

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 2.8
(ID # 28575)

MEETING DATE:
Tuesday, October 07, 2025

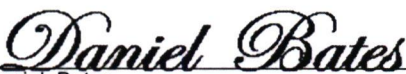
FROM : EMERGENCY MANAGEMENT DEPARTMENT

SUBJECT: EMERGENCY MANAGEMENT DEPARTMENT: Adopt Resolution No. 2025-229 to approve the Riverside County Operational Area Emergency Operation Plan (EOP) and Direct the Emergency Management Department to submit it to the California Governor's Office of Emergency Services (CalOES). All Districts [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Adopt Resolution No. 2025-229 to approve the Riverside County Operational Area Emergency Operations Plan (EOP) updated August 2025 and Direct the Emergency Management Department to submit it to the Governor's Office of Emergency Services.
2. Authorize the Emergency Management Department to implement policies, protocols and procedures for the effective implementation and periodic updating of the EOP.
3. Direct the Emergency Management Department to receive and file an annual report to the Board of Supervisors on the County's emergency management program, including any updates to the EOP, and to submit the EOP to the Board of Supervisors every five years for adoption by resolution.

ACTION:


Daniel Bates 9/23/2025

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Gutierrez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Washington, Perez, and Gutierrez
Nays: None
Absent: None
Date: October 7, 2025
xc: EMD

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment: No	
			For Fiscal Year: 25/26	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

It is recommended that the Board of Supervisors adopt Resolution No. 2025-229 to ratify and approve the Riverside County Operational Area Emergency Operations Plan (EOP). The Emergency Management Department has updated the EOP in conjunction with Ordinance No. 533.7 (adopted by the Board April 30, 2019 and effective May 29, 2019) and the California Governor's Office of Emergency Services' (Cal OES) November 29, 2022, recommendations.

The Board last adopted the EOP via Resolution No. 2024-170 on August 27, 2024 (item 2.22) which was rewritten in accordance with Cal OES to include Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) elements. The 2025 EOP revision contains changes required to comply with recent legislation and changes in concepts, processes, roles and responsibilities to be included and referenced.

The Emergency Management Department (EMD) has been collaborating with County department representatives and stakeholders since April 2025 for an annual update of the Riverside County Operational Area Emergency Operations Plan (EOP), and its annexes for 2025. This update has been focused on updating the EOP to match any gaps or shortfalls noted during exercises or actual events within the past year.

The following chart shows what changed during this update.

Plan	Changes
EOP Base Plan	Minor changes to match updates in supporting plans as well as grammar/spelling fixes
ESF2 Communications	Minor changes to ensure all systems used were properly outlined
ESF3 Construction and Engineering	Significant changes to match current processes from input provided by Riverside County Flood Control District.
ESF10 Hazardous Materials	Minor changes to reflect current processes with input from Riverside County Department of Environmental Health
ESF15 External Affairs	Changes to match the current Alert and Warning process
ESF16 Evacuation & Re-entry	Minor changes to match current process with input from Riverside County Sherriff and Riverside County Fire

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

	Department
ESF17 Volunteer & Donations Management	Significant changes to match current process and procedures
SA1 Long Term Recovery	Significant changes to match current recovery process
SA3 COOP/COG	Minor changes to match departmental changes within plan
SA5 Private Sector Coordination	Minor changes to reflect current processes
SA6 Financial Management	Significant changes to match current EOC financial process
SA7 Worker Safety & Health	Minor changes to match updated safety guidance
HSA1 Flood	Significant changes to match current processes from input provided by Riverside County Flood Control District.
HSA2 Earthquake	Minor changes to match current processes
HSA4 Extreme Weather	Minor changes to match current processes

Regular reports are given and input on the plan is received at the Operational Area Planning Committee (OAPC) meetings attended by Operational Area emergency management partners. County Department leadership and Operational Area emergency management partners were provided the opportunity to review and provide written comments during the development of the revised EOP.

Impact on Residents and Businesses

The updated EOP will provide better education, training and response in case of emergencies or disasters. Residents and businesses will benefit through preparedness efforts based on the Plan.

ATTACHMENTS:

1. Resolution No. 2025-229
2. Riverside County Emergency Operations Plan (updated August 2025)
3. Annexes (31): Emergency Support Function (ESF), Hazard Specific Annex (HSA) and Support Annex (SA)
 - ESF 1: Transportation
 - ESF 2: Communications
 - ESF 3: Construction and Engineering
 - ESF 4: Fire and Rescue
 - ESF 5: Command and Management
 - ESF 6: Mass Care
 - ESF 7: Logistics
 - ESF 8: Public Health and Medical
 - ESF 9: Search and Rescue
 - ESF 10: Hazardous Materials
 - ESF 11: Food and Agriculture
 - ESF 12: Utilities
 - ESF 13: Public Safety and Security

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ESF 14: Cybersecurity
ESF 15: External Affairs
ESF 16: Evacuation and Re-entry
ESF 17: Volunteer and Donations Management
ESF 18: Animal and Livestock Care
ESF 19: Debris Management
ESF 20: Commodities Points of Distribution (CPOD)

HSA 1: Flooding
HSA 2: Earthquake
HSA 3: Drought
HSA 4: Extreme Weather Emergencies

SA 1: Long Term Recovery
SA 2: Multi-Agency Coordination
SA 3: COOP / COG
SA 4: Tribal Relations
SA 5: Private Sector Coordination
SA 6: Financial Management
SA 7: Work Safety and Health

Rebecca S Cortez
Rebecca S Cortez, Principal Management Analyst

9/29/2025

George Trindle
George Trindle, Chief ASST COUNTY COUNSEL

9/25/2025

2
3 RESOLUTION NO. 2025-229

4 A RESOLUTION OF THE BOARD OF SUPERVISORS OF THE COUNTY OF RIVERSIDE,
5 ADOPTING THE COUNTY OF RIVERSIDE EMERGENCY OPERATIONS PLAN
6

7 WHEREAS, the Emergency Management Department ("EMD"), on behalf of the County of
8 Riverside, has acted as the lead agency in the development of the County of Riverside Emergency
9 Operations Plan (the "Plan");

10 WHEREAS, the plan meets all federal and state criteria as described in the Federal Emergency
11 Management Agency ("FEMA") National Incident Management System ("NIMS") and Standardized
12 Emergency Management System ("SEMS") developed by the State Office of Emergency Services ("OES");

13 WHEREAS, the Plan describes how the County of Riverside will manage and respond to major
14 emergency incidents, including a system of organization consisting of clear designation of district functions
15 which must be conducted during a disaster; assignment of each distinct function to County departments;
16 and guidelines for performance of the distinct functions by the departments;

17 WHEREAS, the plan describes the method of requesting mutual aid resources from the state and
18 federal government when needed;

19 WHEREAS, the county of Riverside has determined that it would be in the interest of the County
20 to adopt the plan.

21 NOW, THEREFORE, BE IT RESOLVED, DETERMINED AND ORDERD by the Board of
22 Supervisors of the County of Riverside, State of California (the "Board"), in regular session assembled on
23 October 7, 2025, at 9:30 a.m. or soon thereafter, in the meeting room of the Board of Supervisors, located
24 on the first floor of the County Administrative Center, 4080 Lemon Street, Riverside California, adopts the
25 Riverside County Emergency Operations Plan.

26 BE IT FURTHER RESOLVED, DETERMINED AND ORDERD that the County of Riverside
27 Emergency Management Department submit the Riverside County Emergency Plan to the California
28 Governor's Office of Emergency on behalf of the County.

2
3 RESOLUTION NO. 2025-229

4 A RESOLUTION OF THE BOARD OF SUPERVISORS OF THE COUNTY OF RIVERSIDE,
5 ADOPTING THE COUNTY OF RIVERSIDE EMERGENCY OPERATIONS PLAN

6 ROLL CALL:

7
8 Ayes: Medina, Spiegel, Washington, Perez, and Gutierrez

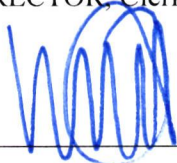
9 Nays: None

10 Absent: None

11 Abstain: None

12
13 The foregoing is certified to be a true copy of a resolution duly adopted by said Board of
14 Supervisors on the date therein set forth.

15
16 KIMBERLY A. RECTOR, Clerk of said Board

17
18 By:  _____

19 Deputy

20
21 10/07/2025 Item 2.8
22
23
24
25



County of Riverside Operational Area Emergency Operations Plan



August 2025 Update

County of Riverside
Emergency Management Department

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



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Foreword

August 2025

Enclosed is the revised County of Riverside Operational Area 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 (SEMS), the National Incident Management System (NIMS), the Incident Command System (ICS), and the National Response Framework (NRF).

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 annually, exercised periodically, and updated every 5 years to meet changing conditions. The EOP will become effective upon resolution and adoption by the County of Riverside Board of Supervisors.



Copy Of Resolution 2025



Plan Concurrence

August 2025

The County of Riverside Operational Area 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 23 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 County of Riverside Emergency Management Department is rooted in an all hazards, whole community approach. As outlined in the EOP and the ESFs, the County of Riverside, 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

The County of Riverside Emergency Management Department (EMD) is responsible for writing, reviewing, and updating the EOP and its annexes according to EMD Policy C-2: Method and Schedule for Evaluation, Maintenance, and Revision of Documents used by the Emergency Management Program. The EOP and its applicable annexes will be evaluated following events and exercises to determine its application and relevance to each event. Updates will be performed annually to include any updates required as noted from evaluations and modifications such as recent changes to standard operational procedures or organizational structures. Updates will be submitted annually to the County of Riverside Board of Supervisors as a receive and file. Revisions will be determined and performed every five years with stakeholder involvement. A record of changes, updates, and revisions will be maintained by the Emergency Management Department (see Records of Changes Schedule page VII).

Distribution List

This distribution list names the departments or agencies receiving copies of the County of Riverside Operational Area 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 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	Inland Empire Disability Collaborative (IEDC)	1 each
Operational Area Planning Committee	1 each	AFN and Cultural Competency Workgroup	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 Updated And 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.

Description	Date	Promulgation
August 2024 Revision	8/27/24	Approved by the Board of Supervisors



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Basic Plan

1.0 Administrative Features

1.1 Plan Format

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

- Base Plan includes:
 - Introduction and administrative features; concept of operations including the principles and methods used to carry out emergency operations; hazards and threats to the 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)
- Support Annexes:
 - The Support annexes detail agency, private sector, nonprofit, community-based organizations (CBO), and government partner coordination-focused efforts that are essential supporting processes and considerations common to most incidents
- Hazard-Specific Annexes:
 - The Hazard-Specific annexes represent a set of procedures based on relevant hazards that are complementary to the EOP and ESFs and will be used during specific, significant emergency situations that require unique planning and coordination due to the outlined hazard

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 Function (ESF) annexes to this plan will describe in more detail response actions 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 this 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 EOP provides a consistent framework for emergency management which includes county management staff and employees; federal, state and city governments; tribal governments; partner agencies, special districts, and school districts; and private and volunteer organizations involved in emergencies. Additionally, this plan provides the structure for activation of the OA EOC during incidents and its use by OA Members.

1.3 County of Riverside/OA EOP Implementation

The following conditions shall result in the activation of emergency response activities in the County of Riverside OA EOP:

- Upon the declaration of a Local Emergency by the County of Riverside Board of Supervisors of , 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 a proclamation of a State of Emergency by the Governor of the State of California, or by persons authorized to act in their stead, affecting and including the County of Riverside
- Upon a Proclamation of a Local Emergency by the County of Riverside Board of Supervisors of , or by persons herein authorized to act in its stead
- Upon the Proclamation of a Public Health Emergency by the County of Riverside Board of Supervisors, or by persons herein authorized to act in its stead
- When the County EOC is activated
- 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 as outlined 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 as outlined under the Master Mutual Aid Agreement



- It is deemed necessary by the Director of the Emergency Management Department or their designee 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 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)
- National Environmental Policy Act of 1969 (42 U.S.C. §§ 4321, *et seq.*)

State

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



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

County

- 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 (MJLHMP); item 3.11 on September 18, 2018
- Resolution 2019-180 adopting the revised County of Riverside Operational Area Emergency Operations Plan on August 6, 2019

1.5 Relationship to Other Plans and References

The County of Riverside Operational Area EOP is the primary document used by the County and the OA to describe emergency management activities from the OA perspective. The EOP provides a conceptual framework for emergency management



planning to support the OA, but not of OA Jurisdictions who need their own EOP that reflects their resources and response capacity.

The EOP explains 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. This includes emergencies or disasters that require resource support from regional, State, Federal, international, private or nonprofit sources outside the immediate control of OA Jurisdictions.

The EOP is not a stand-alone document. Its purpose is to support the emergency plans and procedures of OA Jurisdictions and is designed to be flexible enough that it can be adapted to a changing response environment and to the needs of supporting and requesting organizations. Some of the plans and guidelines this EOP frequently supports 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
- County of Riverside Multi-Jurisdictional Local Hazard Mitigation Plan (MJLHMP)
- Local City Emergency Operations Plans and Procedures
- County of Riverside Operational Area Strategic Plan
- County of Riverside Operational Area Disaster Recovery Plan
- Operational Area Training and Exercise Plan
- Medical and Health Emergency Operations Plan

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 and receive training on the policies and procedures contained within the SOPs/SOGs in support of this EOP.



2.0 Situation and Assumptions

2.1 General Description

Taking its name from the City of Riverside, Riverside County was formed in 1893 from a small portion of San Bernardino County and a larger part of San Diego County.

Although the county marks its political beginnings in 1893, the land was occupied long before Europeans and their descendants entered the areas by several Native American groups including the Serrano's, the Luisenos, the Cupeño's, the Chemehuevi, and the Cahuilla's. One of the first Caucasian travelers through the area was Juan Bautista de Anza who led an overland expedition in 1774.

In the late 18th century, the Spanish mission fathers of San Gabriel (Los Angeles County), San Juan Capistrano (Orange County), and San Luis Rey (San Diego) began colonizing the land and gradually used the interior valley in what is now western Riverside County for raising grain and cattle. During this period, Spain claimed all of California and Mexico.

In the early 1820s, Mexican opposition leaders pronounced themselves free from Spanish rule, and California came under Mexican jurisdiction. The missions and their lands were secularized beginning in 1834 and the land was transferred as "grants" to Californians who were citizens of Mexico. The first land grant in what is now Riverside County, Rancho Jurupa, was given to Juan Bandini in 1838.

In 1848, with the signing of the Treaty of Guadalupe Hidalgo, California became a territory of the United States, and in 1850 California became a state. This event generated a steady flow of settlers into the area, including gold miners, entrepreneurs, health-seekers, speculators, politicians, adventurers, people seeking religious freedom, and individuals who envisioned utopian colonies.

In May 1893, voters living within an area carved from San Bernardino County and San Diego County approved formation of Riverside County. On May 9, 1893, the county officially formed and began charting a course under its newly elected Board of Supervisors. The county's early years were linked to agriculture – yet commerce, construction, manufacturing, transportation, and tourism soon took hold. These industries contributed substantially to the region's rapid growth.

Recent years have brought dramatic population growth. Between 1980 and 1990, the number of residents grew by over 76 percent, making Riverside the fastest-growing county in California. By 1992, the County was home to over 1.3 million residents, more than the entire population of 13 states, among them Maine, Nevada, Hawaii, and New Hampshire. Current population estimates are 2.3 million residents, making Riverside County the fourth largest county by population in the state and 10th largest in the U.S.



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

Riverside County is the fourth largest county in the State of California, stretching nearly 200 miles west to east and comprising over 7,200 square miles of fertile river valleys, low deserts, mountains, foothills, and rolling plains. Riverside County shares borders with densely populated Orange, San Diego, San Bernardino, and Imperial Counties. The county extends from within 14 miles of the Pacific Ocean, as the crow flies, to the Colorado River and La Paz County, Arizona.

Geography

Riverside County is mostly desert in the central and eastern portions of the county and has a Mediterranean climate in the western portion of the County. The County lies inland of Los Angeles County and is bordered by Orange County to the west, San Bernardino County to the north, and San Diego County and Imperial County to the south.

Riverside County extends from the Santa Ana River at the eastern end of the Los Angeles basin, eastward to the Colorado River. It includes the desert regions of the Coachella Valley and Palm Springs, as well as the San Jacinto, Little San Bernardino,



and Santa Rosa mountains. It contains portions of Anza-Borrego Desert State Park and Salton Sea State Recreation Area, as well as most of Joshua Tree National Park. Riverside County has five nationally protected areas: the Cleveland National Forest, Coachella Valley National Wildlife Refuge, and Joshua Tree National Park, a portion of the San Bernardino National Forest and the Santa Rosa and San Jacinto Mountains National Monument. The county has visitors all year round because of the varied climates and ability to visit mountains and deserts all in one day.

The county has a total area of 7,303.13 square miles (18,915.0 km²), of which 7,207.37 square miles (18,667.0 km²) (or 98.69%) is land and 95.76 square miles (248.0 km²) (or 1.31%) is water. At roughly 180 miles (290 km) wide in the east-west dimension, the area of the county is massive. Riverside County is roughly the size of the State of New Jersey in total area. The City of Blythe, adjacent to the Colorado River, is a three-hour drive from the county seat, Riverside.

There are at least three geomorphic provinces: the Inland Empire western portion, the Santa Rosa Mountains communities, and the desert region. Other subdivisions include tribal lands, the Colorado River communities, and the Salton Sea. The Inland Empire area of southern California is made up of the western portion of Riverside County.

Geographically from east to west, Riverside County is mostly desert, with high heat in the summer and comfortable weather in the winter. Most of Joshua Tree National Park is located within the eastern part of the county. Elevations range from 11,499 feet (3,505 m) at the top of the San Geronio Mountain to 220 ft. (-67.1 m) below sea level at the Salton Sea. As you move towards the west, the San Jacinto Mountains separate the desert from the valleys. The summit of Mount San Jacinto stands 10,834 feet above sea level, and the San Jacinto Mountains are the second highest mountain range in Southern California. The Santa Ana River travels from Mt. San Geronio for nearly 100 miles (160 km) through San Bernardino, Riverside, and Orange counties before it eventually spills into the Pacific Ocean at Newport Beach and Huntington Beach. The western portion of the county has a Mediterranean climate and is the most densely populated area. The Santa Rosa Mountains, as well as the Southern California portion of the Sonoran Desert, physically divide Riverside County from San Diego County.

Riverside County is home to a variety of endangered and protected species. Skillful planning and negotiation have resulted in the creation of several large habitat preserves, and the development of a multi-species habitat protection plan (MSHCP) for the western County area. The Plan protects 146 native species of plants, birds and animals and covers 1.26 million acres. The County is also participating in a MSHCP with the Coachella Valley Association of Governments in the Coachella Valley and surrounding mountains.

Famous resort cities of the Coachella Valley such as Indian Wells, La Quinta, Rancho Mirage, Palm Springs, and Palm Desert are located within Riverside County. Riverside County is also home to many famous concerts and sports tournaments. The Coachella



Valley Music and Arts Festival is a two-weekend event that attracts 198 thousand attendees and affects the local economy by over 84 million dollars a year. Stagecoach is a country music festival that attracts about 190 thousand over a three-day period. Coachella is a music festival established musical artists as well as emerging artists and reunited groups and attracts about 750 thousand people over a six-day period. The BNP Paribas Open is the largest professional combined ATP and WTA tennis tournament in the world. It houses 96 single players and 32 teams within the two stadiums.

Another factor that brings people into Riverside County is the agriculture. There is an influx of farm workers according to the crop. Indio is the center of an important date growing region.

In the desert areas, there is an increase in population during the winter by snowbirds. Many of the desert visitors are elderly or retired and may have Access and Functional Needs (AFN) requirements. The term snowbird is used to describe people from the U.S. Northeast, U.S. Midwest, or Canada who spend a large portion of winter in warmer locales such as California, Arizona, Florida, Texas, the Carolinas, or elsewhere along the Sun Belt region of the southern and southwest United States, Mexico, and areas of the Caribbean.

Snowbirds are typically retirees, and business owners having second homes in warmer locations. Business owner snowbirds have businesses that can be easily moved from place to place, such as flea market and swap meet vendors. Many snowbirds travel and use Recreational Vehicles (RVs) as their secondary homes.

Climate

On average, there are 272 sunny days per year in Riverside County. The County average July high is around 95 degrees, and the January low is 43. Riverside County has on average 10 inches of rain per year. The US average is 38. Riverside County average snowfall is one (1) inch. The average US city gets 27 inches of snow per year. The number of days with any measurable precipitation is 30.

Table 2: Riverside County Climate

Climate	Riverside, CA	United States
<u>Rainfall (in.)</u>	11.3	38.1
<u>Snowfall (in.)</u>	0.0	27.8
<u>Precipitation Days</u>	34	106.2
<u>Sunny Days</u>	277	205
<u>Avg. High</u>	94.2	85.8
<u>Avg. Low</u>	42.4	21.7



<u>UV Index</u>	5.7	4.3
<u>Elevation ft.</u>	827	2,443

*Table is current as of December 2022 The information regarding the averages of the County does not accurately reflect the drastic differences in climate between the east and west portions of the County. The east portion of the County has a hot desert climate with average high summer temperatures over 100 degrees Fahrenheit. However, the average high summer temperatures for the west portion of the County are below 95 degrees Fahrenheit. The following charts represent the two sides of the county:

Figure 1: East County Average Annual Temperature

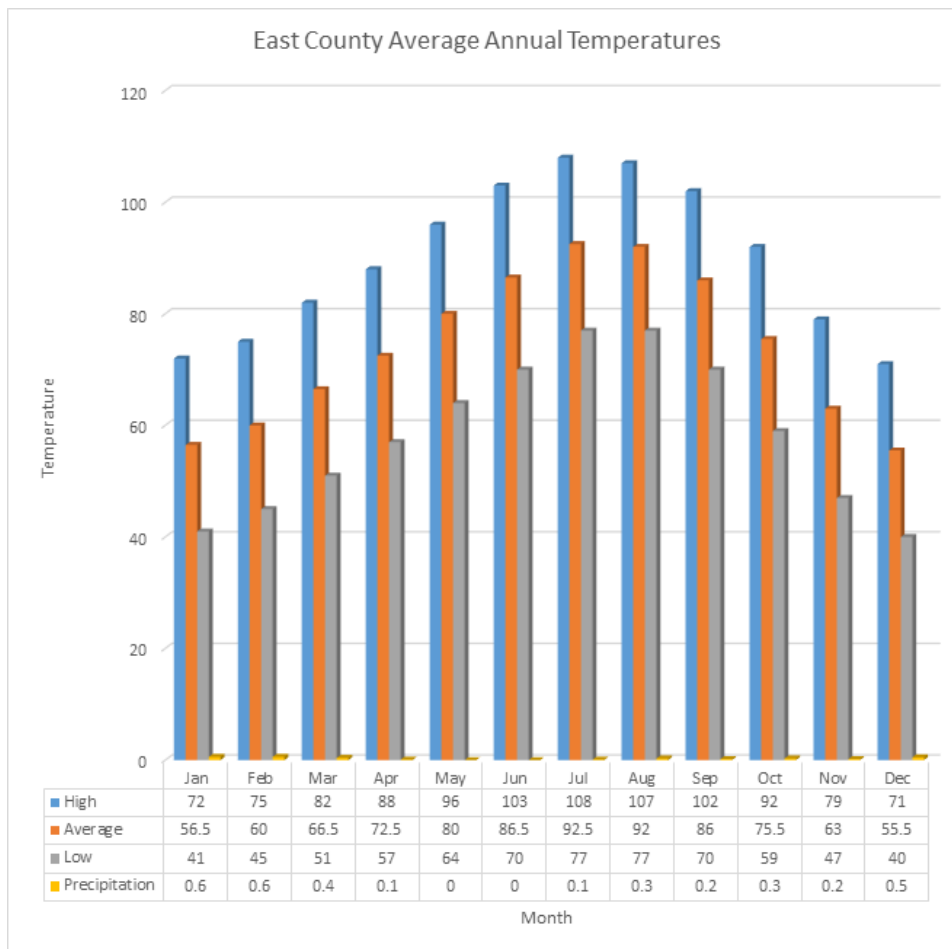




Figure 2: West County Average Annual Temperature:

