

During the early phase of a disaster, the initial damage from the disaster is estimated due to time constraints related to the response. Plans should include procedures for conducting more detailed surveys to be used in disaster project applications once the recovery process begins.

#### **4.4.1 Structural Damage**

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

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

#### **4.4.2 Hazard Mitigation Grant Programs**

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



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

The Predisaster Hazard Mitigation Act of 2010 (H.R. 1746 111th) amended the Robert T. Stafford Relief and Emergency Assistance Act to reauthorize the pre-disaster mitigation program of the Federal Emergency Management System (Disaster Mitigation Act of 2000). This bill was enacted after being signed by the President on January 4, 2011. The Act states that each jurisdiction (counties, cities, towns, and special districts) must have a Local Hazard Mitigation Plan (LHMP) approved by Cal OES to be eligible for FEMA pre and post disaster mitigation funds. The objective of the LHMP is to save lives, preserve property, and protect the environment during times of disaster. The County of Riverside participated in the DMA2000 program and adopted the County of Riverside Hazard Mitigation Plan in May 2016 and the County submitted the plan in 2017.

## 4.5 Disaster Assistance

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

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

### 4.5.1 Federal Programs

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

- Roads;
- Water control facilities;

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

The documentation information should include the location and extent of damage and estimates of costs for debris removal, emergency work, and repairing or replacing damaged facilities to pre-disaster conditions. The cost of compliance with building codes for new construction, repair, and restoration will also be documented.

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

#### **4.5.2 Government Assistance to Individuals**

Individual assistance consists of services provided to individuals and families.

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

#### **4.5.3 Public Assistance**

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

- Debris Management;
- Public Assistance (PA);
- Private Nonprofit Program (PNP);



- Safety Assessment Program (SAP);
- Technical Assistance Programs (TAP) and
- Laws and Regulations.

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

FEMA processes PA grant funding according to the type of work the applicant undertakes. Eligible work must be required because of the declared incident, be located in the designated area, be the legal responsibility of the applicant and be undertaken at a reasonable cost.

Eligible work is classified into the following categories:

#### **Emergency Work**

- Category A: Debris Clearance - Clearance of debris, wreckage, demolition, and removal of buildings damaged beyond repair.
- Category B: Protective Measures - Measures to eliminate or lessen immediate threats to life, public health, and safety.

#### **Permanent Work**

- Category C: Roads & Bridges - All non-emergency work and any that may require more time for decision-making, preparation of detailed design, construction plans, cost estimates, and schedules.
- Category D: Water Control Facilities - Includes flood control, drainage, levees, dams, dikes, irrigation works, and bulkheads.
- Category E: Public Buildings and Equipment - Buildings, vehicles or other equipment, transportation systems, fire stations, supplies or inventory, higher education facilities, libraries, and schools.
- Category F: Utilities - Water supply systems, sanitary sewerage treatment plants, storm drainage, and light/power.
- Category G: Other - Park facilities, public and private non-profit facilities, recreational facilities, and playground equipment.

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

#### **4.5.4 State – California Disaster Assistance Act (CDAA)**

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





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

- The Cal OES Director must concur with local emergency declaration for permanent restoration assistance;
- The Governor must proclaim a state of emergency for disaster response and permanent restoration assistance; or
- The President must declare a major disaster or emergency for matching fund assistance for cost sharing required under federal public assistance programs.

#### **4.6 Non-Governmental Organizations and Community Bases Organizations**

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

#### **4.7 Recovery Reporting and Documentation**

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

##### **4.7.1 After-Action Reporting**

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



and procedures to broader system-wide improvements. Priority corrective actions are assigned to relevant stakeholders and tracked to ensure the identified problem has been addressed.

#### **4.7.2 Recovery Documentation**

The recovery documentation information should include the location and extent of damage, and estimates of costs for debris removal, emergency work, and repairing or replacing damaged facilities to a non-vulnerable and mitigated condition. The cost of compliance with building codes for new construction, repair, and restoration will also be documented. The cost of improving facilities may be provided under federal hazard mitigation grant programs. Documentation is the key to recovering expenditures related to emergency response and recovery operations. Documentation must begin at the field response level and continue as the disaster unfolds. Included in the County OA EOC Planning/Intelligence Section is a Documentation Branch that will coordinate the collection of all incident documentation for dissemination and filing.

#### **4.8 Joint Field Office**

Following a Presidential Declaration of a Major Disaster or Emergency, a Joint Field Office (JFO) will be established in the proximity of the disaster area. The JFO provides the direction and coordination point for federal assistance. The State will appoint a State Coordinating Officer (SCO) to serve as the state point of contact. A Federal Coordinating Officer (FCO) is appointed upon a Presidential Declaration of an Emergency or Major Disaster. Typical functions of the JFO include:

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

## Appendix A – Glossary of Terms

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

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

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

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

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

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

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

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

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

**Allocated Resources:** Resources dispatched to an incident.

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

**Command Post:** (See Incident Command Post)

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

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

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

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

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

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

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

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

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

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

**Delegation of Authority:** A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints and other considerations or guidelines as needed. Many agencies require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.



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

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

**Deputy Incident Commander:** A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies may also be found as necessary at all SEMS EOC levels.

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

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

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

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

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

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

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

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

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

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

**Emergency Operations Plan:** The plan that each jurisdiction has and maintains for responding to appropriate hazards.

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

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

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

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

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

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

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

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

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

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

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





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

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

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

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

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

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

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

**Incident Base:** Location at the incident where the primary logistics functions are coordinated and administered. The Incident Command Post may be collocated with the Base. There is only one Base per incident.

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

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

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



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

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

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

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

**Joint Information Center (JIC):** A central location that facilitates operation of the Joint Information System where personnel with public information responsibilities perform critical emergency information functions, crisis communications, and public affairs functions.

**Joint Information System (JIS):** Provides the mechanism to organize, integrate, and coordinate information to ensure timely, accurate, accessible, and consistent messaging across multiple jurisdictions and/or disciplines with nongovernmental organizations and the private sector. Includes the plans, protocols, procedures, and structures used to provide public information. Federal, State, tribal, territorial, regional, or local Public Information Officers and established Joint Information Centers (JICs) are critical supporting elements of the JIS.

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

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

**Landing Zone:** (See Helispot.)

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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



## Appendix B – Acronyms

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



REMSA – Riverside Emergency Medical Services Agency  
REOC – Regional Emergency Operations Center  
RDMHC – Regional Disaster Medical Health Coordinator  
RDMHS – Regional Disaster Medical Health Specialists  
SEMS – Standardized Emergency Management System  
SEOC – State Emergency Operations Center  
TTX – Tabletop Exercise  
THIRA – Threat Hazard Identification Risk Assessment  
TLMA – Transportation and Land Management Agency  
UC – Unified Commander  
USAR – Urban Search and Rescue  
VOAD – Volunteer Organization Active in Disaster





## **Appendix C – Contact List**

Please contact the County of Riverside EMD for contact list for the EOP, (951) 358-7100.



## **Appendix D – Supporting Documentation**

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

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

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

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

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

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

Please contact the County of Riverside EMD for Operational Area plans or other supporting documentation, (951) 358-7100.