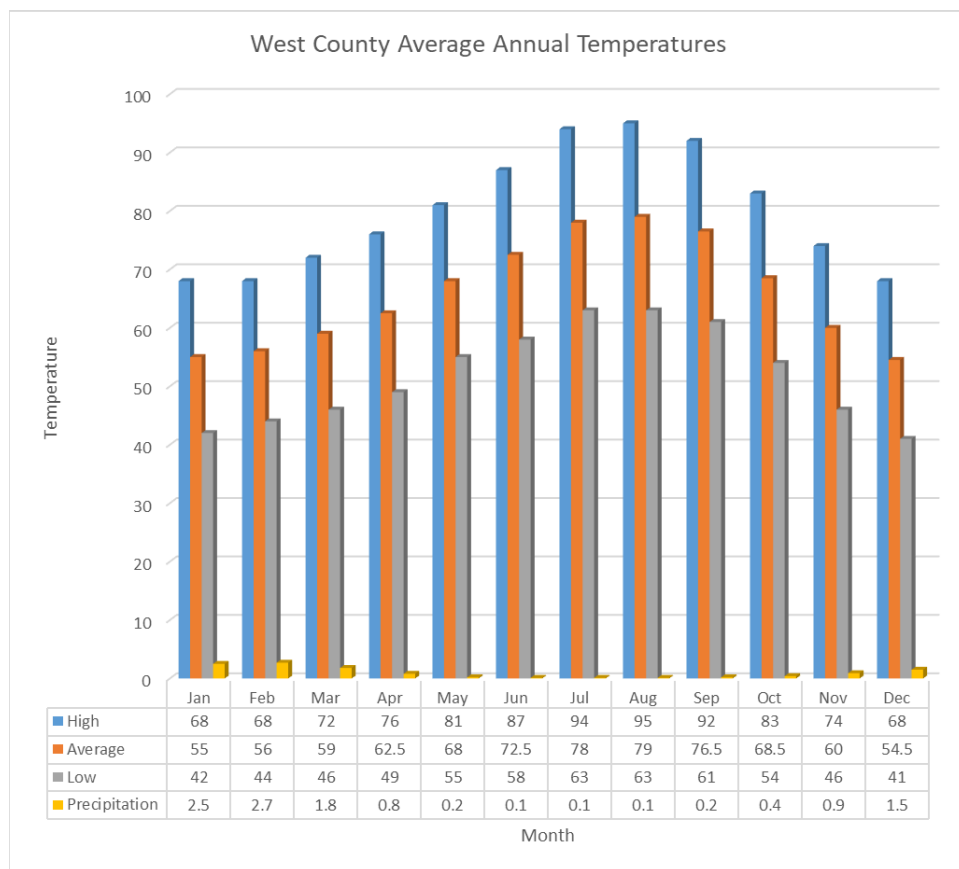
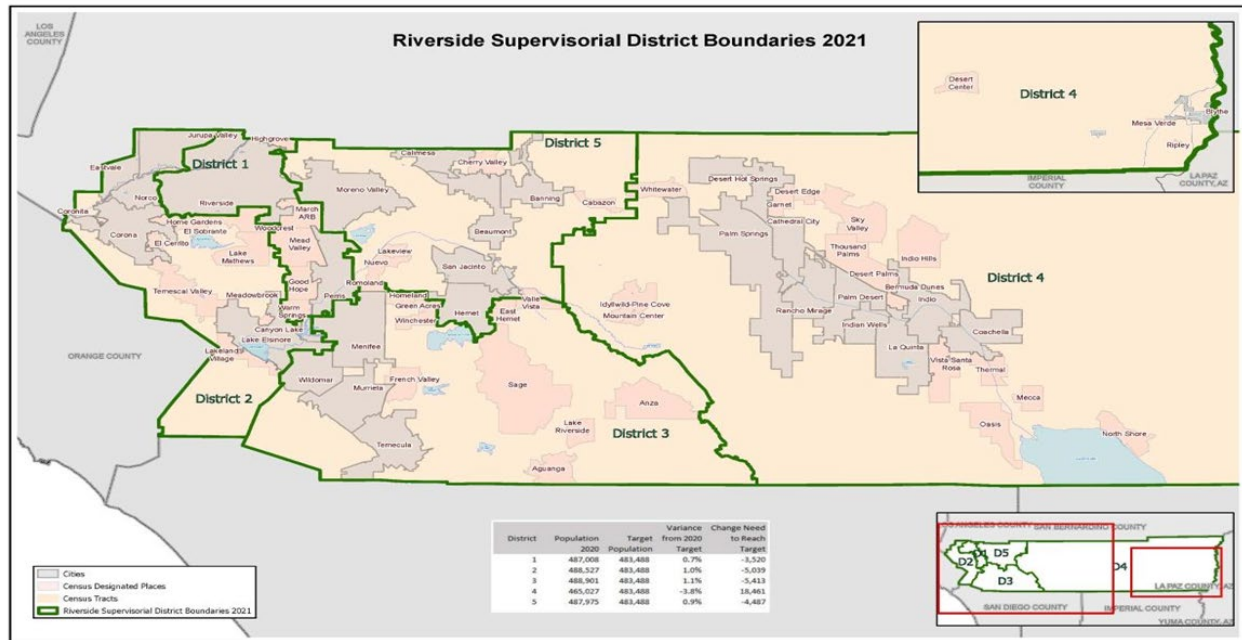




Figure 2.3 County of Riverside Boundaries Map



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 Riverside County are identified in the Multi-Jurisdictional Local Hazard Mitigation Plan (MJLHMP), prepared by the County of Riverside in 2023. Hazard data from the California Office of Emergency Services (Cal OES), Federal Emergency Management Agency (FEMA), and many other sources were examined to determine the 2023 hazard ranking for potential impact.

The hazards included in this EOP were agreed upon by the County of Riverside MJLHMP 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 MJLHMP Steering Committee for the 2024 plan:



NATURAL DISASTER / CLIMATE	RANKING 1-24
EARTHQUAKE	2
FIRE	1
FLOOD	5
AQUEDUCT FAILURE	19
DROUGHT	8
EXTREME WEATHER	7
INSECT INFESTATION	15
LANDSLIDE	14
TORNADO	22
ANTHOPOGENIC / TECHNOLOGICAL	
CIVIL DISORDER	17
COMMUNICATIONS FAILURE	12
CYBER ATTACK/ CYBER TERRORISM	10
DAM FAILURE	13
ELECTRICAL FAILURE	6
HAZARDOUS MATERIALS INCIDENT	9
JAIL/PRISON EVENT	20
NUCLEAR INCIDENT	23
PIPELINE DISRUPTION	21
RADIOLOGICAL INCIDENT	24
TERRORIST EVENT	11
TRANSPORTATION FAILURE	16
WATER SUPPLY DISRUPTION / CONTAMINATION	18
MEDICAL	
EMERGING / RE-EMERGING INFECTIONIOUS DISEASES	3
PANDEMIC	4

2.4 Hazard Situation and Summaries

The top 10 hazards in Riverside County are outlined below and have a hazard-specific



annex accompanying this EOP.

2.4.1 Earthquake

An earthquake is a sudden, rapid shaking of the ground caused by a sudden shift on a fault. For hundreds of millions of years, the forces of plate tectonics have shaped the Earth as the huge plates that form the Earth's surface move slowly over, under, and past each other. Sometimes the movement is gradual. At other times, the plates are locked together, unable to release the accumulating energy. When the accumulated energy grows strong enough, the plates break free causing the ground to shake. Most earthquakes occur at the boundaries where the plates meet; however, some earthquakes occur in the middle of plates.

Where earthquakes have struck before, they can strike again, often without warning. The major form of direct damage from most earthquakes is damage to building construction. Bridges are vulnerable to collapse and dam failure may generate major downstream flooding. Buildings vary in susceptibility depending on their construction and the types of soils on which they are built. Earthquakes destroy utility infrastructure which, in turn, may set off fires, hinder rescue efforts, and impact normal functions for an extended period. The hazard of earthquakes varies from place to place depending on the regional and local geology. Ground shaking may occur 65 miles or more from the epicenter (the point on the ground surface above the focus). Ground shaking can change the mechanical properties of some fine grained, saturated soils, where upon the soils liquefy and act as a fluid (liquefaction).

Most earthquake related injuries result from collapsing walls, flying glass, and falling objects resulting from shaking ground and structures. 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 Wildland Fire

An unplanned, unwanted wildland fire including unauthorized human-caused fires, escaped wildland fire use events, escaped prescribed fire projects, and all other wildland fires where the objective is to put the fire out.

Source: <https://community.fema.gov/ProtectiveActions/s/article/Wildfire-What>

Public Resources Code §4114 and §4130 authorize the State Board of Forestry and Fire Protection (Board) to establish a fire plan which, among other things, establishes the levels of statewide fire protection services for State Responsibility Area (SRA) lands. These levels of service recognize other fire protection resources at the federal and local



level that collectively provide a regional and statewide emergency response capability. In addition, California's integrated mutual aid fire protection system provides fire protection services through mutual aid agreements for fire incidents across all ownerships where structures and other human development are more concentrated.

The California Fire Plan is the state's road map for reducing the risk of wildfire. The Fire Plan is a cooperative effort between the State Board of Forestry and Fire Protection and the California Department of Forestry and Fire Protection. By placing the emphasis on what needs to be done long before a fire starts, the Fire Plan looks to reduce firefighting costs and property losses, increase firefighter safety, and to contribute to ecosystem health.

2.4.3 Emerging/Re-emerging Infectious Diseases

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 in the near future. Emerging and re-emerging infectious diseases are new, new to the area, reappearing in the area after being fairly dormant, or a strain has become resistant to antibiotics. These illnesses are caused by bacteria, viruses or fungi that have entered into the body and began to multiply. Infectious diseases can be spread throughout the County population in a number of different ways:

- Vector (Bug bites)
- Person to person
- Contaminated food water or soil

2.4.4 Pandemic

A disease outbreak can cause illness and result in significant casualties. Since 1900, there have been four influenza pandemics that killed approximately 600,000 people in the United States. Most recently, COVID-19 was discovered in December 2019 in Wuhan, China. It is highly contagious and has quickly spread around the world. Due to the nature of this virus (Novel to humans), there was little to no immunity among the population, and it took approximately one year to produce a vaccine that could combat the virus. Hospitalizations and deaths were most pronounced in those 65 and older, and those with underlying medical conditions.

2.4.5 Floods

A flood is defined as an overflowing of water onto an area of land that is normally dry. Floods generally occur from natural causes, usually weather-related, often in conjunction with a prolonged period of seasonal precipitation or with sudden and very heavy rain falls. Flooding can also result from failure of a dam impoundment, either through human-caused or natural events. Dam break floods are usually associated with intense rainfall or prolonged flood conditions. In the Riverside County area, a major earthquake could cause a dam failure. In a dam failure scenario, the greatest threat to life and property



typically occurs in those areas located immediately below the dam since flood depths and discharges generally decrease as the flood wave moves downstream.

Floods are generally classed as either slow-rise or flash floods. Slow-rise floods may be preceded by a warning time lasting from hours to days, or possibly weeks. Evacuation and sandbagging for a slow rise flood may lessen the flood-related damage. Conversely, flash floods are characterized by extremely short warning times.

2.4.6 Electrical Failure

California continues to experience both population growth and weather cycles that contribute to a heavy demand for power. Climate change may also increase California's vulnerability to energy shortage hazards, as frequency and severity of natural hazards such as Extreme Weather in the form of Extreme Heat become more frequent, this could challenge the National Grid's ability to provide power through extended heatwaves when demands for climate-controlled environments are needed by the public. Predicted increases in heat waves, as well as increasingly severe winter storms, will put ever greater strain on California's electricity system.

Source: <https://www.caloes.ca.gov/wp-content/uploads/Preparedness/Documents/Extreme-Temperature-Response-Plan-2022-v3.pdf>

Hydro-generation provides approximately 20 percent of California's electric power, with the balance coming from fossil fuels, nuclear, and renewable sources. Rotating outages and/or blackouts such as those experienced in August of 2020 can occur due to losses in transmission or generation and/or extremely severe temperatures that lead to heavy electric power consumption.

The electric power industry does not have a universal agreement for classifying disruptions. Nevertheless, it is important to recognize that different types of outages are possible so that plans may be made to handle them effectively. Electric power disruptions can be generally grouped into two categories: intentional and unintentional.

There are four types of intentional disruptions:

1. Planned [Maintenance/Public Safety Power Shutoffs (PSPS)]
2. Unscheduled (Repair)
3. Demand-Side Management
4. Load Shedding (Rotating)

Unintentional or unplanned disruptions are outages that come with essentially no advance notice. This type of disruption is the most problematic. The following are categories of unplanned disruptions:

- Accident by the utility, utility contractor, or others



- Malfunction or equipment failure due, for example, to age, improper operation, excessive operation, or manufacturing defect; special subcategories cover broken fuse links and underground cable, joint, or termination failures
- Equipment overload (utility company or customer)
- Reduced capability (equipment that cannot operate within its design criteria)
- Tree contact other than from storms
- Vandalism or intentional damage
- Weather, including ice/snow, lightning, wind, earthquake, flood, and broken tree limbs taking down power lines
- A wildfire that damages transmission lines

2.4.7 Extreme Weather

Extreme weather hazards in Riverside County include:

- Extreme Heat
- Severe Cold
- Wind Event
- Fog Event
- Agricultural Event

Climate Change can impact weather patterns within the County. Climate changes can increase or change effects of weather. Some changes may include reduced water supply, increased temperatures, decreased precipitation and increased wildfire risks.

The National Climate Data Center (NCDC) receives Storm Data from the National Weather Service (NWS). The NWS receives their information from a variety of sources, which include but are not limited to county, state and federal emergency management officials, local law enforcement officials, SKYWARN spotters, NWS damage surveys, newspaper clipping services, the insurance industry and the general public.

2.4.8 Drought

A drought is a long period of extremely dry weather when there is not enough rain for the successful growing of crops or the replenishment of water supplies.

Drought is a gradual phenomenon. Normally, one dry year does not constitute a drought in California but rather serves as a reminder of the need to plan for droughts. California's extensive system of water supply infrastructure (reservoirs, groundwater basins, and interregional conveyance facilities) generally mitigates the effects of short-term dry periods for most water users.

Drought can have secondary impacts. For example, drought is a major determinant of wildfire hazard, in that it creates greater propensity for fire starts and larger, more prolonged fires fueled by excessively dry vegetation, along with reduced water supply for firefighting purposes. Drought is also an economic hazard. Significant economic impacts on California's agriculture industry can occur as a result of short- and long-term drought conditions; these include hardships to farmers, farm workers, packers, and shippers of



agricultural products. In some cases, droughts can also cause significant increases in food prices to the consumer due to shortages.

Past experience with California droughts tells us that drought impacts are felt first by those most dependent on or affected by annual rainfall – agencies fighting forest fires, ranchers engaged in dryland grazing, rural residents relying on wells in low yield rock formations, or small water systems lacking a reliable water source.

The driest single year in California's measured hydrologic history is 1977. 1977 was characterized as a "year with no water," but 2020-2021 was a "hotter year with no water," because of the combination of low precipitation with extremely high temperatures.

California Water Resources noted that the dry year is part of a larger California drought trend that has spanned the past three years. In May 2021, Governor Gavin Newsom expanded the state's drought emergency to cover 30 percent of the population, citing extreme "water shortages." Climate scientists studying California weather patterns find that drought conditions are likely to become more frequent and persistent over the 21st century due to climate change. The experiences of California during recent years underscore the need to examine more closely the state's water storage, distribution, management, conservation, and use policies.

2.4.9 Hazardous Material Incident

Hazardous materials (Hazmat), consist of substances that by their nature, lack of containment, and reactivity, have the capability for inflicting harm. Hazmat poses a threat to health and the environment when improperly managed. Hazmat can be toxic, corrosive, flammable, explosive, reactive, an irritant, or a strong sensitizer. Hazmat substances also include certain infectious agents, radiological materials, oxidizers, oil, used oil, petroleum products, and industrial solid waste substances.

Hazardous materials can pose a threat where they are manufactured, stored, transported, or used. They are used in almost every manufacturing operation and by retailers, service industries, and homeowners.

Hazardous material incidents are one of the most common threats to public health and the environment. Incidents may occur as the result of natural disasters, human error, terrorism, and/or accident.

Hazmat incidents typically take five forms:

1. Fixed facility incidents
 - Laws require those facilities to notify state and local authorities about what is being used or produced there and incidents with the materials can be planned for
2. Transportation incidents
 - Transportation incidents are more difficult to prepare for because it is impossible to know what material(s) could be involved until an accident occurs
3. Pipeline incidents



- Pipelines carry natural gas and petroleum. Breakages in pipelines carry differing amounts of danger, depending on where and how the break occurs, and what is in the pipe

4. Terrorism incidents (or suspected Terrorism)

- Intentional acts involving violence and/or the threat of violence (Similar to transportation incidents, these occurrences are more difficult to prepare for due to unknown locations and substances)

5. Illegal Disposal/Abandonment

- Similar to transportation incidents, these occurrences are more difficult to prepare for due to unknown locations and substances

2.4.10 Cyber Attack / Cyber Terrorism

Cyber-terrorism is the use of computer network tools to shut down critical government infrastructures such as energy, transportation, and government operations, or to coerce or intimidate a government or civilian population. The premise of cyber-terrorism is that as nations and critical infrastructure (CI) became more dependent on computer networks for their operation, new vulnerabilities are created. A hostile nation or group could exploit these vulnerabilities to penetrate a poorly secured computer network and disrupt or even shut down critical public or business operations.

The goal of cyber terrorism is believed to be aimed at hurting the economy of a region or country, and to amplify the effects of a traditional physical terrorist attack by causing additional confusion and panic.

2.5 Planning Assumptions

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

- California SEMS requires the County of Riverside 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 Management/Operational Area Coordinator (DEM/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.
 - 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 is longer in duration than an incident. Disasters bring severe damage, destruction, and loss of life. These may occur with little or no warning and may develop from an incident or may develop from natural, technological or a human-caused hazard.

Cascading disasters are occurrences that result from the initial disaster and are of concern. Examples of these events 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 whose impact is extensive in property damage, loss of life, and environmental damage which can disrupt



a community's daily life. Catastrophes require extensive outside aid from state and federal resources. 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	
Incident	• Single event • Short in duration • Local resources are sufficient • Routine event • Threat to life, property, and environment • Usually few agencies are involved • Emergency Proclamation is not likely • Limited disruption and short-term effect
Disaster	• Potential for a Local and/or State Emergency Proclamation • Single or multiple events • Local resources may be exhausted, and additional aid may be required • Increased threat to life, property, and environment • May disrupt a community's daily life • Potential to affect widespread population and geographic area • Longer in duration • Emergency operations center may be activated to provide centralized coordination of department and incident support functions, as well as initial recovery operations
Catastrophe	• Local and State Emergency Proclamation • Potential for Federal Declaration of Emergency • May include multiple, simultaneous disasters • Many community structures and services can be destroyed or impacted • Potential to affect the entire nation • Potential to exhaust state and local resources • Extensive national and international aid may be required • Long in duration • Significant loss of life and property • Long term disruption to a community's daily life



3.0 Concept of Operations (ConOps)

The Concept of Operations serves to describe the strategy to be used in completing specific incident or hazard-specific objectives. It identifies the organizational structure, coordination, key stakeholders, resources, and special considerations pertaining to the incident or hazard.



Community Lifelines

Community Lifelines are resources that serve to enable the continuous operation of whole communities and critical government and business functions during a disruption of essential services. Lifelines provide a connection to the critical and most fundamental services needed during an incident and in recovery stages.

As part of the ConOps, the Community Lifeline construct will be prioritized as they are essential to human health and safety and/or economic security.

The construct below details the Lifeline components.



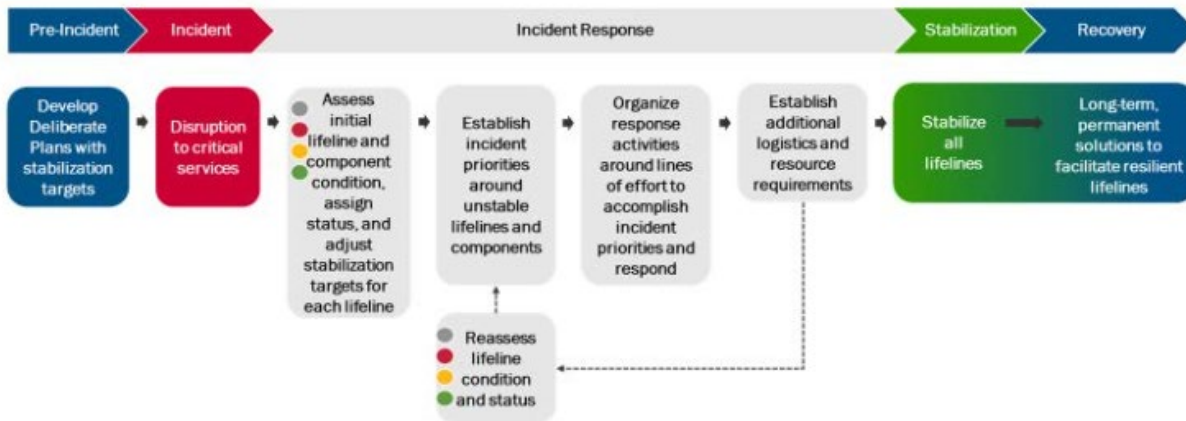
Riverside County
Emergency Operations Plan





Role of Lifelines in Incident Response

Lifelines provide a frame of reference that assists responders with root cause analysis, assessing conditions, identifying interdependencies, and organizing lines of communication. Lifelines drive incident responses as they help responders to establish priorities and maintain the response until the lifelines are stabilized. The Process Below details the response implementation, steered by Lifelines:



Version 2.0 - 11/2019

3.1 Multi-Jurisdictional Local Hazard Mitigation Plan (MJLMP) Goals & Objectives

Goal 1: Reduce Loss of Life and Injuries

Objective 1.1: Provide timely notification and direction to the public in preparation for imminent and potential hazards.

Objective 1.2: Protect public health and safety through mitigation, preparing for, responding to, and recovering from the effects of natural, technological or human-caused disasters.

Objective 1.3: Reduce hazard impacts and protect life, property and the environment from damages.

Objective 1.4: Improve understanding of the type, location and effects of hazards and vulnerabilities, as well as measures needed to protect life.

Goal 2: Reduce Hazard Related Property Losses



Objective 2.1: Encourage new development to occur in locations that avoid or minimize exposure to hazards. Continue to utilize County Ordinance 458, in concerns to NFIP and flood hazard areas and County Ordinance 460, in concerns to land use.

Objective 2.2: Reduce hazard related property losses by enforcing strong building codes.

Objective 2.3: Reduce repetitive losses for fire, flood, and earthquakes by encouraging protective measures and by anticipating future events.

Objective 2.4: Reduce hazard impacts to critical facilities, utilities and services through the implementation of low-cost mitigation strategies.

Objective 2.5: Continue to strengthen land use regulations in high hazard areas

Goal 3: Protect the Environment

Objective 3.1: Mitigate the impact of recurring drought conditions that impact both ground water supply and the agricultural industry.

Objective 3.2: Reduce hazards that adversely impact habitats, especially in regions with endangered species.

Goal 4: Maintain Coordination of Disaster Planning and Integrated Public Policy

Objective 4.1: Incorporate changes within Cal OES and FEMA that may affect public policy and planning.

Objective 4.2: Incorporate mitigation related activities into other disaster planning mechanisms, such as the Riverside County General Plan and Capital Improvement Plan.

Goal 5: Improve Community and Agency Awareness

Objective 5.1: Increase public threat awareness in concerns to the nature and extent of hazards they may be exposed to and where they can occur.

Objective 5.2: Improve mitigation and hazard related outreach to businesses, county departments, and stakeholders to increase their understanding of the threats within the county and actions they can take to reduce those hazard impacts.

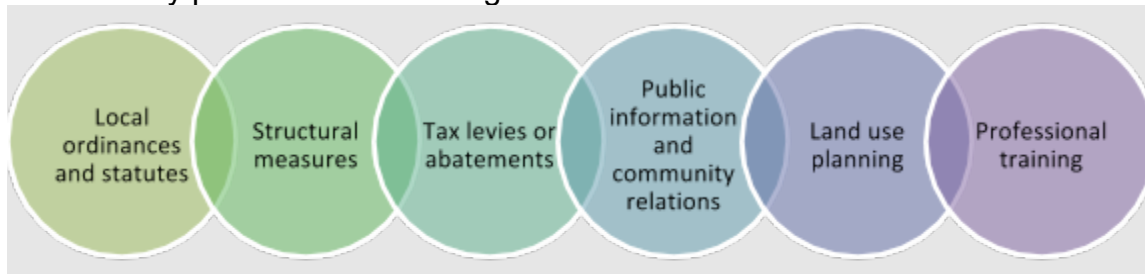
3.2 Phases of Emergency Management

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.



3.2.1 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:



3.2.2 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
- 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.

3.2.3 Response Phase

The emergency response phase can be further broken down into:

- Pre-Emergency Response
- Emergency Response
- Sustained Emergency Response

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 organization leadership and partners
- Identifying and requesting mutual aid
- Proclaiming a local emergency

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 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 accessible mass notification and evacuation instructions to all 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 districts, school districts, state government federal government and private and nonprofit sectors
- Assist and provide with request of mutual aid of personnel and resources
- Functions as the broker of scarce resources within the OA
- 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 prioritization, 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

When local resources are overwhelmed and additional resources are required, requests for mutual aid will be initiated through the County of Riverside Emergency Management Department Duty Officer or the County of Riverside OA EOC (if activated). Fire and law enforcement agencies will request mutual aid directly through established mutual aid agreements. If required, the State of California, Governor's Office of Emergency Services (Cal OES) may be requested by 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 County of Riverside OA EOC may be activated to coordinate emergency activities for jurisdictions within the 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 County of Riverside OA EOC. If the Governor requests and receives a Presidential Declaration of an Emergency, or a Major Disaster under Public Law 93-288, they 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. Mass care, relocation, registration of displaced persons, family reunification, resource procurement, and damage assessment operations will be initiated while continuing life and property protection operations.

3.2.4 Recovery Phase

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



3.3 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 sector, nonprofit sector, 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 Disaster 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
- Resiliency of “the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk”

3.4 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, as well as 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.



3.5 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.

3.6 Incident Command System (ICS)

The Incident Command System (ICS) – which is 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
- 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.

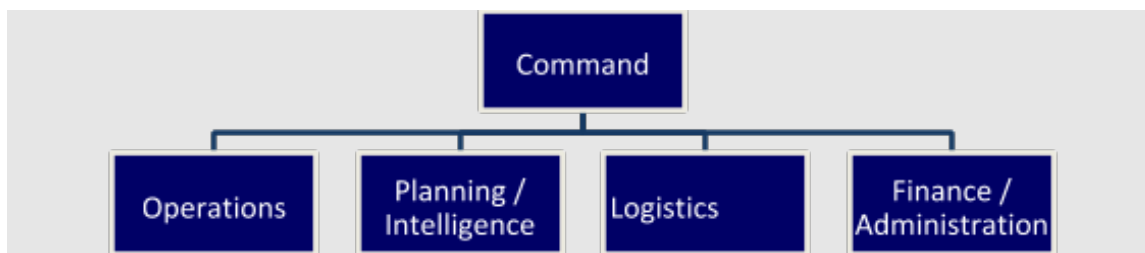


3.7 SEMS Organizational Levels

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

3.7.1 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: Command, Operations, Planning/Intelligence, Logistics, Finance/Administration



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.

3.7.2 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
- Identifying all departments and agencies involved in field level response
- Identifying departments and agencies with DOCs



- Coordinating with other local governments, the operational area, volunteer agencies, and private agencies on development of SEMS
- Ensuring SEMS is incorporated into the County of Riverside Operational Area Emergency Operations Plan and procedures
- Ensuring SEMS is incorporated into the County of Riverside emergency ordinances, agreements, memoranda of understanding, etc.
- Identifying special districts that operate or provide services within the boundaries of Riverside County (The emergency role of these special districts should be determined and provisions made for coordination during emergencies)
- Identifying local volunteer and private agencies that have an emergency response role – Contacts should be made to develop arrangements for coordination in emergencies

3.7.3 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 County of Riverside OA
- Serving as the coordination and communication link between the local governments within the County of Riverside OA and the regional level
- Using multi-agency or inter-agency coordination to facilitate decisions for overall operational area level emergency response activities

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

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

- A local government within the operational area has activated its EOC and requested activation of the OA EOC to support their emergency operations
- 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, not including resources used in normal day-to-day operations that are obtained through existing mutual aid agreements
- The OA has received resource requests from outside its boundaries, not including resources used in normal day-to-day operations which are obtained through existing mutual aid agreements

The County of Riverside 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:

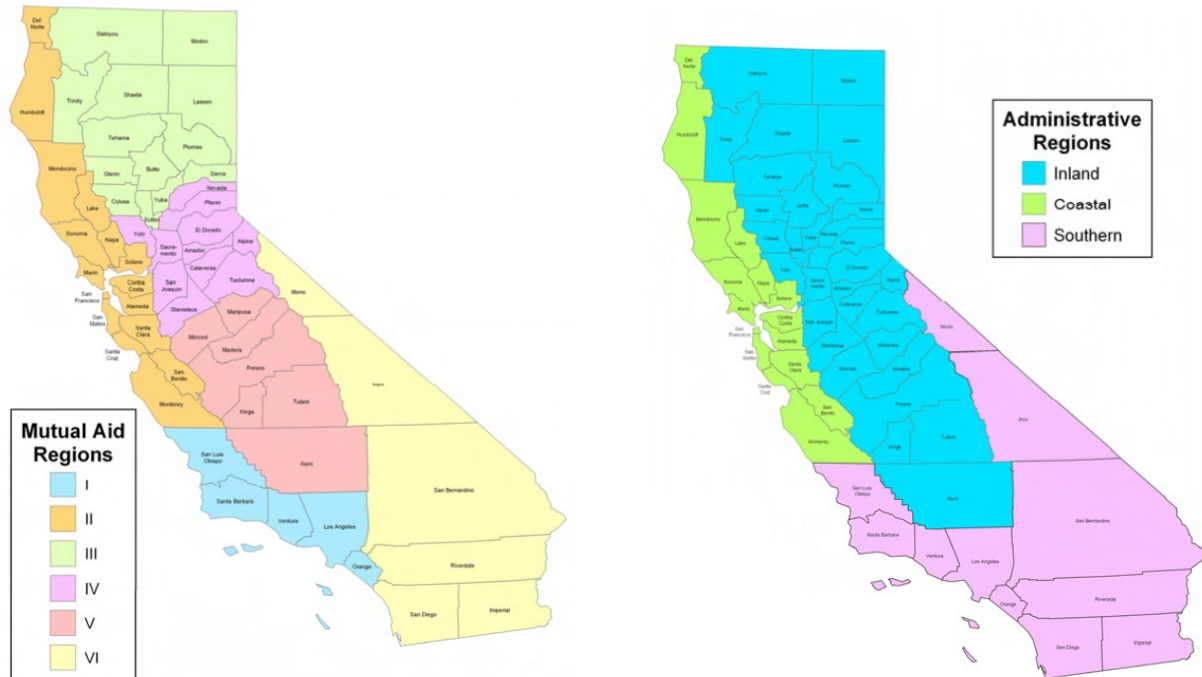
- Use SEMS when a local emergency is declared or proclaimed, or the local government EOC is activated
- Establish coordination and communications with Incident Commander(s) either through DOCs to the EOC or directly to the EOC
- Use existing mutual aid systems for coordinating fire and law enforcement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

3.7.4 Regional Level

The regional level manages and coordinates information and resources among operational areas. Cal OES has divided California into three Administrative Regions – Inland, Coastal and Southern – which are further divided into six mutual aid regions. Riverside County is in the Southern Administrative Region, and in Mutual Aid Region VI, which includes the counties of San Diego, Imperial, 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



3.7.5 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.

3.7.6 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 (ESFs) 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.



3.8 SEMS Organization

SEMS has several features based on the Incident Command Organizational/Response Level System (ICS). The field response level uses functions, principles, 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 (AAR); 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.

3.8.1 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 elements 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. 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 could be confusing to incoming agencies

Functions directly under Management, such as liaison, safety, and public information, should not be combined due to the importance and specific nature of each function.



- **Organizational Unity and Hierarchy of Command:** Organizational unity means that 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.
- **Accountability:** An important feature of ICS applicable to all SEMS levels is 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 performing their duties 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 resource 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:** The Response Information Management System (RIMS) was developed to achieve integrated communications between all EOC Management System levels of SEMS. RIMS is an internet-based system used to coordinate and manage the State's response to disasters and emergencies. Reporting of information and tracking resources is automated by RIMS. RIMS was developed by the Office of Emergency Services 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.

3.8.2 EOC Activation Levels

Management Watch is often used during the initial stage of response activities for the Operational Area response without an OA emergency proclamation but can also be used as a step down from an EOC activation. Management Watch can be performed virtually with Management Watch representatives communicating from different locations. Management Watch requires Management Watch staff to collect and analyze situation information for executive decision. County of Riverside EMD 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:

- Determine level of staffing needed for Management Watch
- Determine if Management Watch can be performed virtually
- Recall County/OA EOC staff or place staff on standby 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 Public Information Officer (PIO)
- 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	CRITERIA	STAFFING LEVEL
1 (MAJOR)	Natural or man caused events with widespread damage and/or greater than 1000 people affected involving multiple jurisdictions or districts. These events can be caused by the hazards identified in the EOP Section 2.3 Hazard Analysis (page 7) and in the County of Riverside Operational Area Multi-Jurisdictional Local Hazard Mitigation Plan (MJLHMP) 5.0-Risk Assessment (page 167)	•Management Staff •Section & Deputy Chiefs •All Branches •Units, as necessary
2 (MODERATE)	Natural or man caused events without widespread damage but involving two jurisdictions or districts with 500 to 1000 people affected. These events can be caused by the hazards identified in the EOP Section 2.3 Hazard Analysis (page 7) and in the MJLHMP 5.0-Risk Assessment (page 167)	•Management Staff •Section & Deputy Chiefs •Branches, as necessary •Units, as necessary
3 (MINOR)	Natural or man caused events impacting one jurisdiction or district with 50 to 500 people affected and little to no damage. These events can be caused by the hazards identified in the EOP Section 2.3 Hazard Analysis (page 7) and in the MJLHMP 5.0-Risk Assessment (page 167)	•Management Staff •Section & Deputy Chiefs •Branches as necessary •Units as necessary
MANAGEMENT WATCH	Management Watch is often used during the initial stage of an EOC activation level but can also be used as a step down from any level. Management Watch can also be used for planned community events, national/state security issues, and special or unusual events	•Duty Chief •Duty Officer •Other County staff as necessary

Please note - this Activation Levels Chart should be used as a guide and the complexities of each event will drive the determination of the activation levels to meet staffing needs. These activation levels align with the State of California and the Federal Emergency Management Agency. See 2017 [California State Emergency Plan](#) for further guidance.



3.9 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.

3.9.1 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 County of Riverside OA EOC.

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

3.9.2 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.

3.9.3 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 County of Riverside OA EOC.



3.10 EOC Action Plans

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

Action planning is an important management tool that involves:

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

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

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

3.11 After-Action/Corrective Action Reports

The California Code of Regulations Title 19, Division 2, Chapter 1, Article 8, Section 2450 (a) requires the submission of After-Action Reports to the California Office of Emergency Services within 90 days of the close of an incident period for locally declared emergencies for which the governor proclaims a state of emergency.

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
- Identifies, documents, and facilitates corrective action for implementing and tracking improvements to existing emergency response and recovery efforts

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



3.12 Coordination with Emergency Response Levels

3.12.1 Coordination with Field Response Level

Coordination among SEMS levels is clearly necessary for effective emergency response. In a major emergency, County of Riverside 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 County of Riverside OA EOC is directly supporting Incident Command teams, the EOC is operating in a centralized coordination and support mode.

3.12.2 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. OA partner organizations are encouraged to use WebEOC to improve OA coordination.

3.12.3 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 County of Riverside OA EOC to facilitate coordination and communication with the various entities it serves, through appropriate mode of communications.

3.12.4 Coordination with Volunteer and Private Sector Agencies

County of Riverside 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 (FBO), and community-based organizations. These agencies may assign a member of their organization to the County of Riverside OA EOC as an Agency Representative. Some agencies may have several personnel participating in functional elements in the County of Riverside OA EOC, e.g., Red Cross personnel may be part of the staffing for the Care and Shelter Unit of the County of Riverside OA EOC.

County of Riverside 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 County of Riverside OA EOC. Coordination with volunteer and private agencies that do not have representatives at an EOC may be accomplished through telecommunications, liaison with community councils that represent several agencies, or involvement of agencies in special multi-agency groups on specific issues.

3.13 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).

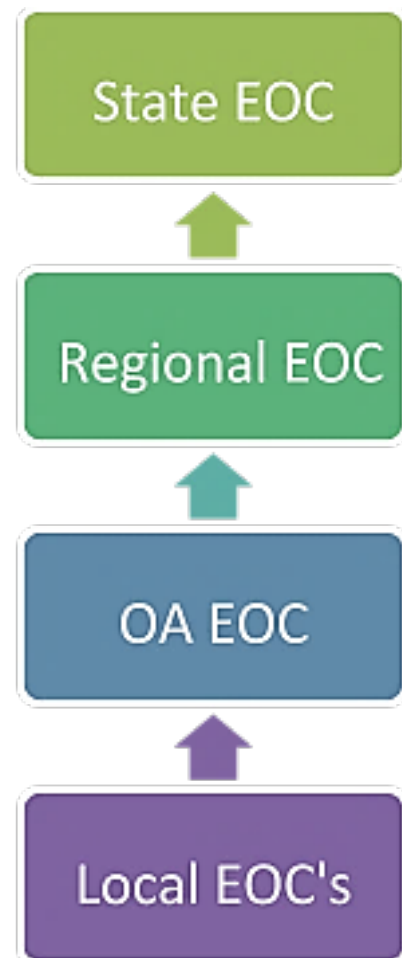
Emergency mutual aid response and recovery activities are generally conducted at the request and under the direction of the affected local government. Some emergency responses are led by designated State agencies that will be assigned authority at those emergencies or disasters.



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.

3.13.1 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. The County of Riverside 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
- Riverside Operational Area Agreement



3.13.2 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.

3.13.3 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.

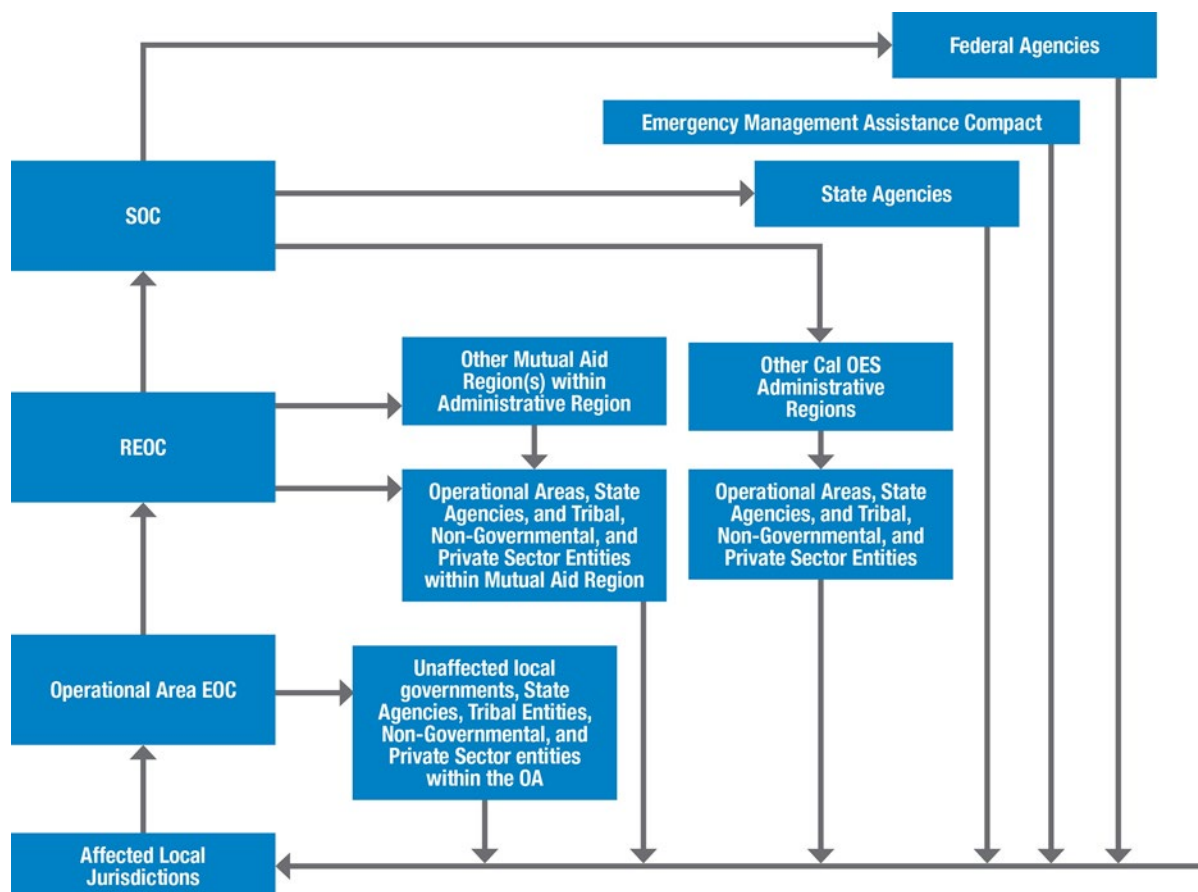
3.13.4 Mutual Aid Coordinators

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



Figure: Discipline Specific Mutual Aid System



3.13.5 County of Riverside/OA Mutual Aid Requests

Cities within the County of Riverside will make mutual aid requests through the County of Riverside 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 County of Riverside OA EOC.

3.14 County of Riverside Emergency Organization

The California Emergency Services Act requires the County of Riverside to manage and coordinate the overall emergency response and recovery activities within its jurisdiction. The County Director of Emergency Services, per County of Riverside 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 County of Riverside 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.

3.14.1 County of Riverside EOC Staff and Positions

3.14.1.1 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. See Appendix E for graphic depiction of chart.

Table 3.13.1.1

EOC Position	Definition	Position Staffing
EOC Director	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 manages and coordinates the county's emergency response	County of Riverside Executive Office or County of Riverside Emergency Management Department when delegated.
Deputy EOC Director	The Deputy EOC Director oversees EOC activities in the absence of the EOC Director	County of Riverside Executive Office or County of Riverside Emergency Management Department
EOC Manager	The EOC Manager is responsible for the overall function of the County OA EOC facility	County of Riverside Emergency Management Department
Deputy EOC Manager	The Deputy EOC Manager oversees the overall function of the County OA	County of Riverside Emergency Management Department



EOC Position	Definition	Position Staffing
	EOC in the absence of the EOC Manager	
Policy Group	The Policy Group provides executive level oversight during a disaster	Executive Office (Executive Officer and all Assistant Executive Officers). County of Riverside Emergency Management Department
Safety Officer	The Safety Officer ensures Emergency Operations Center facility and EOC personnel safety	Human Resources
Security Officer	The Security Officer ensures the security of the facility and personnel	County of Riverside Office of the District Attorney
Liaison Officer	The Liaison Officer facilitates ongoing communication with partner agency representatives	County of Riverside Emergency Management Department
Public Information Manager	The Public Information Manager 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	County of Riverside Emergency Management Department County of Riverside Department of Public Social Services Riverside University Health System - Public Health Riverside County Department of Animal Services



3.14.1.2 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 each 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. The table below shows the organizational structure for the Operations Section. See Appendix E for graphic depiction of chart.

Table 3.13.1.2

EOC Position	Definition	Position Staffing
Operations Chief	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	County of Riverside Emergency Management Department
Deputy Operations Chief	The Deputy Operations Chief serves as the Operations Chief in their absence	County of Riverside Emergency Management Department
Fire and Rescue Branch Director	The Fire and Rescue Branch Director coordinates functions assigned to the Fire and Rescue Branch and obtains and shares incident information between the Incident Command Post (ICP) and the EOC	CAL FIRE/ Riverside County Fire Department
Fire Conflagration Unit	The Fire Conflagration Unit provides the EOC with intelligence regarding fire conflagrations	CAL FIRE/Riverside County Fire Department
Urban Search and Rescue Unit	The Urban Search and Rescue Unit supports Urban Search and Rescue response operations	CAL FIRE/Riverside County Fire Department
Hazardous Materials Unit	The Hazardous Materials Unit supports hazardous	Riverside County Department of



EOC Position	Definition	Position Staffing
	material incident response and recovery operations	Environmental Health or CAL FIRE/Riverside County Fire Department Hazardous Materials Unit
Law Enforcement Branch Director	The Law Enforcement Branch Director supports the development of alert and warning messages and provides intelligence regarding road closures and evacuations	Riverside County Sheriff's Department
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 shelter-in-place, evacuation, and re-entry.	Riverside County Sheriff's Department
Medical and Health Branch Director	The Medical and Health Branch Director coordinates with the	Riverside University Health System - Public Health or County of Riverside



EOC Position	Definition	Position Staffing
	Medical Health Department Operations Center (MH DOC) and coordinates response activities within the county Medical Health System	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 County of Riverside Emergency Management Department
Emergency Medical Services (EMS) Unit	The EMS unit gathers data, communicates, and coordinates with the MH DOC regarding pre-hospital provider status, communication, and resources.	County of Riverside Emergency Management Department
Behavioral Health Unit	The Behavioral Health Unit coordinates behavioral health staffing at shelters and other locations to meet the psychological needs of the public, and 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	County of Riverside Department of Environmental Health
Mass Care and Shelter Branch Director	The Mass Care and Shelter Branch Director coordinates the assessment of mass care	County of Riverside Department of Public Social Services



EOC Position	Definition	Position Staffing
	needs as well as short and long-term housing requirements for the community	
Whole Community Assessment Unit	The Whole Community Assessment Unit coordinates with shelter managers to ensure whole community needs are met	County of Riverside 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	County of Riverside 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	County of Riverside Office on Aging
Parks and Open Space Unit	The Parks and Open-Space Unit coordinates the use of parks and open spaces for mass care and shelter, and the monitoring and protection of natural resources	County of Riverside Parks and 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	County of Riverside 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	Riverside County Department of Animal



EOC Position	Definition	Position Staffing
	animal care and shelter and communicates with field personnel	Services
Construction and Engineering Branch Director	The Construction and Engineering Branch Director ensures timely communication and coordination between the EOC and field personnel	County of Riverside Transportation and Land Management Agency
Infrastructure Assessment Unit	The Infrastructure Assessment Unit assesses County infrastructure and prioritizes resource allocation	County of Riverside Transportation and Land Management Agency
Infrastructure Restoration Unit	The Infrastructure Restoration Unit coordinates infrastructure restoration within the County	County of Riverside 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	County of Riverside 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
Transportation Assessment Branch Director	The Transportation Assessment Branch Director is responsible for the assessment, coordination, and utilization of County transportation resources	County of Riverside Transportation and Land Management Agency
Ground Route Restoration Unit	The Ground Route Restoration Unit coordinates re-establishing ground routes with private, local, state, and federal	County of Riverside Transportation and Land Management Agency



EOC Position	Definition	Position Staffing
	agencies	
Rail Route Restoration Unit	The Rail Route Restoration Unit coordinates with private, local, state, and federal agency stakeholders who have a role in route restoration	County of Riverside Transportation Commission
Airfield Route Restoration Unit	The Airfield Route Restoration Unit coordinates with private, local, state, and federal agency stakeholders	County of Riverside Transportation and Land Management Agency
Agricultural Branch Director	The Agricultural Branch Unit oversees impacts to plants and livestock that could have an impact on the local economy	County of Riverside Agricultural Commissioner's Office
Plant Unit	The Plant Unit analyzes impacts to plants that could have an impact on local economy	County of Riverside Agricultural Commissioner's Office
Livestock Unit	The Livestock Unit analyzes impacts to livestock that could have an impact on local economy	County of Riverside Agricultural Commissioner's Office
Utilities Branch Director	The Utilities Branch Director oversees the coordination, communication, and information sharing with utility providers and stakeholders	County of Riverside Emergency Management Department
Electric and Power Unit	The Electric and Power Unit acts as liaison with electric utility companies serving the impacted area	Southern California Edison
Gas and Pipeline Unit	The Gas and Pipeline Unit acts as liaison with gas and pipeline companies serving the impacted area. Communicates and coordinates information sharing amongst OA stakeholders.	Southern California Gas



EOC Position	Definition	Position Staffing
Water and Wastewater Unit	The Waste and Wastewater Unit acts as liaison with water and wastewater companies serving the impacted area. Communicates and coordinates information sharing amongst OA stakeholders.	California Water/Wastewater Agency Response Network (CalWARN).
Telecommunications Unit	The Telecommunications Unit acts as liaison with telecommunications companies serving the impacted area. Communicates and coordinates information sharing amongst OA stakeholders.	AT&T or other agency representatives
Business and Non-Profit Branch Director	The Business and Non-Profit Branch coordinates business and nonprofit information and resource sharing	County of Riverside Emergency Management Department
VOAD Liaison	The VOAD Liaison facilitates nonprofit organizations to fill unmet community needs. Coordinates with Mass Care and 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	County of Riverside Emergency Management Department
Route Recovery Unit Leader	Assesses, prioritizes, and coordinates the restoration of transportation routes that have been disrupted due to a disaster or emergency	County of Riverside Transportation and Land Management Agency
Damage and Safety Unit	Assesses damage to infrastructure and ensures the safety of response operations and affected areas	County of Riverside Emergency Management Department



3.14.1.3 Planning and Intelligence Section

The Planning Section collects, displays and disseminates intelligence on behalf of all EOC sections; they prepare and disseminate the EOC Action Plan for each identified operational period. The table below shows the organizational structure for the Planning and Intelligence Section. See Appendix E for graphic depiction of chart.

Table 3.13.1.3

EOC Position	Definition	Position Staffing
Planning and Intelligence Chief	The Planning and Intelligence Chief is responsible for managing the Planning & Intelligence section and ensuring section objectives are identified and executed	County of Riverside Emergency Management Department
Deputy Planning and Intelligence Chief	The Deputy Planning and Intelligence Chief assumes the Planning and Intelligence Chief role in their absence	County of Riverside Emergency Management Department
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	County of Riverside Emergency Management Department
GIS Support Unit	The GIS Support Unit develops and displays interactive maps	County of Riverside 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	County of Riverside Emergency Management Department



EOC Position	Definition	Position Staffing
	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.	
Recovery Planning Group	The Recovery Planning Group is responsible for the planning of long-term recovery efforts	County of Riverside 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 each EOC Action Plan.	County of Riverside Emergency Management Department
Documentation Unit	The Documentation Unit monitors and prints information from incident-related emails, reports, EOC action plans, and other documents for retention	County of Riverside Emergency Management Department
Technical Specialists	Technical Specialists are responsible for providing subject matter expertise as needed	Technical Specialists (ie. National Weather Service)

3.14.1.4 Logistics Section

The Logistics Section provides facilities, services, and material support for the EOC, county departments and the OA. The table below shows the organizational structure for the Logistics Section. See Appendix E for graphic depiction of chart.

Table 3.13.1.4

EOC Position	Definition	Position Staffing
Logistics Section Chief	The Logistics Section Chief	County of Riverside



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



EOC Position	Definition	Position Staffing
	Manages and coordinates the use of transportation resources and services to support emergency operations, evacuations, and disaster survivors	and Land Management Agency for Air Movement Unit Leader.
Technical Systems Branch	The Technical Systems Branch maintains OA EOC Information systems oversight: phones, Radio Amateur Civil Emergency Services (RACES) Communications Reserve, Alert and Warning Coordination, etc.	Riverside County Information Technology
EMD Coordinator	The EMD Coordinator provides subject matter expertise to section responders	County of Riverside Emergency Management Department

3.14.1.5 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. The table below shows the organizational structure for the Finance/Administration Section. See Appendix E for graphic depiction of chart.

Table 3.13.1.5

EOC Position	Definition	Position Staffing
Finance/Administration Section Chief	The Finance/Administration Section Chief executes financial components of each EOC Action Plan, provides disaster cost projections to the	Auditor-Controller's Office / EMD



EOC Position	Definition	Position Staffing
	Management Section and tracks all incident related costs	
Deputy Finance / Administration Section Chief	The Deputy Finance and Administration Section Chief oversees the section in the absence of the Section Chief	Auditor-Controller's Office / EMD
Response/Recovery Cost Unit	The Response and Recovery Unit collects and analyzes response and recovery processes	Auditor-Controller's Office / EMD
Timekeeping Unit	The Timekeeping Unit is responsible for obtaining and tracking all costs and documentation related to personnel time worked	County of Riverside Human Resources
Compensation/Claims Unit	The Compensation/Claims Unit oversees the processing of claims (workers compensation, property, or liability)	County of Riverside Human Resources Risk Management

3.14.2 Functional Structure: Emergency Support Functions, Support Annexes, and Hazard-Specific Annexes

The County of Riverside is utilizing a functional structure to coordinate resources and capabilities from different departments and agencies, comprised of Emergency Support Functions, Support Annexes, and Hazard-Specific Annexes.

Emergency Support Functions

The County of Riverside has adopted the concept of Emergency Support Functions (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	County of Riverside Facilities Management County of Riverside Emergency Management Department County of Riverside 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 County of Riverside Facilities Management County of Riverside Emergency Management Department RUHS Public Health



ESF #3 Construction & Engineering	The Construction & Engineering Emergency Support Function facilitates the delivery of services, technical assistance, engineering expertise, construction management and other support to local jurisdictions	Riverside County Transportation & Land Management Agency	County of Riverside Facilities Management County of Riverside Emergency Management Department Riverside County Flood Control & Water Conservation District Riverside County Transportation & Land Management Agency Riverside County Waste Resources
ESF #4 Firefighting & Rescue	The Firefighting & 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	County of Riverside Emergency Management Department County of Riverside Facilities Management
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,	County of Riverside Emergency Management Department	County of Riverside Board of Supervisors Riverside County Counsel



	serves in an advisory capacity to the EOC Director.		CAL Fire/Riverside County Fire Riverside County Executive Office Riverside University Health System - Public Health Riverside County Sheriff Riverside County Transportation & Land Management Agency
ESF #6 Mass Care, Emergency Assistance, Housing & Human Services	The Mass Care Assistance, Housing & Human Services 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	Whole Community Coordinator Riverside County Animal Control Cal Fire/Riverside County Fire County of Riverside Facilities Management County of Riverside Emergency Management Department Riverside County Environmental Health Riverside County Office on Aging



			Riverside County Probation County of Riverside Purchasing Riverside University Health System - Public Health Riverside County Transportation & Land Management Agency Riverside County Waste Resources
ESF #7 Logistics Management & Resource Support	The Logistics Management & Resource Support 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.	County of Riverside Emergency Management Department County of Riverside Purchasing & Fleet Department	Riverside County Agricultural Commissioner's Office Riverside County Animal Control County of Riverside Facilities Management Riverside County Environmental Health Riverside County Flood Control & Water Conservation District Riverside County Human Resources



			Riverside County Information Technology Riverside County Office on Aging Riverside County Probation Riverside County Department of Public Social Services County of Riverside Purchasing of Riverside Registrar of Voters RUHS Public Health Riverside County Sheriff Riverside County Transportation & Land Management Agency County of Riverside Veteran's Services Riverside County Waste Resources
ESF #8 Public Health & Medical Services	The Public Health & Medical Services Emergency Support Function coordinates Public Health, Behavioral Health, and Medical services in support of local jurisdiction needs for detection &	RUHS Public Health County of Riverside	Riverside County Animal Control Riverside County Environmental Health



	monitoring, preparedness, response, and recovery from emergencies and disasters	Emergency Management Department	Riverside County Sheriff Riverside University Health System - Behavioral Health
ESF #9 Search & Rescue	The Search & Rescue Emergency Support Function supports and coordinates personnel and equipment to search for and rescue missing or trapped persons <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 <u>Fire – Urban Search & 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	SAR Riverside County Sheriff USAR CAL Fire/Riverside County Fire	County of Riverside Emergency Management Department Riverside County Flood Control & Water Conservation District Riverside County Transportation & Land Management Agency Riverside County Waste Resources
ESF #10 Hazardous Materials	The Hazardous Materials Emergency Support Function coordinates resources and supports the responsible jurisdictions to prepare for, prevent, detect & monitor, minimize, assess, mitigate, respond to, and recover from a threat to the public or environment by actual or potential hazardous materials releases	Riverside County Fire Riverside County Environment Health	County of Riverside Emergency Management Department Riverside County Waste Resources



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Emergency Operations Plan

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's Office	Riverside County Animal Control County of Riverside Emergency Management Department Riverside County Environmental Health Riverside County Waste Resources
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.	County of Riverside Emergency Management Department	CAL Fire/Riverside County Fire Riverside County Flood Control & Water Conservation District Riverside County Information Technology
ESF #13 Public Safety & Security	The Public Safety & Security Emergency Support Function coordinates law enforcement personnel and equipment to support law enforcement, coroner activities, detection and monitoring, mortuary services, and public safety in accordance with Law Enforcement and Coroner's Mutual Aid Plans	Riverside County Sheriff	County of Riverside Emergency Management Department Cal Fire/Riverside County Fire County of Riverside Office of the District Attorney



			Riverside County Probation Riverside County Transportation & Land Management Agency Riverside County Environmental Health Riverside University Health System - Public Health
ESF #14 Cyber Security	The Cybersecurity Emergency Support Function identifies the countywide capability to respond effectively during an imminent or actual emergency, such as a cyber security event that necessitates expanded coordination of services. During such an event, the Cybersecurity ESF will provide guidance on management, oversight, and coordination of communications functions among the County of Riverside emergency responders, the Riverside Operational Area (OA) Emergency Operations Center (EOC), County departments, and the public.	Riverside County Information Technology	Riverside County Executive Office Office of the District Attorney County of Riverside Riverside County Counsel County of Riverside Emergency Management Department County of Riverside Human Resources
ESF #15 External Affairs	The External Affairs Emergency Support Function disseminates accurate, coordinated, timely and accessible information regarding emergencies to affected audiences, including government, media, the private sector and the	Riverside County Executive Office	Riverside County Counsel County of Riverside Emergency Management Department



	local populace before, during, and following a disaster		CAL Fire/Riverside County Fire County of Riverside Office of the District Attorney Riverside County Flood Control and Water Conservation District Riverside County Information Technology Riverside University Health System - Public Health Riverside County Transportation & Land Management Agency
ESF #16 Evacuation & Re-entry	The Evacuation and Re-Entry Emergency Support Function supports jurisdictions in the safe evacuation, re-entry, or shelter-in-place of persons, domestic animals, and livestock from hazardous areas	Riverside County Sheriff	Riverside County Agricultural Commissioner's Office County of Riverside Emergency Management Department Riverside County Environmental Health Riverside County Office on Aging



			Riverside University Health System - Public Health
ESF #17 Volunteer & Donations Management	The Volunteer & Donations Management Emergency Support Function supports jurisdictions use of affiliated and spontaneous unaffiliated volunteers, organizations, and donations to support incidents	Human Resources/County of Riverside Emergency Management Department	Riverside County Animal Control CAL Fire/Riverside County Fire County of Riverside Office of the District Attorney Riverside County Office on Aging Riverside County Department of Public Social Services Riverside University Health System - Public Health Riverside County Transportation & Land Management Agency
ESF # 18 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,	Riverside County Animal Services	County of Riverside Emergency Management Department Riverside County Environmental Health



	quarantine, and disposal of dead animals		County of Riverside Purchasing & Fleet Department Riverside University Health System - 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 is 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	County of Riverside Emergency Management Department
ESF #20 Commodity Point of Distribution (CPOD)	The Commodity Point of Distribution Emergency Support Function provides a structure for managing and coordinating the complex operations involved in distributing commodities in the County post disaster.	County of Riverside Emergency Management Department	County of Riverside Executive Office County of Riverside Facilities Management CAL FIRE / Riverside County Fire Department Riverside County Office of Education



			County of Riverside Human Resources Riverside County Information Technology (RCIT) Riverside County Sheriff's Department (RSO) County of Riverside Purchasing and Fleet County of Riverside Transportation and Land Management Agency (TLMA) County of Riverside Housing and Workforce Solutions Riverside University Health System – Public Health (RUHS-PH)

Support Annexes

Support annexes address supporting processes and identify supporting department or organization's roles that are most common and essential during incidents.

Support Annex	Definition	Lead Department	Support Department
SA #1	The Long-Term Recovery Support	County of Riverside Emergency	Riverside County Executive Office



Long-Term Recovery	Annex is intended to provide guidance to officials in the Riverside County OA to organize and manage the short and long-term recovery processes to guide and assist the County in becoming more resilient to impacts from future disasters. It should be used as a guide for a coordinated and community wide system to facilitate recovery for the OA, and the whole community.	Management Department	County of Riverside Assessor Clerk Recorders Office Riverside County Auditor-Controller's Office CAL Fire/Riverside County Fire County of Riverside Facilities Management Riverside County Sheriff Riverside University Health System - Public Health Riverside County Transportation & Land Management Agency Riverside County Department of Public Social Services County of Riverside Purchasing & Fleet Services
SA #2 Mutual Aid/Multi-Jurisdictional Coordination	The purpose of the Multi-Agency Coordination (MAC) Support Annex is to facilitate a standard methodology for documenting decisions, prioritizing incidents, and prioritizing / allocating multiple requests for scarce resources	Policy Group Riverside County Executive Office	County of Riverside Emergency Management Department CAL FIRE/Riverside County Fire Riverside County Information Technology



	among multiple organizations.		Riverside County Sheriff RUHS Public Health
SA #3 COOP/COG	The Continuity of Operations (COOP)/Continuity of Government Support Annex assists in the planning that will ensure that essential government functions continue after a significant event that impacts functions or infrastructure	County of Riverside Emergency Management Department	All Departments
SA #4 Tribal Relations	The Tribal Relations Support Annex describes the policies, responsibilities, and concept of operations for coordinating County of Riverside activities with those of tribal governments during incidents requiring a coordinated response. The processes and functions described in this annex help facilitate the delivery of incident management programs, resources, and support to tribal governments and individuals.	County of Riverside Emergency Management Department	
SA #5 Private Sector Coordination	The Private Sector Coordination Support Annex to the Riverside County Emergency Operations Plan (EOP) provides a	County of Riverside Emergency Management Department	



	framework through which the County, private sector, and nongovernmental organizations (NGOs) coordinate and execute the following common emergency management strategies to promote operational resiliency.		
SA #6 Financial Management	The Financial Management Support Annex is critical for successful response and recovery. An integral part of the process is to establish explicit protocols and procedures to facilitate the procurement of necessary resources, efficient management of funding, and monitoring expenditures.	County of Riverside Emergency Management Department Riverside County Auditor-Controller Riverside County Executive Office (EO)	
SA #7 Worker Safety & Health	The Worker Safety and Health Support Annex provides guidelines to County Operational Area (OA) local response and recovery organizations ensuring worker safety and health during incident response and recovery.	Human Resources	

Hazard Specific Annex

Hazard-Specific annexes are the concept of operations addressing specific hazards relevant to the operational area. These also identify the authorities, responsibilities, and policies pertinent to the incident.



Hazard Specific Annex / Conops	Definition	Lead Department	Support Department
HSA #1 Flood	The Flood Hazard Specific Annex is developed in support of the County of Riverside Emergency Operations Plan (EOP) to facilitate response to a flooding event.	Riverside County Flood Control & Water Conservation District	County of Riverside Facilities Management County of Riverside Emergency Management Department Riverside County Transportation & Land Management Agency Riverside County Waste Resource
HSA #2 Earthquake	The County of Riverside Earthquake Hazard Specific Annex to the Emergency Operations Plan (EOP) provides an overview of considerations for County response to a major earthquake in the County of Riverside's Operational Area (OA). The primary purpose of this plan is to support effective management of the initial response to a significant earthquake and the subsequent hazards and threats that may occur because of the earthquake, such as fires and dam failure	County of Riverside Emergency Management Department	
HSA #3 Drought	A Drought Hazard Specific Annex provides a brief outline	County of Riverside Emergency	



	of integral departmental roles and responsibilities for departments that are most-likely to play a role within the first 12 - 48 hours; however, if a department is not defined in the document this does not imply that they will not play a vital role in disaster response within any timeframe.	Management Department	
HSA #4 Extreme Weather	The Extreme Weather Hazard Specific Annex will provide an overview of the response and recovery operations that will likely take place or may be expected of County Departments during a heat emergency. Although mitigation and preparedness effort are key elements in emergency management, this document will focus on the response operations.	County of Riverside Emergency Management Department	

3.14.3 Joint Information Center

A Joint Information Center (JIC) is a central location that facilitates the operation of the Joint Information System (JIS). The JIC is where personnel with public information responsibilities perform critical emergency information functions, crisis communications, and public affairs functions. The JIC and JIS differ in that the JIS is a system that dictates the operations of public information; while the JIC is the 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 **Multi-Agency Coordination System** (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.

3.14.4 Emergency Proclamations

A Local Emergency may be proclaimed by the Board of Supervisors or by the County Director of Emergency Services (County Executive Officer) as specified by County of Riverside Ordinance 533.7 or by the County Health Officer, per Health and Safety Code 101080. A Local Emergency proclaimed by the County Executive Officer or County 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 30 days until the Local Emergency is terminated or may expire. The Local Emergency may be terminated by resolution when conditions warrant. Proclamations are normally made when there is an actual incident, threat of disaster, or extreme peril to the safety of persons and property within the county caused by natural or man-made situations. The proclamation of a Local Emergency provides the governing body with the legal authority to:

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

3.14.5 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
- Mutual aid shall be rendered in accordance with approved emergency plans when the need arises in any county, city or county and city for outside assistance

When a State of Emergency has been proclaimed:

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

3.14.6 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 their authority as provided for in the Emergency Services Act

3.15 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 (COOP) which specifies essential functions, alternate facilities, and lines of succession.

3.15.1 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
- 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)
- 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 subdivision
- Perform function in preserving law and order and furnishing local services

3.15.3 Departmental Lines of Succession

Should the County 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.

- 1st Alternate: Chief Operating Officer
2nd Alternate: Assistant County Executive Officer – Public Safety
3rd Alternate: Assistant County Executive Officer – Human Services
4th Alternate: Assistant County Executive Officer – Economy and Community Development
5th Alternate: Assistant County Executive Officer – Public Works, Land Use & Environment
6th Alternate: Assistant County Executive Officer – Riverside University Health System
7th Alternate: Emergency Management Department Director

3.15.4 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 plans 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. This makes 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. Vital records of the County of Riverside are routinely stored in the County-Assessor-Clerk-Recorder's Office.

3.16 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
- ICS-400: Advanced ICS Command and General Staff—Complex Incidents

The County of Riverside Emergency Management Department is responsible for coordination and scheduling of regular exercises of this plan to train all necessary County staff in primary and alternate EOC procedures 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.



- 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.

Exercises bring together and strengthen the whole community to prevent, protect against, mitigate, respond to, and recover from all hazards. An exercise provides a low-risk environment to familiarize personnel with roles and responsibilities; foster meaningful interaction and communication across jurisdictions/organizations; assess and validate plans, policies, procedures, and capabilities; and identify strengths and areas for improvement.

If necessary, the public will be made aware of these exercises through normal media communications. Both discussion-based exercises (Seminar, Workshop, Game or Tabletop) and operations-based exercises (Drill, Functional or Full-Scale) will be conducted utilizing the concepts and principles of the Homeland Security Exercise and Evaluation Program. 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 Program.

Seminar: A discussion-based exercise that orients participants to or provides an overview of authorities, strategies, plans, policies, procedures, protocols, resources, concepts, and ideas. Seminars are a great way to present new information to your organization.

Workshop: A discussion-based exercise often employed to develop policy, plans, or procedures. Workshops should increase participant interaction with a focus on achieving or building a product, like a plan.

Tabletop Exercise: A discussion-based exercise in response to a scenario, intended to generate a dialogue of various issues to facilitate a conceptual understanding, identify strengths and areas for improvement, and/or achieve changes in perceptions about plans, policies, or procedures. Tabletop exercises are a way to provide convenient and low-cost training.

Game: A discussion-based exercise that is a structured form of play designed for individuals or teams in a competitive or noncompetitive environment. It is an event players



take part in and are guided by clear rules, data, and procedures for its execution. Games are designed to depict an actual or hypothetical situation to ensure that the participants make decisions and take actions that would be plausible. Games can be used to reinforce training, stimulate team building, or enhance operational and tactical capabilities.

Drills: An operations-based exercise often 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: An operations-based exercise is designed to test and evaluate capabilities and functions while in a realistic, real-time environment; however, movement of resources is usually simulated. 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.

Full-Scale Exercise: An operations-based exercise that is typically the most complex and resource-intensive of the exercise types and often involves multiple agencies, jurisdictions/organizations, and real-time movement of resources. Full-scale exercises often include many players operating under cooperative systems such as the Incident Command System (ICS) and Unified Command. They should focus on analyzing the plans, policies and procedures that may have been developed in discussion-based exercises and honed during previous, smaller exercises.

The County of Riverside 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.

3.16.1 Requirements of the Americans with Disabilities Act and California Access and Functional Needs and Cultural Competency Legislation

Access to emergency services shall not be denied on the grounds of race, color, national origin, sex, age, or disability. To ensure that this goal is met, Title II of the Americans with Disabilities Act (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 additional or differently delivered response assistance to seek protection under the law.

The lessons documented from the years of assisting individuals who require additional or differently delivered response assistance 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. California Assembly Bills 477 (Cervantes, Ch. 218, Stats.2019) and 2645 (Rodriguez, Ch. 247 Stats. 2022) amended this code. 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 following:
 - (A) 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
 - (B) Integrating evacuation and transportation plans to account for local resilience centers
 - (C) Ensuring that local community resilience centers are prepared to serve as communitywide assets during extreme heat events and other disasters
 - (D) Designating available locations that may be necessary to provide respite to individuals during emergencies, including but not limited to, extreme heat, cold, or unhealthy air incidents.
 - (E) Integrating evacuation plans to account for the following:
 - (i) Community resilience center programs, including, but not limited to, the Integrated Climate Adaptation and Resiliency Program (ICARP) Community Resilience and Heat Grant Program developed by the Office of Planning and Research



- (ii) Fairground resilience center programs, including, but not limited to, the Fairground and Community Resilience Center Grant Program developed by the Department of Food and Agriculture
- (3) Emergency sheltering, including both of the following:
 - (A) 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) Integrating sheltering and transportation plans to account for transportation between community resilience centers and shelters

Additionally, California Government Code section 8593.3 (c) requires a county, or city and county, to “include representatives from the access and functional needs population” in the planning process “upon the next update to its emergency plan.”

Per California Government Code section 8593.3 (f)(1):

“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

Diverse populations may require additional or differently delivered response assistance, and therefore, cultural competence must be addressed in emergency planning. California Senate Bill 160 (Jackson, Ch.402, Stats. 2019) added section 8593.3.5 to the California Government Code, which states:

- (a) A county, including a city and county, shall, upon the next update to its emergency plan, integrate cultural competence into its emergency plan by addressing, at a minimum, how culturally diverse communities within its jurisdiction are served by the following:
 - (1) Emergency communications, including the integration of interpreters and translators.
 - (2) Emergency evacuation and sheltering.
 - (3) Emergency mitigation and prevention.
 - (4) Emergency planning, including drawing on community-based values and customs, and incorporating qualified representatives from diverse population groups in the community, during the planning process.
 - (5) Emergency preparedness, including the use of culturally appropriate resources and outreach techniques to educate and prepare community members for emergencies or disasters.



(b) In relation to subdivision (a), a county, including a city and county, shall provide a forum for community engagement in geographically diverse locations in order to engage with culturally diverse communities within its jurisdiction.

(1) A county, including a city and county, may establish a separate community advisory board for the purpose of cohosting, coordinating, and conducting outreach for the community engagement forums. The advisory board may assist the county in prioritizing which culturally diverse communities to outreach to and in implementing strategies related to elements in subdivision (a) for integration into the county emergency plan. Representatives of the following parties shall be considered for the composition of the advisory board:

3.16.2 Whole Community Inclusive Planning

Whole community encompasses all persons who live, work, and visit the County. This includes individuals with disabilities and/or access and functional needs, individuals of different backgrounds, faiths, religions, cultures, races, ethnicities, sexual orientation, gender identity, socio-economic backgrounds, education, languages, immigration status, and any individuals requiring additional or differently delivered response assistance. This is not meant to be an exhaustive list but meant to showcase some of the diversity of the communities in the County of Riverside. Whole community will be used throughout the EOP as an all-inclusive term to integrate all persons in emergency management activities, with the understanding that community representation is key to integration and inclusive planning. Community representation has been an ongoing collaborative process through the Access and Functional Needs (AFN) & Cultural Competency Committee.

Community Assessment

A community assessment was conducted using self-reported data from the U.S. Census Bureau, including the American Community Survey (ACS). The Healthy Places Index from the Public Health Alliance of Southern California was included in the assessment. A dashboard was created to demonstrate the demographics of the population and community that would help inform the planning process and community engagement. This dashboard serves to ensure community representation in the AFN & Cultural Competency Committee. The following table depicts some of the demographic data included in the dashboard.

Demographic Category	Demographic Label	Population Breakdown	Population Percentage
Race/Ethnicity			



	White	887,331	35.5%
	Hispanic or Latinx	1,267,615	50.7%
	Black or African American	158,186	6.3%
	Asian	164,980	6.5%
	American Indian and Alaska Native	26,026	1.0%
	Native Hawaiian and other Pacific Islander	8,665	0.3%
	Multiracial	510,958	20.4%
Disability Type			
	Disability	276,161	11.45%
	Hearing Difficulty	79,721	3.31%
	Vision Difficulty	1,187,267	49.23%
	Ambulatory Difficulty	145,854	6.05%
	Self-care Difficulty	61,822	2.56%
	Independent Living Difficulty	104,778	4.35%
	Cognitive Difficulty	101,145	4.19%
Languages Spoken in the Home			



	English-Speaking Household	1,347,264	53.89%
	Other than English-Speaking Household	984,672	39.39%
	Spanish-Speaking Household	807,274	32.29%

Access and Functional Needs (AFN) & Cultural Competency Committee

The Access and Functional Needs & Cultural Competency Committee is comprised of community-based organizations, faith-based organizations, nonprofits, community members, individuals with lived experience, and advocates representing the diverse communities of those who live, work, and visit the County of Riverside. Outreach was conducted to recruit community leaders, organizations, and community members with lived experience to actively participate in advising the County of community resource needs during times of emergencies or disasters. The outreach strategy was and continues to be a combination of data-driven and community-driven outreach. The committee serves to ensure that the whole community is represented in emergency management activities, especially in creating inclusive plans. Throughout the planning process and revision of the EOP, the AFN & Cultural Competency Committee has been engaged through monthly meetings where the EOP and its annexes were reviewed and discussed, and where feedback was provided on these plans. Additionally, the committee continues to be involved in the development of pertinent procedures and processes, including standard operating procedures for accessible transportation. The committee is following the principles outlined in CalOES's *Integrating Access and Functional Needs within the Emergency Planning Process: Best Practices for Stakeholder Inclusion*.

EOP Community Survey

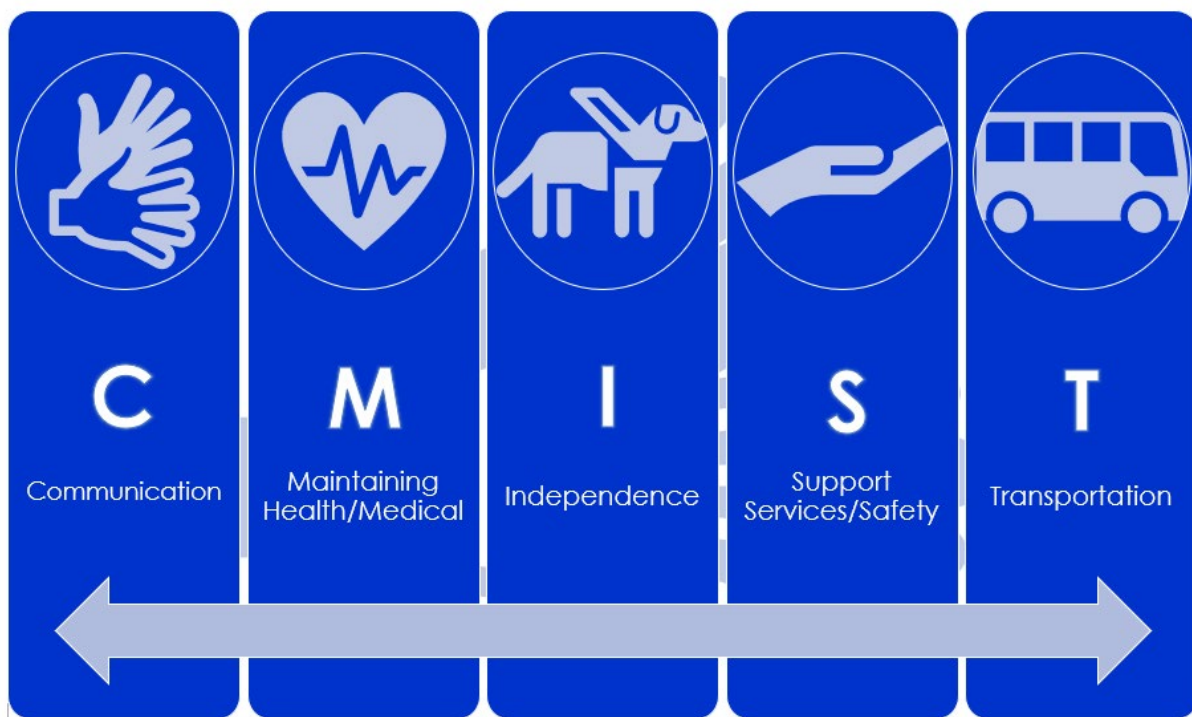
The EOP community survey was created as a platform to engage all individuals in the county and receive public feedback on the EOP and community emergency preparedness. The survey was reviewed and made more accessible to the whole community by the AFN & Cultural Competency Committee through the content and outreach strategy. Community partnerships are key in the dissemination and accessibility of the survey to the whole community because they amplify the message, assist community members in filling out the survey, and provide alternative methods of survey delivery so that all community members are provided equitable access to participate. Survey outreach was conducted at various public forums, including health or resource fairs, Municipal Advisory Committee meetings, and at community trainings such as Listos



and Community Emergency Response Team (CERT). The survey will continue to be available to assist with future updates, as the EOP is a living document.

3.16.3 CMIST Resource Memory Tool

The County of Riverside is utilizing the CMIST resource memory tool developed by June Isaacson Kailes and Alexandra Enders to integrate and coordinate access and functional needs of the whole community in the EOP and all emergency management activities. CMIST stands for Communication, Maintaining Health/Medical, Independence, Support Services/Safety, and Transportation. These are the five areas of functional resource needs that individuals may have in a disaster.



CMIST (©June Isaacson Kailes, Disability Policy Consultant)

CMIST resource examples:

- Communication: language access (interpretation services), use of auxiliary aids and devices to communicate
- Maintaining Health/Medical: medications, supplies, services, durable medical equipment, electricity for life-maintaining equipment, breastfeeding and infant/childcare, or nutrition
- Independence: ensure continuity of access to mobility devices, assistive technology, vision and communication aids, and service animals
 - Prioritization of self-determination
- Transportation: mass transit and access to transportation services



The County is working with community stakeholders through the AFN & Cultural Competency Committee to create inclusive plans that encompass the diverse resource needs of the whole community. The CMIST Resource Memory Tool is the vehicle through which dialogue between emergency managers and our community happens. The utilization of CMIST helps our community stakeholders provide feedback to plan with our community and helps emergency managers identify resource needs for disaster planning.

The County will make every effort to address the CMIST resource needs of the whole community and those who may require additional or differently delivered response assistance. Initially, priorities are focused on lifesaving operations, evacuations, and stabilization of the incident. Included in the County's planning efforts for the whole community are:

- Telecommunications Device for the Deaf/Teletypewriter (TDD/TTY) contact and captioned cable alert for the hearing-impaired
- Identified language skills of County employees for interpretation
- Contracts with interpretation service providers
- 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
- Accessibility to emergency information

The County will plan for and serve the whole community, including the needs commonly found to necessitate improvement:

- Emergency communications
- Emergency evacuations
- Emergency sheltering

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
- 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
- Keeping individuals connected with their families, personal care providers, essential equipment, technologies, and service animals

Proper planning should include 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 the whole community is a dynamic process.

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). All shelter workers receive training prior to arrival at the shelter, including advocating for the whole community and assisting with physical and programmatic access to county resources.

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 (OAFN). The AFN & Cultural Competency Committee has a direct link to the Cal OES OAFN, who provides feedback, resources, and direction on inclusive planning and community stakeholder involvement. The Cal OES OAFN 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, nonprofit 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** - Nonprofit 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 (OAFN) Library

In order to ensure that community leaders, state agencies, advocacy organizations, emergency managers and others have the best and most current access and functional needs-related planning resources available in an easy to access, one-stop-shop central



repository, we created the [OAFN Library](#). The OAFN Library is a comprehensive clearinghouse for access and functional needs-specific best practices, guidance documents, videos, and more. For additional questions regarding access and functional needs contact the Cal OES Office of Access and Functional needs at: OAFN@caloes.ca.gov

3.17 Animal Care Considerations

The Pets Evacuation and Transportation Standards Act of 2006 (PETS Act) 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.

Additionally, California Assembly Bill 781 (Maienschein, Ch. 344, Stats. 2023) adds section 8593.10 to the California Government Code, which states in subdivision b, paragraph 1:

- (1) Upon the next update of a city or county's emergency plan:
 - (A) A county shall update its emergency plan to designate emergency shelters able to accommodate persons with pets.
 - (B) A city that has previously adopted an emergency plan designating emergency shelters shall update its emergency plan to designate emergency shelters able to accommodate persons with pets.
 - (C) Whenever a city or county designates any number of emergency shelters, it shall designate at least one emergency shelter that can accommodate persons with pets.
 - (D) Whenever a city or county designates any number of emergency cooling centers, it shall, to the extent practicable, designate at least one cooling center that can accommodate persons with pets.
 - (E) Whenever a city or county designates any number of emergency warming centers, it shall, to the extent practicable, designate at least one heating center that can accommodate persons with pets.

The Riverside County Department of Animal Services will lead the effort to comply with the PETS Act and the California Government Code.

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

Shelter Name	Areas Served



Animal Friends of the Valleys	City of Canyon Lake, City of Lake Elsinore, City of Wildomar, City of Temecula, and City of Murrieta.
Banning Animal Control	City of Banning
Beaumont Animal Control	City of Beaumont
Corona Animal Shelter	City of Corona
Desert Hot Springs	City of Desert Hot Springs
Moreno Valley Animal Shelter	City of Moreno Valley
Norco Animal Shelter	City of Norco
Palm Springs Animal Shelter	City of Palm Springs

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. The Emergency Management Department, in conjunction with Fire and Law Enforcement agencies, accomplishes this using various warning systems and devices that can originate or disseminate information remotely, and there are back up locations at the County's two Emergency Operations Centers.

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.

3.18.1.1 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. 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, National Oceanic and Atmospheric Administration (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.

3.18.1.2 Emergency Alert System (EAS)

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

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

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

State programming originates from the state operations center and is transmitted through the state using the state’s California Law Enforcement Radio System (CLERS), very high frequency/ultra high frequency (VHF/UHF) radio relay stations. California has 30 EAS Operational Areas within radio reception range of EAS stations serving the area. The State message priorities are as follows:

- Priority One - Immediate and positive action without delay is required to save lives
- Priority Two - Actions required for the protection of property and instructions to the



- public requiring expedient dissemination
- Priority Three - Information to the public and all others

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

In Riverside County, the EAS is administered under the authority of the 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 will be disseminated through the Sheriff's Communications Center. The message must be a voice message that can be prerecorded. All OA partners are authorized to request an EAS activation.

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

Monitor Assignments

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

Station/Facility	Monitors
Zone1: INLAND EMPIRE EAS ZONE	
LP1 KFRG 95.1 MHz 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
Zone 2. COACHELLA VALLEY EAS ZONE	
LP1 KDES 104.7 MHz	KFRG 95.1, NWS 162.400, CLERS 158.790, KCLB 93.7, KFI 640
LP2 KCLB 93.7 MHz	KDES 104.7, NWS 162.400, CLERS 158.790, KFRG 95.1
Zone 3. VICTOR VALLEY EAS ZONE	
LP1 KZXY 102.3 MHz	KGGI 99.1, KFI 640, CLERS 155.910, NWS San Diego 162.550 (No LP2)
Zone 4. MOJAVE DESERT EAS ZONE	



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

* Area of incomplete or no NOAA Weather Radio (NWR) coverage, telephone alert arranged with appropriate National Weather Service's (NWS) facility

All stations and cable television (CATV) control points must monitor two of the following:

- LP1 Station for their area
- LP2 Station for their area
- Out-of-area LP1 (such as KFI, Los Angeles)
- NWR, CLERS or Emergency Digital Information Service (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.

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).

The California Warning System (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 California Highway Patrol (CHP) conducts a test at 10:00 a.m. local time.

Backup communications systems for CALWAS alerts include:

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

3.18.3 California State Warning Center (CSWC)

Cal OES operates the CSWC, which is staffed 24 hours a day, 365 days a year to serve as the official state level point of contact for emergency notifications. From this center, CSWC personnel maintain contact with County Warning Points, state agencies, federal agencies, the National Warning Center, nongovernmental organizations, and the private sector.

- CSWC Notifications: Local governments and OAs notify the CSWC of emergencies that affect their community in accordance with existing laws, protocols, or when state assistance is requested or anticipated. Local emergency proclamations sent to the CSWC ensure the state is informed of emergency conditions or when state assistance is requested.
 - Earthquake Notifications
 - Tsunami Notifications
 - Volcano Notifications
 - Weather Notifications
 - Energy Notifications
 - Hazardous Materials/Oil Spill Release Notifications
 - Nuclear Power Plant Notifications

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 uninterruptable 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 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.

3.18.6 County Disaster Net

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

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

3.18.7 Satellite Telephones

The County EOC uses permanent and portable satellite phones to communicate with various cities and agencies. 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.

3.18.8 Radio Amateur Civil Emergency Services (RACES)

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

3.18.9 Local Alerting System

Riverside County brands its local alerting platform as Alert RivCo. The system uses technology services providers to facilitate the broadcast of local emergency alerts, which 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 Telecommunications Device for the Deaf/Teletype (TDD/TTY) capable. If the call is picked up by an answering machine, the system will leave a voice



message. 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.

3.18.10 Social Media

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

3.18.11 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.

3.18.12 Sky Mutual Aid Radio System (SKYMARS)

Mutual Aid talk group on the “Skycell” satellite based 2-way telephone/radio system is used for interagency (Cal Fire, etc.) and Cal OES internal communications with mobile or portable units in remote locations.

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 nonprofit organizations organized under § 501(c)(3) of the Internal Revenue Code
- Utilities
- Emergency agencies
- Medical agencies
- Custodial care organizations
- Government services such as: community centers, libraries, homeless shelters, senior citizen centers, and similar facilities open to the public

4.2 Short-term Recovery

Short-term recovery refers to the measures taken by the County following a disaster. It 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 the National Disaster Recovery Framework organizations and resources. This includes restarting and/or restoring essential services for recovery decision-making. Effective recovery consists of a complex array of interdependent and coordinated actions.

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 operations
- 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. 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:

- Coordination of delivery of long-term social and health services
- Improvement of zoning regulations
- Re-establishment of the local economy to pre-disaster levels
- Recovery of disaster response costs
- 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:

- Affected (Cosmetic) – less than 10%
- Minor – 10%-25%
- Major – 25%-50%
- Destroyed – greater than 50%

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 Pre-disaster Hazard Mitigation Act of 2010 (H.R. 1746 111th) amended the Robert T. Stafford Relief and Emergency Assistance Act to reauthorize the pre-disaster mitigation program of the Federal Emergency Management System (Disaster Mitigation Act of 2000). This bill was enacted after being signed by the President on January 4, 2011. The Act states that each jurisdiction (counties, cities, towns, and special districts) must have a Local Hazard Mitigation Plan (LHMP) approved by Cal OES 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 currently has a Multi-Jurisdictional Local Hazard Mitigation Plan that was adopted in April 2023.

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, and 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
- Irrigation works
- County Roads
- 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
- Certain private nonprofit facilities

The documentation information should include the location, 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 nonprofit sectors:



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

The public sector includes state and local government (city, county, special district). Private nonprofit 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, in the declared incident location's designated area, the legal responsibility of the applicant, and 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 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 nonprofit 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
- 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-Based Organizations

Non-Governmental Organizations (NGO) 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. NGOs 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 under Title 19, 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 of Riverside 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 and other pertinent information
- Liaison – Provides coordination and cooperation with other federal and state agencies
- Operations – Responsible for damage survey teams, outreach activities, and



program implementation (i.e., Public Assistance, Individual Assistance, Hazard Mitigation, etc.)

- Planning/Intelligence – Develops action plans, identifies priorities, potential problems, documents the overall recovery actions
- Logistics – Provides materials and resources to perform the tasks associated with recovery
- Finance/Administration – Tracks and monitors costs, approves purchases, audits activities as needed

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 EOC or 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 Centers may be used at all SEMS levels above the field response level depending upon the needs of the emergency.

Deputy Incident Commander: A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore



must be fully qualified in the position. Deputies may also be found as necessary at all SEMS EOC levels.

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

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

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

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

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

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

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

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

Emergency Medical Technician (EMT): A health-care specialist with 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. See also Action Plan and Incident Action Plan.

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 for coordinating 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
ADAAA - ADA Amendments Act
AFN – Access and Functional Needs
BEOC – Business Emergency Operations Center
CATV – Cable Television
CAL OES – California Office of Emergency Services
CALWARN - California Water/Wastewater Agency Response Network
CALWAS – California Warning System
CBO – Community Based Organization
CDAA – California Disaster Assistance Act
CERT – Community Emergency Response Team
CESFRS – California Emergency Services Fire Radio
CESRS – California Emergency Services Radio System
CI – Critical Infrastructure
CLERS – California Law Enforcement Radio System
CLETS – California Law Enforcement Telecommunications System
CMIST – Communication, Maintaining Health/Medical, Independence, Support Services/Safety and Transportation
COG – Continuity of Government
COOP – Continuity of Operations Plan
CSWC – California State Warning Center
DEM/OAC - County Director of Emergency Management/Operational Area Coordinator
DMA 2000 – Disaster Mitigation Act of 2000
DOC – Department Operations Center
DPSS – Department of Public Social Services
EAS – Emergency Alert System
EDIS – Emergency Digital Information System
EMD – Emergency Management Department
EMS – Emergency Medical Services
EOC – Emergency Operations Center
EOP – Emergency Operations Plan
ESF – Emergency Support Function
FAST – Functional Assessment Service Team
FBI – Federal Bureau of Investigation



FBO – Faith-Based Organization
FCC – Federal Communications Commission
FCO – Federal Coordinating Officer
FEMA – Federal Emergency Management Agency
GIS – Geographic Information Systems
HAM – Hyman-Almy-Murray
HAZMAT – Hazardous Materials
HMGP - Hazard Mitigation Grant Program
HSPD – Homeland Security Presidential Policy Directive
HUD – Housing and Urban Development
IAP - Incident Action Plan
IC – Incident Commander
ICP – Incident Command Post
ICS – Incident Command System
IFGP – Individual and Family Grant Program
IMAT - Incident Management Assistance Team
IPAWS - Integrated Public Alert and Warning System
JFO – Joint Field Office
JIC – Joint Information Center
JIS – Joint Information System
LECC – Local Emergency Communications Committee
LHMP – Local Hazard Mitigation Plan
LP – Local Programming
MACS – Multiagency Coordination System
MH DOC – Medical Health Department Operations Center
MHOAC – Medical Health Operational Area Coordinator
MJLHMP – Multi Jurisdictional Local Hazard Mitigation Plan
NAWAS – National Warning System
NCDC – National Climate Data Center
NDAA – Natural Disaster Recovery Act
NGO – Non-Governmental Organization
NIMS – National Incident Management System
NOAA – National Oceanic and Atmospheric Administration
NPG – National Preparedness Goal
NRF – National Response Framework
NRT-1 – Hazardous Materials Emergency Planning Guide
NRT-1A – Plan Review Guide
NWR – NOAA Weather Radio
NWS – National Weather Service
OA – Operational Area
OAFN – Office of Access and Functional Needs
OES – Office of Emergency Services
ODT – Operational Dial Telephone
PA – Public Assistance
PETS ACT- Pets Evacuation and Transportation Standards Act of 2006



PIO – Public Information Officer
PNP – Private Nonprofit Program
PPD – Presidential Policy Directive
PSEC – Public Safety Enterprise Communication
PSTN – Public Switched Telephone Network
RACES – Radio Amateur Civil Emergency Services
REMSA – Riverside Emergency Medical Services Agency
REOC – Regional Emergency Operations Center
RDMHS – Regional Disaster Medical Health Specialists
RIMS – Response Information Management System
SBA – Small Business Administration
SAP – Safety Assessment Program
SCO – State Coordinating Officer
SEMS – Standardized Emergency Management System
SKYMARS – Sky Mutual Aid Radio System
SOC – State Operations Center
SOG – Standard Operating Guidelines
SOP – Standard Operating Procedures
SRA – State Responsibility Area
TAP – Technical Assistance Programs
TDD/TTY - Telecommunications Device for the Deaf/Teletype
TLMA – Transportation and Land Management Agency
USAR – Urban Search and Rescue
VHF/UHF - Very High Frequency/Ultra High Frequency
VOAD – Volunteer Organization Active in Disaster
VOIP – Voice Over Internet Protocol
WEAs – Wireless Emergency Alerts



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

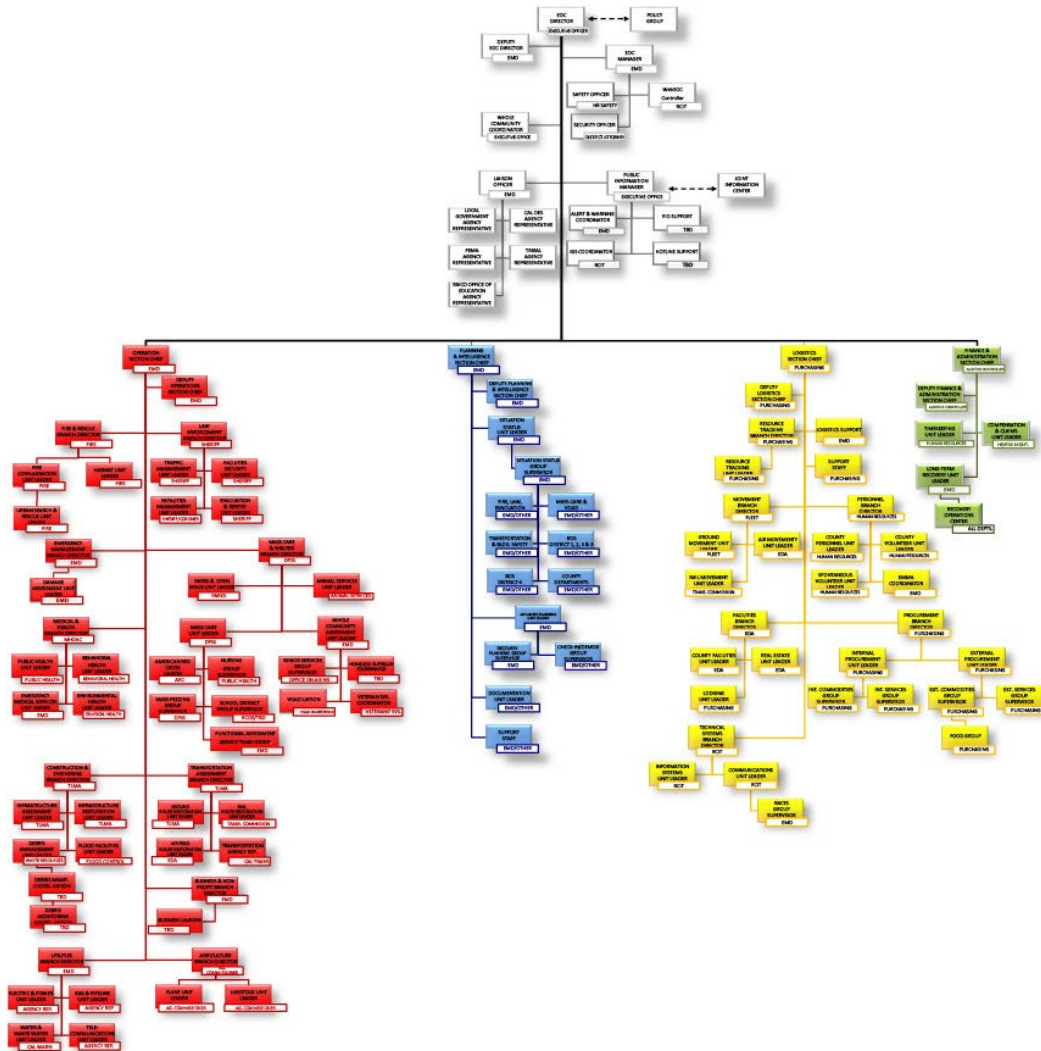
U.S. Department of Homeland Security, National Recovery Framework

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



Appendix E – Riverside County EOC Organization Chart

RIVERSIDE COUNTY EMERGENCY OPERATIONS CENTER ORGANIZATION



PROUDLY SERVING THE RIVERSIDE COUNTY OPERATIONAL AREA





Emergency Support Function 1: Transportation

County of Riverside Riverside County Operational Area (OA)



2025 Update

County of Riverside
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. Most of this annex is available for public review. Refer any request for a copy of this document to County of Riverside Emergency Management Department (951) 358-7100.



Riverside County EOP Emergency Support Function # 1: *Transportation*

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	Transportation and Land Management Agency (TLMA)
Supporting Agencies	Riverside County Sheriff's Department; Riverside County Fire Department; County of Riverside Emergency Management Department (EMD); County of Riverside Transportation and Land Management Agency (TLMA); Riverside County Flood Control and Water Conservation; Dept. of Public Social Services (DPSS); California Department of Transportation (CalTrans); California Highway Patrol; Coachella Valley Water District

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
TLMA	- Coordinate all transportation system and infrastructure preparedness, response, & recovery activities and operations - Maintain contact with field personnel and/or DOC(s) involved with response operations - Staff EOC Transportation Branch as required - Request Mutual Aid when needed - Coordinate support to all transportation systems - Maintain communication with supporting agency representatives; provide ongoing situation status updates - Provide road condition status to DPSS and other agencies involved in the movement of residents, including those with access and functional needs



Supporting Agencies	▪ Provide agency-specific damage assessment information ▪ Send a representative to the relevant DOC(s), local EOCs, and/or OA EOC to assist with transportation activities ▪ Provide ongoing situation status updates to the OA EOC and/or appropriate DOC ▪ Assist with transportation route reconnaissance and reconfiguration ▪ Provide intelligence about individuals who may or do require transportation assistance, the type of assistance required, duration of need, accommodations required, etc. ▪ Coordinate with appropriate providers to ensure timely and efficient transportation for the whole community ▪ Perform other emergency responsibilities as assigned

1.3 Purpose

The Transportation Functional Annex provides guidance for the effective coordination and management of transportation systems and infrastructure within the Riverside Operational Area (OA), during threatened or actual emergency/disaster events.

The purpose of this annex is to outline critical activities, roles and responsibilities of public and private transportation entities to identify and assess the impacts to transportation infrastructure, systems and partners; and support the overall response and recovery through the process of identifying and prioritizing the effective use and repair of critical transportation systems and infrastructure within the Riverside County OA. The purpose extends to the coordination of transportation services for the whole community, including individuals who are transportation dependent before, during or after a disaster. Transportation assistance may be required during evacuation phases, during sheltering operations or immediately following the disaster. During such times, acquisition of available resources shall be through available County resources, through private and/or non-profit resources. TLMA shall coordinate and ensure that appropriate agencies, such as DPSS or others, are aware of available traffic routes for the safe evacuation or movement of residents. DPSS shall be the primary agency to coordinate transportation resources for such movement of residents from evacuation zones to shelter sites and or from shelter sites to other locations as required. Other OA EOC positions may be activated or utilized to assist in the process, such as VOAD.

1.4 Scope

This annex supports transportation response activities within the Riverside County OA by facilitating the collection and coordination of transportation system information, and by assisting local and OA governmental entities, voluntary organizations, nongovernmental organizations, and the private sector in the management of transportation systems and infrastructure in response to actual or potential natural or human-caused incidents, emergencies, or disasters. The scope includes the provision of emergency transportation to any individual(s) who may require it, including traditional transportation services, para



transit, medical transportation and/ or other identified needs in support of the whole community, including those who are homeless, transportation deficient or have no means of self-transportation. Transportation of individuals shall include the transportation of required medical equipment, nursing or care staff, service animals such that the individual(s) requiring transportation shall not, unless necessary or required, should not be separated during transport. As noted above, DPSS will be the primary coordinating department for transportation services and TLMA will ensure awareness of available routes, etc.

This annex details the procedures, responsibilities, and concept of operations of transportation response during a potential, imminent, or declared emergency. Specific objectives are to:

- Monitor and report status of damage to transportation systems, facilities, and infrastructure because of the incident.
- Identify temporary alternative transportation solutions that can be implemented by others when systems or infrastructure are damaged, unavailable, or overwhelmed.
- Coordinate the restoration and recovery of the transportation systems, facilities, and infrastructure.
- Coordinate mutual aid assets as the availability of regional assets is impacted by and/or influences the Riverside County OA.
- When identified, assist in the coordination of individuals potentially or actually impacted by disaster during evacuations as well as during shelter operations when transportation to and from normal daily activities are required.
- The County will assist individuals with obtaining or accessing their normal transportation services such as bus service, paratransit, etc.



2. Concept of Operations (ConOps)

2.1 General Concepts

Transportation is the responsibility of all of the transportation system entities and providers within Riverside County OA. It is also the responsibility of DPSS, as the mass care and shelter lead agency, to work with appropriate staff or non-profit agencies, during mass care operations, to provide information to the County EOC about individual needs and transportation requests. DPSS shall coordinate such requests with VOAD Liaison, or if procurement is needed, the OA EOC Logistics Section. During a Riverside County Operational Area Emergency Operations Center (OA EOC) or transportation agency Department Operations Center (DOC) activation, the implementation of the Transportation Functional Annex will be led by the County of Riverside Transportation and Land Management Agency (TLMA) and supporting departments. Procedures pertaining to this function are compliant with the Standardized Emergency Management System (SEMS), Incident Command System (ICS), and the Riverside County Emergency Operations Plan (EOP).

This Concept of Operations outlines the following elements of the Transportation function:

- Transportation Primary Roles
- Emergency Transportation of People
- Private Sector Partners
- Information Flow
- Organization and Structure
- Responsibilities
- Notification and Activation Procedures
- Response Actions
- Deactivation Procedures

2.2 Transportation Primary Roles

2.2.1 Transportation Department Operation Center (DOC)

A DOC is an operational/logistical entity designed to serve as a departmental coordinating body in support of field-level incident management. Its broad function is to maintain internal department operations, e.g., continuity of operations (COOP) and continuity of government (COG), assist in bringing an incident to a close, and, when necessary, to collaborate a countywide response through the OA EOC.

The Transportation and Land Management Agency (TLMA) has a Department Operations Center (DOC) that may be activated in an emergency or disaster incident requiring coordination of transportation activities.

Depending on the type and scale of the event, Riverside County OA transportation support departments may activate their DOCs to better facilitate departmental response operations. If the event is large in scale, Unified Command may be established among several departments to better coordinate field operations. In addition, the OA EOC may be activated to coordinate a countywide emergency response. If the OA EOC is activated, Riverside transportation agencies may send a representative to the OA EOC Transportation Unit to assist with the countywide coordination of transportation activities. Such coordination may include the OA EOC Mass Care and Shelter Branch, the EMS Unit Leader and/or other EOC positions that become aware of transportation needs for the



whole community.

2.2.2 Riverside County Operational Area Emergency Operations Center (OA EOC), Transportation-related Positions

The primary purpose of the various positions within the OA EOC is to collect and disseminate information about the status, needs, and available resources of the transportation systems and infrastructure within Riverside County OA. These positions will ensure that information is sufficiently verified and coordinated with the EOC Operations and Logistics Sections, county departments, local government, and other transportation entities.

During an activation of the OA EOC, the Operations Section Transportation Branch provides a single point within the OA wherein all transportation-related information is collected, and common operating picture is developed. The Transportation Branch will provide regular updates about road conditions to OA EOC Mass Care and Shelter Branch for the purpose of ensuring their awareness so that if individuals require transportation assistance, DPSS can appropriately route those resources in a safe and effective manner. With this information, the Transportation Unit, in conjunction with other Operations branches, will facilitate OA -wide coordination of the following activities:

- Support route clearance and recovery activities
- Designate ingress/egress routes for emergency response vehicles and personnel
- Coordinate response operations designed to restore and maintain normal operations of Riverside County OA public transportation systems
- Designate evacuation routes and provide evacuation information to emergency responders and the Joint Information Center (JIC)
- Assist with the transportation route information so that DPSS can best coordinate transportation services for individuals unable to evacuate themselves
- Assist with the transport of emergency commodities and assets

The OA EOC Operations Section, Transportation Unit has direct lines of communication with other county departments, regional and state authorities, and private sector partners. Other departments operating within the EOC, such as DPSS and Emergency Management Department, also have access to resources which may assist in this process.

Transportation Positions

According to the needs of the event, the following positions may be activated within the OA EOC:

- **Operations Section, Law Enforcement Branch**
 - Traffic Management Unit Leader: The Traffic Management Unit Leader will coordinate with the Law Enforcement Branch to ensure that appropriate traffic control measures are in place.
 - Evacuation/Re-Entry Unit Leader: The Evacuation/Re-Entry Unit Leader will coordinate the orderly, systematic evacuation/re-entry of residents and visitors.
- **Operations Section, Construction & Engineering Branch**
 - Route Recovery Unit Leader: The Route Recovery Unit Leader will coordinate with the Construction & Engineering Branch, California Highway



Patrol (CHP), and CalTrans to gather assessment data about damage to roads and highways, and with the Construction and Engineering Group to identify priority routes and develop and implement route recovery plans.

- **Operations Section, Transportation Unit Leader:** The Transportation Unit Leader will develop a transportation plan to support response and recovery operations and arrange for the acquisition or use of required transportation resources; this unit will provide regular updates to the Mass Care and Shelter Branch

2.3 Emergency Transportation of People

2.3.1 Evacuation

The authority for evacuation orders is the responsibility of the local jurisdiction, including OA city law enforcement agencies, and/or the Riverside County Sheriff's Department, with logistical support by County departments, cities and other local agencies. Evacuation authorities are defined at both the state and city levels in the Closing Areas in Emergencies Section of the California Penal Code 409.5(a) and the Government Code, Section 8607.

In addition to the Riverside County Sheriff, other officials may issue an evacuation order. The Board of Supervisors in consultation with the Policy Group, or the following individuals or their designee, can issue the order:

- County Executive Officer
- OA City Police Chiefs
- Local Health Officer

Once approved, the Riverside County Sheriff's Department and their mutual aid partners will be dispatched to implement the order if it is safe to do so. In some cases, it may be necessary to order residents to shelter in place. In this case, considerations for supporting those residents will be discussed in the OA EOC with all relevant sections and branches. Considerations for such orders and assisting the whole community in those cases, should consider the following:

- Are there individuals in the shelter in place zone that have been identified as having access and functional needs? Sources for such identification may include but are not limited to: law enforcement at the time the notice is given (i.e. door knocks, etc.) and/or resident self-identification. Note: in some cases, providers may not be able to release specific locations of individuals with access and functional needs to the OA EOC due to privacy restrictions)
- What are the identified needs?
- What is the estimated duration of shelter in place order?
- Is it feasible/safe to evacuate individuals with access and functional needs?
- Is it feasible/safe to bring commodities into the area that is sheltering in place?



The table below lists the county departments and supporting organizations that may be involved in an evacuation warning or order: Riverside County and Support Organizations	
Amtrak	French Valley Airport
Banning Dial-A-Ride	Greyhound Bus Lines
Banning Municipal Airport	Hemet-Ryan Airport
Beaumont Dial-A-Ride	Jacqueline Cochran Regional Airport
Blythe Airport	Metrolink
California Department of Transportation (CalTrans)	MoVan (Moreno Valley)
California Highway Patrol	Norco Senior Bus
Chiriaco Summit Airport	Omnitrans
City of Banning Transit	Palm Springs Airport
City of Beaumont Transit	Pass Transit
City of Corona Bus Line	Palo Verde Valley Transit Agency
Coachella Valley Area of Governments (CVAG)	Riverside County Transportation Commission (RCTC)
Corona Cruiser	Riverside Municipal Airport
Corona Dial-a-Ride	Riverside Special Transportation
Corona Municipal Airport	Riverside Transit Agency
Economic Development Agency	Sunline Transit Agency
Flabob Airport	Western Riverside County of Governments (WRCOG)
Flood Control	

In addition, the 'Riverside County Joint Public Safety Agency Operations for Evacuations Evacuation Checklist' was developed to assist field supervisors in the initial stages of a fire or other emergency requiring evacuations. The checklist is a guideline intended to facilitate the safe and efficient evacuation of the whole community including individuals with access and functional needs. The checklist is updated and maintained by EMD in collaboration with other agencies.

Evacuation Routes



enforcement, Caltrans, and CHP, will establish evacuation routes. The Riverside County Sheriff's Department or other recognized agencies with authority may staff traffic control points/road closures.

- TLMA will place message boards at requested intersections to divert traffic along the evacuation routes if required
- The Riverside County Sheriff's Department, CHP, and city law enforcement will provide security by setting up roadblocks, barricades, and/or a system of patrols; TLMA may also aid with barricades. In some cases, road closures may be unmanned with only barricades being placed.

2.3.3 Paratransit

Para-transit, provided by Riverside Transit Agency (RTA) and local transit agencies throughout the OA, provides an essential lifeline of service that links individuals with disabilities and others with access and functional needs within the OA to life-sustaining critical medical services, and other necessary services. When a disaster occurs, damage to the Riverside County OA transportation infrastructure, including paratransit services, may result in a significant decrease of available transportation resources.

During an emergency event, Paratransit may be called upon to provide transportation for individuals. Specifically, Riverside County OA paratransit providers may support emergency transportation activities in the following areas:

- DPSS will utilize the support of RTA, local transit agencies and/or County Fleet Services for the emergency movement of people who may require paratransit buses, traditional buses, vans and/or pre-hospital providers such as American Medical Response (AMR)
- DPSS will provide access to transportation for life-sustaining medical appointments, support facilities, etc., as the situation permits. In cases where individuals utilize a specific form of transportation, work to create access to those same services either by transporting them to their regular pick-up/drop-off location, and/or by arranging for those services to pick up/drop off at the shelter location where they have been evacuated to. Transportation services may also be needed by individuals to get to and from work, school, etc. DPSS shall coordinate these services in conjunction with TLMA to ensure route accessibility and notification to providers.
- Communicate service changes, interruptions, or suspensions of para-transit service to contract service providers and customers. If necessary, request representatives to the shelter or other service sites to inform residents about how to acquire their normal services, such as paratransit, estimated closure of bus routes, roads, etc. TLMA may assist in the coordination of this if requested.

Paratransit services will be conducted by organizations pre-identified by and contracted through Omnitrans, or by community-based organizations or private vendors. If a resident typically utilizes services, such as paratransit, and their normal provider is not able to accommodate pick up/drop off at the shelter sites, the County should work with that or other providers to provide equal service at the shelter site. It is the intent to assist residents by ensuring they have access to their normal/day-to-day modes of transportation or provide such needed transportation.

2.4 Private Sector Partners & Non-OA Organizations



Some private sector and non-OA organizations, such as private transit companies and/or agencies outside of the OA, play a direct response role in emergency transportation. Others may assist in providing response and recovery resources. Responsibilities of private sector organizations and non-governmental organizations may include:

- Collaborating with the County to ensure the needs of the whole community are met during and after a disaster
- Transporting goods, providing equipment, removing debris, and performing other response and recovery functions under contracts with local and state governments
- Providing status reports and sending liaisons to local EOCs, the EOC, the Regional Emergency Operations Center (REOC), or the State Operations Center (SOC) upon request
- Coordinating with government agencies to facilitate an effective restoration of services
- Providing specific emergency response and recovery roles (for example, the American Red Cross, represented in the REOC Care and Shelter Branch, the SOC, and most OA EOCs, may provide care and shelter for displaced persons during a regional emergency or disaster)
- Providing resources to support an emergency event in response to a Governor's Order, as authorized in the Emergency Services Act
- Receiving EOC cumulative Situation Status Reports to inform field-level response teams

Private sector/organization partners that may have a role in mass transportation operations include the following:

Private Sector/Non-OA Organization Partners	
Amtrak	Omnitrans
Care-A-Van	Riverside Transit Agency (RTA)
Flabob Airport	Sunline
Greyhound Bus Lines	Taxis (<i>Yellow Cab, Redtop City, American Cab, Airport Taxi, Blue Crown Taxi, Fallbrook Taxi</i>)
Metrolink	American Medical Response (or other ALS, BLS, or non-critical transportation providers)
Dial-A-Ride	Uber, Lyft or other like providers

2.5 Information Flow

The Transportation Functional Annex facilitates communication among multiple response levels during OA-wide coordination of transportation information. The following provides an overview of the various coordination levels that maintain communication during a disaster event. The list below depicts the relationship of how information is collected and passed up from the field level to the OA EOC and from the OA EOC back to the field level.



- **Field Level**
 - Assess and monitor the status of transportation systems
 - Implement transportation operations as necessary
 - Submit frequent Situation Status Reports to the appropriate DOC or OA EOC
 - Repair and restore transportation roadways, facilities, and infrastructure
 - Communicate identified needs of individuals with access and functional needs to the OA EOC
- **DOC Level**
 - Maintain communication with the field level regarding the status of transportation systems
 - Receive requests for resources from the field; fill requests internally, or forward requests that cannot be filled to the OA EOC
 - Coordinate with the appropriate agencies to plan for multiple operational periods
 - Submit periodic Situation Summary Reports and Flash Reports to the OA EOC
 - Communicate identified needs of individuals with access and functional needs to the OA EOC
- **Riverside County OA EOC, Operations Section Transportation Branch**
 - Gather information from DOC representative on a continual basis
 - Submit DOC Situation Summary Reports and Flash Reports to the OA EOC, Transportation Branch Coordinator
 - Disseminate cumulative OA EOC Situation Summary Reports and Flash Reports to the DOC and field
 - Coordinate with regional, state, and/or federal entities as necessary
 - Coordinate with all appropriate OA EOC positions to ensure they are aware of the road closures/openings so that residents can be transported in a safe and efficient manner
- **Riverside County OA EOC Logistics Section Chief**
 - Ensure OA EOC situational awareness of ongoing transportation system status and issues
 - When resource needs are identified, assist in acquisition of required services through emergency memorandums or contracts, procurement, or other means
- **Supporting Departments, Agencies, & Organizations**
 - Support TLMA as the lead agency in transportation system issues; support the OA EOC, DOC(s), and field operations as requested



- Maintain communication with appropriate departmental representatives by providing frequent Situation Summary Reports and Flash Reports updates

2.6 Organization and Structure

2.6.1 Organization

The Transportation ESF (Emergency Support Function) encompasses support from numerous transportation entities to ensure that OA-wide transportation information and activities are communicated and conducted in a coordinated manner. The OA EOC Transportation Unit is the central location in which this coordination takes place during a major event. The organization chart below depicts the relationship between the OA EOC Transportation Unit and the various departments involved, as well as its coordination within the OA EOC. Reference the EOC organizational Chart in the EOP for any questions.



2.6.2 Transportation Responsibilities

The following table identifies the overall roles and responsibilities of each entity that may be involved with Transportation. Entities needed to support Transportation operations will vary and will be determined according to the needs of the event.

Entity	Responsibility
County/OA Entities	
TLMA	• Activate the TLMA DOC as necessary • Coordinate the collection, organization, and dissemination of information about the operational status of Transportation ESF agencies • Report all road closures, and ensure that accurate information about road closures is communicated to the OA EOC Situation Status Unit and Operations Section • Liaise with local, state, federal, private, and special districts transportation agencies; ensure appropriate integration of state and federal agencies into local command and support organizations • Prioritize damage assessments, and reporting, of critical transportation systems, infrastructure, facilities, and equipment within the County • Coordinate with supporting agencies to provide appropriate personnel and equipment for enforcement of traffic control points • Assist with the identification of alternate routes of travel for critical response and recovery activities, such as responders, evacuation, commodities, debris management, etc. • Provide road signage for access to and egress from incident site • Coordinate with appropriate functions within the Operations Section to assist in identifying and managing access to and from impacted areas • Coordinate resources, such as civil engineers, to conduct transportation systems



Riverside County
Emergency Operations Plan

	and infrastructure damage assessments and road closures • Report, with maps, graphics, etc., updated situation status, damage assessment, and road closure information to the OA EOC, DOCs, and Incident Command Posts • Develop alternate routes and collection points for response operations and activities, based on established priorities and requirements • Recommend alternate routes for day-to-day transportation services • Identify priorities and requirements for placing appropriate signs, barricades, adjusting traffic signals, etc., within the impacted areas Remove debris on identified essential routes
Dept. Public Social Services	• Develop a communication pathway to the OA EOC to ensure that when/if individuals with access and functional needs who have transportation assistance requirements, are provided access to services timely and equally • Coordinate transportation for individuals who require evacuation assistance or other transportation assistance while at service sites • Collaborate with TLMA to ensure awareness of road closures/openings
Emergency Management Department	• Activate the OA EOC • Assist in acquiring OA Regional, State, and Federal resources, if requested
Riverside County Sheriff's Department	• Activate the DOC as necessary • Determine evacuation routes, manage evacuation traffic, and evacuate citizens to safety zones • Ensure efforts are coordinated with the OA city law enforcement, CHP, TLMA, and CalTrans
Regional/State/Federal Entities	
State of California, Office of Emergency	• Activate the REOC



Services	• Receive a damage report Situation Summary Reports and Flash Reports that includes damage, incapacitation, closure of facilities and of major roads; casualties sustained on transportation systems in the Riverside County OA • Prepare, coordinate, and communicate regional emergency information, response activities, resources, and transportation capabilities available to respond to the transportation needs for the Riverside County OA • Make decisions when competing demands for limited resources exist
California Highway Patrol	• Enforce route restrictions on California roadways and bridges • Implement road and street closures in the affected areas • Assist with establishing and securing traffic control and access points as needed • Inform the OA EOC Transportation Branch, in conjunction with the 511 Traveler Information System and Caltrans, of information for roadway conditions, capacity, and delays within or affecting Riverside County OA

2.7 Notification and Activation

2.7.1 Notification

In the event of an incident requiring OA -wide transportation coordination, TLMA in coordination with the OA EOC will determine the activation needs of Transportation. Notification will then be issued to relevant supporting entities, and to any additional departments or agencies as required. Notification will be distributed via the most appropriate communications equipment for the event requirements, and will detail incident information, reporting instructions, and any relevant coordination information.

2.7.2 Activation

Activation will be concurrent with any incident requiring an elevated need for transportation coordination. The level of activation will be determined according to the needs and magnitude of the event. Coordination between Transportation



DOC(s) and/or the OA EOC may be necessary during the following situations:

- During any event where transportation operations exceed the capacity of normal operations
- During regional activities that require activation of multiple transportation DOCs
- The magnitude of the event requires mutual aid
- Response and recovery operations will involve multiple county departments
- Response and/or recovery efforts are expected to last for an extended period
- Residents who are transportation dependent or who have access and functional needs have been identified as requiring assistance to evacuate
- Residents already evacuated have requested assistance with resuming normal day-to-day living, such as gaining access to paratransit, dial a ride services or traditional bus operations. Provision for such services shall consider the needs of the individual, their care provider, service animal, medical equipment, etc. remaining with them at all times

Step 1: Initial Assessment

- Transportation entity field units conduct initial damage assessments
- Identify infrastructure damage or potential major problems that may impact transportation systems; report to department supervisors

Step 2: Activate DOC(s); Provide EOC Staff

- If appropriate, activate the TLMA DOC
- If the OA EOC is activated, send departmental representatives as requested to staff Transportation positions
 - Determine activation needs and assign unit leader responsibilities to the most appropriate personnel
- Make notifications to affected transportation agencies

Step 3: Gather Information

Obtain continual situational awareness of the entire transportation network for specific impacts from the incident. Information will be gathered from the following sources:

- Transportation personnel in the field
- Other responding departments
- Regional transportation entities
- State and Federal agencies, as appropriate
- Media (via broadcast, web information, blogs, print, social media)



Step 4: Coordinate Response Activities

- Identify potential major problems and mitigate minor problems on priority roadways and at roadway structures
- Identify temporary alternative transportation solutions to be implemented by others when primary systems or routes are unavailable or overwhelmed
 - Provide vehicle operators, plus law enforcement officers, with route information and maps
 - Update all affected transportation agencies of road closures and route changes
 - Provide updates to OA EOC Mass Care Branch to ensure they are making appropriate notifications about alternate routes, access points, etc. to residents at service sites
- Implement appropriate air traffic and airspace management measures
- Coordinate the issuance of regulatory waivers and exemptions

Step 5: Coordinate/Obtain Resources

- Arrange and acquire required resources such as: buses, trains, planes, taxi's, shuttle vans, and vehicle operators, and support personnel
- Notify and request assistance from supporting departments as needed
- Determine additional transportation resource needs and request mutual aid assistance as necessary
- Track all costs including personnel time, fuel, repairs and resources for reimbursement and cost expenditure records

Step 6: Coordinate Public Information

- Provide information to the OA EOC JIC for the public, regarding transportation system use
- Initial public information includes, but will not be limited to, the following:
 - Damage assessment and estimated/anticipated duration
 - Transportation actions to resolve issues
 - Collaborative community efforts from businesses, industries, and residents
 - Alternate bus schedules, para transit pick up points, etc.

Step 7: Continue to Monitor, Track, and Inform

- Monitor and report the status of and damage to the transportation system and infrastructure
- Receive and respond to requests for information



- Provide Summary Reports and Flash Reports, as necessary
- Obtain continual situational awareness of the entire transportation network for specific impacts from the incident
- Maintain communication pathways with all appropriate OA EOC positions to ensure continuity of information sharing and route options, etc.

2.7.3 Deactivation/Demobilization

Transportation support will be deactivated when the need for additional transportation coordination has diminished, ceased, or returned to normal operations. Deactivation of transportation support may occur incrementally according to the need or lack of need for specific transportation functions. Transportation may be deactivated or scaled back at the discretion of TLMA, the OA EOC Director, Deputy EOC Director, or the Logistics Section Chief once a plan for demobilization has been coordinated.

3. Planning Assumptions

The following planning assumptions for the Transportation Annex apply:

- Supplementary transportation may be needed in preparation for a disaster for evacuations
- Additional resources may be needed following a disaster as a result of both increased transportation needs and disruption of normal transportation systems
- Transportation may be required for bringing emergency equipment and supplies into the disaster area. Emergency transportation may also be necessary to provide access to assistance centers and access to places essential to the resumption of normal community life such as stores, schools, government offices and major employment centers
- Establishment of usage priorities and the acquisition of unconventional emergency transportation resources may be required while normal systems are being restored



Emergency Support Function 2: Communications

County of Riverside Riverside County Operational Area (OA)



2025 Update

County of Riverside
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. Most of this annex is available for public review. Refer any request for a copy of this document to County of Riverside Emergency Management Department (EMD) at (951) 358-7100.



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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	Riverside County Emergency Management Department (EMD)
Supporting Agencies	Riverside County Sheriff's Office (RSO); Riverside County Fire Department (RVCF); Riverside County Fire/Law/EMD Emergency Command Center (ECC); Riverside County Information Technology (RCIT); Transportation and Land Management Agency (TLMA), County Public Information Officer (PIO); Law and Fire Departments; United States Department of Agriculture Forest Service (USFS); California Governor's Office of Emergency Services (Cal OES); California Highway Patrol (CHP); and California Border Patrol (CBP)

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
EMD	▪ Provide oversight for all Communications (ESF) activities ▪ Activate Riverside County Radio Amateur Civil Emergency Service (RACES) communications reserve when appropriate ▪ Coordinate use and activation of public warning systems organic to Riverside County Fire Department, RSO or EMD OA and community <u>Activate auxiliary communication links between:</u> ▪ Department Operations Centers (DOCs) and the Operational Area Emergency Operations Center (OA EOC) through activation and support ▪ Incident Command Posts (ICPs), DOCs, fire stations, sheriff stations, and other facilities through activation and support ▪ Activate OA EOC and Alternate Emergency Operations Center (AEOC) if requested ▪ Provide communications assistance to Riverside County departments and agencies during an emergency or event where additional communications equipment or personnel may be needed ▪ Coordinate use of communications platforms, including amateur radio (voice and digital), telephone, cellular phone, and internet ▪ Coordinate efforts with OA EOC Communications Unit Leader ▪ Provide operational knowledge of primary and alternate communications systems ▪ Assist in development of County Incident Radio Communications Plan (ICS 205)



Department	Responsibilities
RCIT	- Facilitate coordination of the Communications ESF activation and the staffing of the OA EOC Communications Unit - Provide information to the OA EOC Communications Unit about data and network infrastructure status and estimated timeframe for required repairs - Provide maintenance and repair to Riverside County communications infrastructure (wireless, fiber, servers, network, web) to ensure timely, efficient emergency messaging among responders - Assist in the development of the Riverside County ICS 205, as part of the OA EOC Incident Action Plan - Provide access to the Riverside County website and resources under existing telecommunications vendor contracts - Provide support to Riverside County software applications
RSO	- Provide maintenance and repair to Riverside County communications infrastructure (radio, microwave, satellite, tower structure) to ensure timely, efficient emergency communications among responders - Coordinate the activation of the Communications ESF and the staffing of the OA EOC Communications Unit - Assist in the development of the Riverside County ICS 205, as part of the OA EOC Incident Action Plan - Provide access to RSO County owned communications sites - Identify and support Interoperability radio communications, while administering codeplug and talkgroup requirements - Oversee Talk Group User Agreement program ensuring appropriate coordination and authorization requirements



Department	Responsibilities
ECC	▪ Act as an information relay point between: ○ First responders and the OA EOC via CAD and 700 MHz/various two-way radio systems ○ Dispatch and the OA EOC via CAD ▪ Provide information verification via CAD and 700 MHz/various radios ▪ Provide channel utilization support to 700 MHz degradation activities ▪ Access the Public Warning Systems ▪ Communicate public safety information to OA EOC ▪ Provide staff to OA EOC Communications Unit as requested
PIO	▪ Provide accessible emergency information to private and public stakeholders and the whole community, as defined in EOP, within Riverside County ▪ Maintain coordination with the OA EOC Communications Unit to ensure the provision of needed information to the public through the Joint Information Center (JIC) ▪ Identify and implement Emergency Alert and Warning notifications while ensuring communications platforms for private and public stakeholders and whole community members, as defined in EOP, are established ▪ Manage Alert and Warning process as outlined in EMD Procedure #A8



1.3 Purpose

The Communications Emergency Support Function (ESF) provides the countywide capability to receive and transmit priority communications traffic during an imminent or actual emergency event that necessitates expanded coordination of communications systems. During such an event, the Communications ESF will provide management, oversight, and coordination of communications functions among County of Riverside first responders, the Riverside Operational Area (OA) Emergency Operations Center (EOC), County departments, OA local governments, and the public community members.

1.4 Scope

The Communications ESF will assist emergency response personnel to coordinate the establishment, maintenance, and restoration of Riverside County communications systems to ensure the provision of efficient communications during emergency operations. This ESF will enable the receipt and transmission of priority messages by coordinating emergency systems used to communicate with and among the various response departments and emergency systems used to communicate disaster information to the public. The Communications ESF applies to all departments that may require communications services, or whose communications systems may be affected during emergency response operations.



2. Concept of Operations

2.1 General Concepts

The Riverside Emergency Management Department will activate the Communications ESF during an impending or actual emergency event that threatens the integrity of or relies heavily on Riverside County communications systems. When activated, the Communications Annex provides communications support to the affected area, field personnel, Riverside County Department Operation Centers (DOCs), and to the OA EOC.

As the coordinating department, EMD has ultimate responsibility to oversee the Communications ESF activities. Response resources such as equipment and personnel are drawn from the Communications ESF supporting departments.

This Concept of Operations will outline the following elements of the Communications support function:

- Emergency Communications
- OA EOC Communications Unit
- Organizational Structure
- Positions and Responsibilities
- Notification and Activation Procedures
- Response Actions
- Deactivation Procedures

2.1.1 Emergency Communications

Response Department Communications

During any major event impacting Riverside County OA, emergency communications systems are at risk of becoming limited due to systems being damaged, destroyed, overloaded, attacked, or otherwise rendered inoperable. Because effective communication is a critical component of emergency management, the use of interoperable, redundant communications systems among all response elements is essential to ensure a prompt and coordinated response. Response agencies within Riverside County OA share a variety of intra-system “shared channels” with common frequencies/talkgroups established and programmed into radios to provide interoperable communications among agencies using the same shared radio systems. These channels are a combination of local, state, and federal frequencies designated for interoperability.

The Communications ESF has been designated to ensure the flexibility of emergency response messaging among county departments. Through monitoring communications systems, coordinating the repair of damaged systems, providing backup and auxiliary communication assets, and notifying relevant departments of systems status, the Communications ESF enables effective and interoperable communications between responders. As a result, response departments can:

- Establish and maintain a common operating picture of the event
- Develop and disseminate appropriate public notifications
- Formulate, execute, and communicate operational decisions made at an incident site and among Riverside County OA response departments
- Facilitate departmental awareness and understanding of the event
- Enable emergency management personnel to develop, coordinate, and execute operational



decisions and requests for assistance

Public Warning Communications

Public warning systems are designed to allow Riverside County OA authorities to warn the public of impending or current emergencies affecting their area. During a major disaster or event where the need to relay public information is immediate, the Communications ESF will coordinate the development of public warning messages and their release via the most appropriate/effective public warning system. ***When EOC is activated all public information messages are to be released by the PIO through the JIC. Reference ESF 15 External Affairs for further information.***

Public warning systems may be activated by local government officials, and will typically contain alert, notification, and educational information. Such public warning systems are valuable due to their ability to communicate critical information to the public when other communications systems are not dependable. Public warnings may be issued during severe weather, flooding, fire, hazardous material release, terrorist threat, water contamination, and any other threats to life, safety, and property.

Several public warning systems are utilized throughout the Riverside County OA, to include:

- Emergency Digital Information Service (EDIS) – activated by state/local government
- Integrated Public Alert and Warning System (IPAWS) – activated by state/local government
- California Warning System (CALWAS) – can be activated by Cal OES
- Alert Riverside County (Alert RivCo) - can be activated by designated EMD staff
- Social Media – coordinated by County PIO, RCIT, County Fire PIO or other designated department staff

Emergency Communications Systems Overview

The Riverside County Communications capabilities presently available are telephone communications, radio communications, data / internet connection communications, and public warning system communications. The tables in Appendix A of this ESF provide an overview of the systems available within Riverside County OA.

2.1.2 Riverside County OA EOC Communications Unit

Mission

The mission of the Riverside County OA EOC Communications Unit is to enable the OA EOC to receive and transmit priority message traffic on a 24-hour daily basis during an emergency; to facilitate the receipt and transmission of emergency message traffic among Riverside County departments and the OA in support of imminent or actual emergency operations; and to ensure that warnings, weather advisories, and critical event information are efficiently and appropriately delivered to the public in a timely manner.

Overarching Responsibilities

The overarching responsibilities of the OA EOC Communications Unit include the following:

- Implement OA EOC information systems
- Coordinate assessment and restoration of communications infrastructure
- Develop and distribute an ICS 205 Communications Plan that identifies all systems in use, ensures enough frequencies are allocated to facilitate operations and lists specific frequencies allotted for the emergency



- Coordinate activities with the Utilities Branch and agency representatives within the OA EOC, as necessary
- Ensure sufficient staffing of the Communications Unit
- Request communications-related mutual aid resources as necessary

2.2 Communications Unit Organization

2.2.1 Communications ESF Organizational Structure

During an activation of the OA EOC, the ESF 2 - Communications will be used as the guiding document for the EOC Communications Unit. The Communications Unit will operate within the Services Branch of the Logistics Section as described in the organizational chart referenced in the Riverside County EOP. The organization chart within the EOP base plan depicts the relationship between the OA EOC ESF 2, its functional units, and the various involved departments, as well as its coordination within the OA EOC. Reference the EOC organizational Chart in the EOP base plan for any questions.

2.2.2 Communications Unit Positions and Responsibilities

The Communications Unit Leader may establish the following positions in the Communications Unit as needed:

Position	Responsibility
Communications Unit Leader	• Coordinates overall Communications Unit activities • Exchanges information with appropriate Section Chief(s) on a regular basis to ensure continual event awareness • Determines staffing needs according to the event and assigns personnel to fill positions
Auxiliary Communications Operator	• Coordinates the use of amateur radio communications systems according to the needs of the event • Maintains situational awareness to continually assess the status of amateur radio communications that are needed and those that are in use • Provide situation status updates to Communications Unit Leader



Position	Responsibility
Radio Communications Operator	• Coordinates the use of Public Safety Enterprise Communication (PSEC) Radio communications systems according to the needs of the event • Maintains situational awareness to continually assess the status of PSEC Radio communications that are needed and those that are in use • Provide situation status updates to the Communications Unit Leader
Radio Communication Operator	• Coordinates the use of Fire/Very High Frequency (VHF) Radio communications systems according to the needs of the event • Maintains situational awareness to continually assess the status of Fire/VHF Radio communications that are needed and those that are in use • Provide situation status updates to Communications Unit Leader
Alert & Warning Communications Unit Leader	• Receives communications systems status updates from the 911 Public Safety Answering Point (PSAP) and Dispatch Center • Provides Computer-Aided Design (CAD) support for OA EOC Law and Fire as requested • Receives and coordinates requests for communications assistance • Coordinates the repair of damaged communications systems as needed • Coordinates the switchover to secondary communications systems as needed • Delivers regular communications system status updates to the Communications Unit Leader



Position	Responsibility
Data/Network Unit Leader	• Receives communications systems status updates from non-public safety Riverside County departments • Receives and coordinates requests for communications assistance • Coordinates the repair of damaged communications systems as needed • Coordinates the switchover to secondary communications systems as needed • Delivers regular communications system status updates to the Communications Unit Leader

2.3 Notification and Activation

2.3.1 Notification

Upon activation of the Communications ESF, the OA EOC Communications Unit Leader will notify all necessary supporting departments. Notifications will be distributed via the most appropriate communications platform necessary, as dictated by event requirements, and will detail event information, reporting instructions, and any relevant communications coordination information. Supporting department representatives involved within the OA EOC Communications Branch will be activated according to the needs and scope of the event.

2.3.2 Activation

EMD will determine the extent to which communication coordination activities are needed and will identify which OA EOC Communications Unit positions will be necessary to best facilitate the OA EOC mission. Conditions in which the Communications Unit of the OA EOC may be activated to include but are not limited to:

- During an event (natural or manmade) of such magnitude that the need for countywide communications coordination is self-evident
- Immediately following a terrorist attack affecting or possibly affecting Riverside County
- During any event that requires close coordination and monitoring of Riverside County OA communications systems to guarantee successful event management

Activation Authorities

Communications support will be coordinated through the OA EOC and may be activated independently or in conjunction with other OA EOC positions, depending on the needs of the situation.

The *EOC Director, Deputy EOC Director, and/or Logistics Section Chief* will authorize OA EOC activations and requests staffing to report to the OA EOC to coordinate Communication Unit activities.

2.3.3 Communications Unit Response Actions

Step 1: Assess Communications Systems

- Determine status of primary and alternate communications systems

Step 2: Coordinate with OA EOC



- Identify and assign Communications Unit positions
- Determine specific communications requirements for the OA EOC
- Ensure support for OA EOC information systems
- Initiate reporting processes to EOC Logistics Section Chief
- Establish and maintain communications with the Communications ESF supporting departments and other relevant departments as necessary
- Activate and staff the Communications Unit Leader position
- Communicate internal incident response information to OA EOC Planning Section
- Provide frequent communications status updates to OA EOC Logistics Section Chief and other relevant entities (Riverside County OA authorities, state/federal liaisons, etc.)
- Coordinate response actions with the OA EOC in support of emergency management actions
- Report and document event activities by completing and submitting required forms, reports, documentation, and follow-up notations on immediate response communications
- Coordinate communications with regional and state entities
- Facilitate communications with local private sector and community partners to assist in awareness, prevention, response, and recovery communications activities

Step 3: Coordinate Communications Systems

- Develop an Incident Radio Communications Plan (ICS 205 or equivalent) that identifies all systems in use, ensures enough frequencies and/or talkgroups are allocated to facilitate operations, and lists specific frequencies/talkgroups available for emergency operations
- Distribute Incident Communications Plan to relevant department representatives and authorities
- Ensure affected departments are notified of migration to alternate communications systems
- Ensure redundant communications circuits/channels are available for use and will provide all necessary means of communications required to provide messaging and notifications for the whole community

Step 4: Manage Resources

- Maintain, manage, and ensure protection of interoperable communications assets
- Coordinate the acquisition and deployment of communications resources
- Coordinate resource requests or requests for communications equipment through the OA EOC Logistics Section
- Assess the need for mobile and transportable telecommunications assets (e.g., mobile communications vehicles, gateways, etc.)
 - Coordinate the deployment of Riverside County transportable communications assets
 - If Riverside County assets are unavailable, determine the availability of mutual aid transportable communications assets



Step 5: Continue to Monitor, Track, and Inform

- Provide communications status updates to relevant department(s)/activated ESF
- Provide situation updates, as necessary
- Re-evaluate the current situation status
- Determine future needs, as appropriate

2.3.4 Deactivation

The Communications ESF will be deactivated when the need for communications coordination has either diminished or ceased. The Communications Unit may be deactivated or scaled back at the discretion of the EOC Director or Logistics Section Chief, as appropriate. After the decision to deactivate has been determined, the following activities may be necessary:

- Complete or transfer remaining Communications Unit responsibilities to the appropriate department(s) and staff
- Provide deactivation information to all involved response and support departments
- Issue a final status report to the Logistics Section Chief
- Coordinate deactivation with Logistics Section Chief, to include staff release, equipment returns, and inventory
-

3. Planning Assumptions

The following planning assumptions for the Communications Annex apply:

- A natural or manmade disaster may severely damage the communication infrastructure in the impacted area
- Even if no infrastructure damage occurs, the nature of most disasters will quickly overwhelm the capacity of the regular communications systems in place
- Damage to communications equipment may influence the means and accessibility level for relief services and supplies
- Initial damage reports may be fragmented and provide an incomplete picture concerning the extent of damage to telecommunications facilities
- Weather and other environmental factors may restrict the ability of suppliers to deploy mobile or transportable telecommunications equipment into the affected area
- Communications assistance will be provided according to the requirements of this Annex
- All communications systems support the Emergency Operations Plan (EOP), the Multi-Jurisdictional Local Hazard Mitigation Plan (MJLHMP), the Disaster Recovery Plan (DRP), ESF 21 the Continuity of Operations and Continuity of Government Annex, and the Continuity of Operations & Continuity of Government Plan Base Plan



Appendix A

This appendix identifies an overview of the communication systems available within Riverside County OA. These include:

- Telephone Communications
- Radio Communications
- Satellite Communications
- Data/Internet Connection Communications

The communications systems listed on the following chart are tested as scheduled. The results are documented by each respective responsible organization. Each communications system identified on the following chart is required to be individually scheduled and tested, in accordance with operational and system related requirements. Test results will be compiled for each test and maintained for a period of no less than seven (7) years. All documentation exceeding that requirement may be deleted / shredded in accordance with the County of Riverside, California Departmental Records Retention Schedule. The County of Riverside Emergency Management Department (EMD) will provide coordination and oversight for the use and maintenance required for these systems or collaborate with other departments having these responsibilities. System deficiencies and corrective actions will be initiated by EMD and are to include appropriate collaborative agencies as necessary.



Telephone Communications		
System	Description	Location(s)
Cellular Telephones	Cellular telephones are wireless radio telephones that are primarily dependent upon terrestrial cellular sites, e.g., radio reception points, to enable transmission of calls. Cellular services in general are prone to disruptions due to user overload, system failures at times of disasters, emergencies, and large special events, and therefore may not typically be fully reliable / dependable at such times. Additionally, they have the potential for creating Radio Frequency (RF) energy that can set off an Improvised Explosive Device (IED).	Countywide
Government Emergency Telecommunications System (GETS)	Provided by the National Communications System (NCS) in the Cyber Security & Communications Division, National Protection and Programs of the Department of Homeland Security. GETS provides National Security/Emergency Preparedness (NS/EP) personnel a high probability of completion for their phone calls when normal calling methods are unsuccessful. It is designed for periods of severe network congestion or disruption and works through a series of enhancements to the Public Switched Telephone Network (PSTN). Users receive a GETS “calling card” to access the service.	Countywide
National Warning Alert System (NAWAS) / California Warning Alert System (CALWAS)	This is a dedicated, nationwide, party line telephone warning system operated on a 24-hour basis. It is used for the dissemination of warning and other emergency information from federal and state warning points to county warning points. In California, it is managed by Cal OES.	Primary EOC (Equipment Upgrade Pending) Alternate EOC (Equipment Required)
OASIS (in a ready state – Cal OES must activate system to use during an incident)	Operated by Cal OES, OASIS is a dedicated satellite radio phone system with low speed data capability, created to assist in emergency services coordination. It is installed in every California county Emergency Operations Center and many state facilities, including the State Warning Center. The system can be accessed via external phone lines and can also be used to access external phone lines. System must be activated to use during an event.	Operations Check Pending
Landline Telephone System	Landline telephones are the standard wired systems using land-based copper lines for voice exchange between two telephones or multiple telephones via conference calling. All city agencies are connected within their premises by a mechanical switch or a Private Branch Exchange (PBX) server, which regulates the internal extensions and all external incoming calls. In the event of telephone service failure, each city agency may still be able to communicate within their respective premises using the “plain old telephone system” (POTS) in the intercom mode, e.g., retain ability to call internal extensions within premises. Landline phones have limited mobility. This is exacerbated with Voice over Internet Protocol (VOIP) phones.	Primary (Available) Alternate (Availability Pending Review)
Satellite Phones	Satellite phones are commercial wireless radiotelephones that rely on radio transmissions via orbiting satellites and strictly operate under direct “line-of-sight” rules. The OA EOC uses permanent and portable satellite phones to communicate with various cities and agencies that belong to the emergency managers talkgroup.	Countywide



Telephone Communications		
System	Description	Location(s)
Voice Over Internet Protocol (VOIP)	The VOIP Service is a method of voice communications using Internet protocol. The telephone numbers and extensions rely on a computer system and server, which executes the call routing and interfaces with the public telephone system. The County, through the Information Technology Department utilizes VOIP in a small number of County departments. The VOIP Service can be either locally supported (within a given office or structure) or distributed through the County's Fiber Network.	Primary EOC Alternate EOC
Wireless Priority Access (WPS)	WPS, a companion service to GETS, is a priority calling service that increases the probability of call completion during a national security or emergency preparedness event while using a cellular phone. To make a WPS call, the user must first have the WPS feature added to their cellular service. Once established, the caller can dial *272 plus the destination telephone number to place an emergency wireless call. Select staff with critical response roles have cell phones enrolled in WPS and can access the service.	Countywide

Radio Communications		
System	Description	Location(s)
700 MHz Radio Systems (PSEC)	Public safety agencies in Riverside County OA use dedicated 700/800 MHz and VHF public safety radio systems which provide radio services to first responders and other federal, state, and local agencies. Radio systems can be prone to disruptions due to user overload, system failures at times of disasters and therefore may not typically be fully reliable / dependable at such times. Additionally, they have the potential for creating Radio Frequency (RF) energy that can set off an Improvised Explosive Device (IED).	Primary EOC Alternate EOC
Mobile Communications Units	A Mobile Communications Unit refers to any vehicular asset that can be deployed to provide or supplement communications capabilities in an incident. These mobile assets house communications devices such as subscriber and base station radios of various frequency bands, gateway devices, satellite phones, wireless computer networks, video broadcasting/receiving equipment, etc., providing a full complement of communications capabilities to field resources.	RACES Trailer Communications Trailer
California Emergency State Radio System (CESRS)	CESRS is a VHF radio system that is repeated throughout California that connects all operational areas with Regional and State Emergency Operations Centers.	Primary EOC



Radio Communications		
System	Description	Location(s)
Cal OES Statewide Mutual Aid Radio System	Cal OES owns and operates three interconnected mobile relays radio networks for mutual aid coordination and oversees a number of communications channels for field-level coordination purposes. The Statewide Mutual Aid Radio System (SMARS) is the overarching program encompassing the interconnected networks: the California Emergency Services Radio System (CESRS), California Law Enforcement Radio System (CLERS), and Cal OES Fire and Rescue Mutual Aid Coordination Network (FIRE Net).	Primary EOC
Disaster Net	OA EOC staff uses low-band/VHF radios to communicate with other staff members as well as with City EOCs located throughout Riverside County. Link between Western County Disaster Net with the Coachella Valley (East County) Disaster Net has been established and is operational. EOC staff in Coachella Valley use a VHF radio system to communicate internally and with City EOCs located in the Coachella Valley.	Primary EOC Alternate EOC
PSEC	County utilizes RSO-maintained Public Safety Enterprise Communication (PSEC) System as Primary means of Radio communications. This communications system is utilized throughout the Riverside County OA and has the capability of communicating to external agencies. EMD has provided all cities, tribal nations, and school districts with equipment for use on PSEC System.	Primary EOC Alternate EOC

Data / Internet Connection Communications		
System	Description	Location(s)
CAHAN	California Health Alert Network (CAHAN) is the official public health alerting and notification program for California. CAHAN is designed for emergency preparedness information sharing, distribution of pertinent public health related events and alerting materials, dissemination of treatment and prevention guidelines, coordinated disease investigation efforts, preparedness planning, and other initiatives that strengthen state and local preparedness.	Primary EOC Alternate EOC
WebEOC	Web-based communication system utilized by cities, tribal nations, special districts, and various skilled nursing facilities.	Primary EOC Alternate EOC
REDDINET	Web based/satellite information exchange system among hospitals, skilled nursing facilities, EMS system ambulatory providers, law enforcement and other.	Primary EOC Alternate EOC



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Internet Services	There are numerous internet connection points amongst the County and cities in the OA. Most local government information technology departments operate and maintain these connection points. Additionally, individual departments have their own connections that can access the internet. RCIT has dual backup internet connection point for redundancy.	Primary EOC Alternate EOC
Wireless Fidelity (WiFi)	WiFi allows access to the internet via 802.11 protocols, utilizing 2.4GHz and 5Ghz frequencies. It is a wireless “hot spot” technology that offers little mobility. The County and cities have several WiFi nodes available for public access including most city hall facilities, law enforcement agencies, fire departments, and public works, etc. The WiFi nodes have access to the Internet via a different channel than the internet services described above.	Primary EOC Alternate EOC



Alert & Warning Communications Systems		
System	Description	Location(s)
Integrated Public Alert & Warning System (IPAWS)	IPAWS is a modernization and integration of the nation's alert and warning infrastructure, and will save time when time matters most, protecting life and property. Federal, state, local, tribal, and territorial alerting authorities can use IPAWS and integrate local systems that use Common Alerting Protocol (CAP) standards with the IPAWS infrastructure. To include Wireless Emergency Alert (WEA), Emergency Alert System (EAS), National Oceanic and Atmospheric Administration (NOAA).	Countywide
Social Media	The County of Riverside utilizes several forms of social media to reach the public. Riverside County Fire has Twitter, Flickr, and YouTube accounts. Riverside County departments post information on these accounts and monitor these accounts for messages and information from the public.	Countywide
Alert Riverside County (Alert RivCo)	Alert RivCo is an opt-in notification system that alerts phone numbers that have been registered with Alert RivCo to notify residents and businesses in Riverside County who are affected, threatened, or might be endangered by an emergency event or a disaster. The Duty Officer has access to this system through EMD.	Countywide



Emergency Support Function 3: Construction and Engineering

County of Riverside

Riverside County Operational Area (OA)



2025 Update

County of Riverside
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. Most of this plan is available for public review. Refer any request for a copy of this document to County of Riverside Emergency Management Department (EMD) at (951) 358-7100.



Riverside County EOP Emergency Support Function # 3: Construction and Engineering

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	Transportation and Land Management Agency (TLMA)
Supporting Agencies	TLMA Building & Safety, Planning, and Transportation Departments; Emergency Management Department; Riverside County Flood Control and Water Conservation District (RCFC); Riverside County Department of Waste Resources (RCDWR); Consumer Services Agency; California Governor's Office of Emergency Services (Cal OES); California Building Officials (CalBO), Coachella Valley Water District

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
TLMA	▪ Debris clearance from multi-modal transportation infrastructure, bridges and roads ▪ The closure or repair of damaged segments of the multi-modal transportation infrastructure ▪ Repair and restoration of damaged public systems (i.e., water, electrical, natural gas, sanitary sewage, storm water collection, generating, distribution systems, dams, levees, water control structures, etc.) ▪ To determine the safety and functionality of key facilities (public and private) that need to be demolished or stabilized to facilitate search and rescue and/or protect the public's health and safety ▪ Develop and initiate emergency collection, sorting, and disposal routes and sites for debris clearance from public and ▪ Determine the levels of damage to the following systems: transportation, water control structures, bridges, dams, levees, public water supplies and facilities, electrical, natural gas, sewage, hazardous materials, and hazardous waste sites (generation, distribution, collection, storage, and disposal) ▪ Provide personnel for several Field Operation's response teams and facilities (i.e., Rapid Impact



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	Assessment, Rapid Response, Safety Assessment, Damage Survey, Staging Areas, Local Assistance Centers, Joint Information Centers, etc.) ▪ Prioritize and initiate recovery efforts to restore, repair, and mitigate the impact of the public works and engineering needs
Supporting Agencies	▪ Conduct and coordinate damage assessments to buildings and facilities ▪ Support debris removal, storage, sorting, recycling, and recovery with contract provider(s) ▪ Direct and mitigate traffic congestion around closed transportation areas and evacuation routes ▪ Conduct and support damage assessment of transportation traffic signals and message sign boards ▪ Assess damage in transportation infrastructure and reroute service to affected areas ▪ Conduct and support damage assessment of transportation systems ▪ Conduct and support damage assessment of water, waste water, and utility services ▪ Support the restoration and repair of water and utility services

1.3 Purpose

The purpose of the Construction and Engineering Emergency Support Function (ESF) is to coordinate the County of Riverside capabilities and resources to facilitate the delivery of services, technical assistance, engineering expertise, construction management and other support to local jurisdictions in implementing strategies for debris collection and clearance to allow for inspection and reconnaissance of damaged areas, the passage of emergency vehicles, assessment and repair of damaged public utilities and systems, key facility damage assessments, and the provision of personnel for vital response teams through assignment of staff or establishment of emergency contracting; repairing municipal facilities, roads, and structures; and supporting power, fuel, and potable water supplies.



1.4 Scope

The Construction and Engineering ESF supports emergency response operations through the Construction and Engineering Branch of the Riverside County Operational Area (OA) Emergency Operations Center (EOC), which is responsible for providing county public works and engineering services. For many emergency situations, the Construction and Engineering Emergency Support Function may be implemented to enhance response and recovery efforts with local cities.

2. Concept of Operations (ConOps)

2.1 General Concepts

In the event of a major emergency requiring the activation of construction and engineering services, all necessary equipment and personnel will be prioritized, mobilized, and dispatched to the scene by the OA EOC Construction and Engineering Branch. Operations begin with support to law enforcement, emergency medical and fire services, and county safety assessment teams. As information comes in from safety assessments, priorities for debris clearance and restoration of critical infrastructure such as roads, bridges, potable water, and sewer systems will be developed. During an incident, many factors will determine when and where priority will be given. In some cases, it may be necessary to clear debris or repair infrastructure damages to areas blocking public access to critical community resources and services, etc. Other considerations may include the need to repair damages so that public safety can access the incident site first. Every incident is different, and circumstances will vary, but it is the intent to restore services for the benefit of the whole community as soon as feasible.

In major emergency situations, the Construction and Engineering Branch Coordinator, working with the other supporting departments from either the OA EOC, as part of the Construction and Engineering Branch, or the Incident Command Post (ICP), will establish priorities for emergency engineering operations.

An assessment of the condition of public infrastructure will be conducted and the information analyzed to determine the criticality of immediate repair, restoration, or demolition of any structure or facility. The status of the public infrastructure, particularly the condition of water supply, wastewater, and solid waste treatment facilities, will be disseminated among emergency response agencies and local governments. If the situation is beyond the capabilities of TLMA and the local public works departments, personnel and equipment may be provided for with assistance from the OA, state, federal government and/or out of the area public works departments and/or by the contracting of private resources from within the area.



This Concept of Operations outlines the following elements of Construction and Engineering:

- Construction and Engineering Primary Roles
- Information Flow
- Organization and Structure
- Notification and Activation
- Response Actions
- Logistical Considerations
- Deactivation

2.2 Construction and Engineering Primary Roles

2.2.1 OA EOC, Construction and Engineering-related Positions

The primary purpose of the various positions within the OA EOC is to conduct damage and safety assessments to collect and disseminate information about the situation status, resources needs, and available resources of the TLMA systems and infrastructure within Riverside County OA. These positions will ensure that information is sufficiently verified and coordinated with the EOC Operations Section branches, other OA EOC sections, county departments, local cities, and partnering construction and engineering entities.

During an activation of the OA EOC, the Operations Section, Construction and Engineering Branch provides a single point within the OA wherein all damage assessment, debris clearance, and critical infrastructure-related information is collected, and a common operating picture is developed.

Overarching Responsibilities

- Provide initial and ongoing assessments on public/private buildings, streets, roadways and utilities
- Provide infrastructure and public facility protection and emergency repair
- Provide engineering services, construction management, and response support
- Coordinate with public works and engineering industries and agencies (federal, state, regional, and local, including private and public)
- Coordinate street clearance and route recovery
- Initiate and coordinate disaster safety assessment reports for damaged roads, municipal infrastructures, government facilities, construction, and debris management
- Mobilize damage response teams and crews to assist first responders in the management of immediate life safety issues



- Support the inspection, restoration, and repair of disrupted municipal services (such as water and wastewater facilities, county owned traffic lights, etc.) and damaged county buildings, facilities, and transportation infrastructure (streets, bridges, etc.)
- Obtain equipment, supplies, and personnel services as necessary to support response and recovery efforts
- Match workload requirements with available contractors and vendors to supplement existing assets

Construction and Engineering Branch Positions

According to the needs of the event, the following positions may be activated within the Construction and Engineering Branch of the OA EOC:

- Damage and Safety Assessment Unit Leader
- Route Recovery Unit Leader
- Debris Management Unit Leader
- Utilities Unit Leader

2.3 Information Flow

The Construction and Engineering Emergency Support Function describes processes to facilitate communication among multiple response levels during OA wide coordination of construction and engineering information. The following provides an overview of the various coordination levels that maintain communication during a disaster event. The list below depicts the relationship of how information is collected and passed up from the field level to the OA EOC and from the OA EOC back to the field level.

- **Field Level**
 - Assess and monitor the status of construction and engineering systems
 - Implement damage assessment, debris collection and clearance, critical infrastructure systems repair, and restoration, route recovery, and utility systems repair operations as necessary
 - Submit frequent situation status reports to the appropriate EOC Section or Unit
- **OA EOC, Construction and Engineering Branch**
 - Gather information from field level representatives on a continual basis
 - Submit situation status reports to the Construction and Engineering Branch Coordinator



- Disseminate cumulative EOC Situation Status reports to the field level
- Coordinate with regional, state, and/or federal entities as necessary
- **OA EOC Operations Section Chief**
 - Ensure EOC situational awareness of ongoing construction and engineering status and issues
 - Exchange information about support operations, needed resources, and field situation status for projected multiple-operational periods
 - Develop objectives in the EOC Action Plan to include construction and engineering damage assessments, debris collection and clearance, route recovery and critical infrastructure and utility repair and restoration needed
- **Supporting Departments, Agencies, & Organizations**
 - Support TLMA as the lead agency in construction and engineering system issues; support the OA EOC, DOC(s), and field operations as requested
 - Maintain communication with appropriate departmental representatives by providing frequent situation status updates

2.4 Organization and Structure

2.4.1 Organization

Construction and Engineering support encompasses numerous departments and agencies to ensure that OA-wide construction and engineering information and activities are communicated and conducted in a coordinated manner. The OA EOC Construction and Engineering Branch is the central location in which this coordination takes place during a major incident. The relationship between the OA EOC Construction and Engineering Branch, its' functional units, and the various involved departments, as well as its coordination within the OA EOC is referenced the EOC organizational Chart in the EOP for any questions.



2.4.2 Construction and Engineering Responsibilities

The following table identifies the overall roles and responsibilities of each entity that may be involved with Construction and Engineering. Entities needed to support Construction and Engineering operations will vary and will be determined according to the needs of the event.

Entity	Responsibility
County/OA Entities	
TLMA	▪ Coordinate the collection, organization, and dissemination of information about the operational status of Construction and Engineering Emergency Support Function supporting agencies ▪ Report all road closures, and ensure that accurate information about road closures is communicated to the OA EOC Situation Status Unit and Operations Section Chief ▪ Forward all construction and engineering resource and assistance requests that cannot be filled internally to the OA EOC Logistics Section ▪ Liaise with state and federal construction and engineering agencies; ensure appropriate integration of state and federal agencies into local command and support organizations ▪ Ensure damage assessments are performed on transportation systems, infrastructure, facilities, and equipment ▪ Assist with the identification of alternate routes of travel ▪ Assist emergency responders with traffic enforcement resources (barricades) as requested ▪ Provide road signage for access to and egress from incident site ▪ Report updated situation status, damage assessment, and road closure information to the OA EOC Operations Construction and Engineering Branch ▪ Distribute route information and maps to the OA EOC, DOCs, and Incident Command Posts; communicate updates on route status to field



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Entity	Responsibility
County/OA Entities	
	units ▪ Coordinate infrastructure updates with OA EOC PIO ▪ Develop alternate routes and collection points based on streets that are accessible to buses ▪ Report updated situation status, damage assessment, and closure information to the OA EOC Operations Construction and engineering Unit ▪ Support traffic management through placing barricades, placing signage, adjusting traffic signals, etc. ▪ Clean streets for essential routes ▪ Assess damage in transportation infrastructure and reroute service to affected areas ▪ Conduct and coordinate damage assessment of transportation systems
Construction and Engineering Branch Coordinator	▪ Delegate actions and assessments to the appropriate unit leader, as necessary ▪ Establish priorities and staffing for short-term and long-term operational periods ▪ Receive situation reports from unit leaders ▪ Provide construction and engineering information to Infrastructure Branch Coordinator ▪ Serve as Public Works and Engineering liaison to federal, state, and/or regional government entities as necessary ▪ Provide EOC action plan priorities to unit leaders ▪ Obtain EOC support and resources for DOC operations
Damage and Safety Assessment Unit Leader	▪ Provide situational updates to the Construction and Engineering Branch Coordinator regarding building assessment activities ▪ Convey EOC Action Plan priorities to the field units for the coordination of resources and staffing for buildings and facilities (to include resources to secure and close hazardous areas)



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Emergency Operations Plan

Entity	Responsibility
County/OA Entities	
	and unsafe infrastructures until repairs can be scheduled, and resources to support public/private sector assessment and building integrity inspections) ▪ Assist in obtaining engineering expertise, equipment, contractors and contract equipment, traffic control, and barricades through the OA EOC ▪ Obtain waivers in relation to building codes, temporary construction repair, utility re-establishment, and debris removal ▪ Collect safety and damage assessment reports from building inspectors assigned to assess post-event safety inspections of county buildings and facilities ▪ Identify and expedite permitting and required building inspections through the Building and Safety Department ▪ Provide status updates on damaged and/or abandoned structures and proposes demolition or stabilization measures ▪ Assist in planning strategies for response and recovery efforts to repair or restore County facilities ▪ Coordinate real estate valuation or insurance issues with private sector ▪ Collect information from Assessor's Office/ real estate and insurers
Route Recovery Unit Leader	▪ Provide situational updates to the Construction and Engineering Branch Coordinator regarding road status and route operations ▪ Coordinate resources to support street clearance activities ▪ Coordinate posting signs, erecting barricades, towing stranded vehicles, and removing debris ▪ Collect disaster safety assessment reports for street damage and impairment ▪ Obtain federal/state property safety assessments from the appropriate agencies



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Entity	Responsibility
County/OA Entities	
	(e.g. Caltrans for state bridges and freeways) ▪ Support traffic control measures, which may include directing resources for detours, shelters, routes, security, trespassing, etc. ▪ Relay EOC Action Plan priorities to field units for the coordination and mobilization of personnel and equipment for the immediate clearance and/or repair and reconstruction of critical streets, roads, bridges, and tunnels ▪ Coordinate with transportation agencies to remove debris and assist with road restoration ▪ Coordinate restoration of railroads ▪ Coordinate restoration of public transit lines
Debris Management Unit Leader	▪ Provide situational updates to the Construction and Engineering Branch Coordinator regarding debris management ▪ Relay EOC Action Plan priorities to field units for the coordination of resources and staffing to support debris removal, staging, holding and storage areas, sorting, and recycling ▪ Coordinate the receipt of street, property, and infrastructure debris reports ▪ Prioritize resources through the OA EOC to assist with expediting the collection, transport, storage, recovery, recycling, and disposal of debris ▪ Coordinate resources to support temporary public and private debris holding locations ▪ Maintain the activity status of temporary sorting, chipping, and recycling sites throughout the affected area to facilitate debris management ▪ Provide information regarding enforcement efforts for illegal dumpsites or dumping ▪ Coordinate a debris collection strategy with relevant agencies that includes response and recovery operations, curbside collection, collection centers, hazardous wastes, and recyclables



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Emergency Operations Plan

Entity	Responsibility
County/OA Entities	
	▪ Coordinate with tire and waste disposal companies to dispose of and remove hazardous waste ▪ Identify and coordinate establishment of recycle and reuse sites ▪ Coordinate disposal of agricultural or biohazard debris with agricultural and public health agencies ▪ Coordinate the establishment of temporary storage sites on private property
Utilities Unit Leader	▪ Provide situational updates to the Construction and Engineering Branch Coordinator regarding utilities assessment activities ▪ Maintain or expedite restoration of normal service capability and capacity of the water system backbone ▪ Coordinate or obtain resources to assist with restoration priorities of water and utility services ▪ Collect information, monitor water and utility events, and exchange information between EOC and affected water and utility providers ▪ Provide appropriate staffing for Incident Command, OA EOC, Construction and Engineering Branch Coordinator, Utilities Unit Leader, and/or support, as requested ▪ Provide situational awareness and prioritize recommendations concerning the recovery and restoration of the water, utility, and energy sectors supported by this ESF ▪ Forecast and identify material and equipment shortfalls ▪ Assist in the regulation of potable water services/supplies through the Emergency Management Department (EMD) and Riverside University Health System-Public Health (RUHS-PH) to promulgate potable water restriction use rule



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Emergency Operations Plan

Entity	Responsibility
County/OA Entities	
Emergency Management Department	▪ Activate the OA EOC ▪ Assist in acquiring OA, regional, state, and federal resources, if requested
Building & Safety Department	▪ Conduct and coordinate damage assessments to buildings and facilities
Waste Resources	▪ Coordinate debris removal, storage, sorting, recycling, and recovery with contract provider(s) ▪ Assist in development of community plan for the use of transfer stations when appropriate
Riverside County Sheriff's Department	▪ Direct and mitigate traffic congestion around closed areas and evacuation routes ▪ Conduct and coordinate damage assessment of traffic signals and message sign boards
Local/Regional/State/Federal/Private Entities	
Cal OES	▪ Receive a damage report (Situation Status Report) that includes damage, incapacitation, closure of facilities and of major roads; casualties sustained on construction and engineering systems in Riverside County OA ▪ Prepare, coordinate, and communicate regional emergency information, response activities, resources, and construction and engineering capabilities available to respond to the construction and engineering needs for the Riverside County OA
CalBO	▪ Provide mutual aid building and safety inspectors for assessments of facilities and critical infrastructure
State and Federal Public Works and Engineering Agencies	▪ Provide federal and state disaster safety assessment information on federal and state properties and freeways ▪ Provide background, technical, and/or scientific information relative to a disaster event ▪ Coordinate repair and response emergency crews to supplement local restoration operations



Entity	Responsibility
County/OA Entities	
Non-Profit Organizations and Private Sector	▪ Provide consultant services and resources for the repair, reconstruction, inspection, or re-establishment of infrastructures and management of debris ▪ Provide situation status updates on operations ▪ Assist with response efforts

2.5 Notification and Activation

2.5.1 Notification

In the event of an incident requiring OA-wide construction and engineering coordination, TLMA in coordination with the County of Riverside Emergency Management Department will determine the need to implement the Construction and Engineering Emergency Support Function. Notification will then be issued to relevant supporting entities, and to any additional departments or agencies as required. Notification will be distributed via the most appropriate communications equipment for the event requirements, and will detail incident information, reporting instructions, and any relevant coordination information.

2.5.2 Activation

Activation will be concurrent with any incident requiring an elevated need for construction and engineering coordination. The level of activation will be determined according to the needs and magnitude of the event:

- During any event where construction and engineering operations exceed the capabilities of normal operations
- During regional activities that require activation of multiple construction and engineering branch positions
- The magnitude of the event requires mutual aid
- Response and recovery operations will involve multiple county departments
- Response and/or recovery efforts are expected to last an extended period

Step 1: Initial Assessment

- Construction and engineering entity field units conduct initial damage assessments and determinations of needs
- Identify infrastructure damage or potential major problems that may impact construction and engineering systems, report to department supervisors



Step 2: Verify and Organize Information

- Verify collected information to determine the impact of the affected area
- Secure a point of contact at each affected location for situational updates
- Map and/or aggregate data in a system available for viewing at EOC
- Confirm affected areas through reports from dispatched emergency units and other support personnel:
 - Obtain preliminary infrastructure and public facility damage assessments
 - Create a cursory outage/damage footprint on maps or computer software based on assessments

Step 3: Coordinate and Analyze Information (Initial Actions)

- Assess the situation based on current information
- Determine the impact of the event on the county of Riverside and the whole community
- Identify infrastructure and public facility needs in affected communities
- Identify and recommend government actions necessary to restore damaged infrastructure and public facilities to service
- Receive and respond to requests for information

Step 4: Obtain Resources, Release Public Information

- Request resources through the EOC, and supporting departments, to deploy to the field during an event
- Disseminate emergency information and guidance to the public, private, and government organizations
- All press releases are to be coordinated with involved departments and/or the EOC through the JIC, if activated
- If proprietary information is received from affected public or privately-owned facilities, legal counsel should be consulted prior to disseminating a press release
- Initial public information includes, but is not limited to the following:
 - Damage assessment and estimated/anticipated duration
 - Public works and engineering actions that are being taken
 - Actions businesses, industries, and residents should take
 - A summary of the event
 - Overall steps to be taken by the government and residents to return to normal operation after the event



Step 5: Continue to Monitor, Track, and Inform (Continuing Actions)

- Serve as the point of contact for post-event damage reports
- Conduct and participate in planning meetings; provide situation updates, as necessary
- Notify and consult with subject matter experts from Federal, State, regional, and local authorities via the EOC on priorities for restoration processes and assistance
- Secure resources (e.g., fuel for transportation, generators, technical support, and communications) for requested emergency operations
- Recommend actions regarding building safety, alternate transportation routes, debris management, etc.
- Coordinate the collection and reporting of infrastructure and public facility information to the public through the JIC

Step 6: Resources and Assets (External)

- Coordinate the deployment of resources as necessary to support restoration operations.

Step 7: Continue to Monitor, Track, and Inform

- Monitor and report the status of and damage to the construction and engineering system and infrastructure
- Receive and respond to requests for information
- Provide situation updates, as necessary
- Obtain continual situational awareness of the entire construction and engineering network for specific impacts from the incident

2.5.3 Deactivation/Demobilization

Construction and engineering support will be deactivated when the need for additional construction and engineering coordination has diminished, ceased, or returned to normal operations. Deactivation of construction and engineering support may occur incrementally according to the need or lack of need for specific construction and engineering functions. The Construction and Engineering Emergency Support Function may be deactivated or scaled back at the discretion of TLMA, the OA EOC Director, Deputy EOC Director, or the Operations Section Chief once a plan for demobilization has been coordinated.



Emergency Support Function 4: Fire and Rescue

County of Riverside

Riverside County Operational Area (OA)



2025 Update

County of Riverside
Emergency Management Department

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



Riverside County EOP Emergency Support Function #4: *Fire and Rescue*

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	CAL FIRE/Riverside County Fire Department (RCFD)
Supporting Agencies	County of Riverside Emergency Management Department (EMD); Riverside County Sheriff's Department; utility companies; railroad entities; Operational Area (OA) fire departments; tribal fire departments; state fire departments; federal fire agencies

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
RCFD	- Coordinate firefighting operations, e.g., fire suppression, lifesaving, Urban Search and Rescue (USAR), land-based hazardous materials events - Maintain contact with the Incident Commander and/or Fire Department Operations Center (FDOC) - Maintain contact with supporting departments - Establish FDOC and/or staff OA Emergency Operations Center (OA EOC) as required - Request Mutual Aid when needed
Supporting Agencies	- Provide direct support for RCFD field response and recovery operations - Maintain communication with RCFD representatives; provide regular situation status updates - Staff agency DOC and/or OA EOC as required

1.3 Purpose

The purpose of the Fire and Rescue Emergency Support Function (ESF) to the Riverside County OA Emergency Operations Plan is to provide an overview of the organized local capability for effective fire management including suppression, urban search and rescue, and hazardous materials operations, during a large-scale disaster or event within Riverside County. The purpose of fire operations is to protect and preserve life, property and the environment. The County and its employees, departments, and partner agencies work to ensure the needs of the whole community are met in a timely, efficient, and professional manner. RCFD operates daily within numerous laws, ordinances, and internal department policies. The intent of this ESF is to provide an overview of these ordinances, policies, and plans.



1.4 Scope

This ESF provides an overview of the coordinated response of firefighting resources for the mitigation of urban and wildland fires, structural fires, and activities associated with the search for and rescue of occupants of damaged or collapsed buildings, including collapsed structure rescue, confined space rescue, trench rescue, and high/low angle rescue and any other fire-related incident resulting from a natural, man-made, or technological disaster. This ESF designates roles and responsibilities, to include actions taken through the application of personnel, equipment, and technical expertise to control and suppress events that may exceed available resources in the County of Riverside.

2. Concept of Operations (ConOps)

2.1 General Concepts

The Fire and Rescue Emergency Support Function will be utilized by the Riverside County Fire Department, and supporting departments, during any large-scale disaster or event that results in fire or conflagration within the County of Riverside. Procedures pertaining to this function are compliant with the Standardized Emergency Management System (SEMS), Incident Command System (ICS), and the Riverside County Fire Department Operations Plan.

This Concept of Operations will outline the following elements of the firefighting function:

- Fire Department Operation Center
- Emergency Command Center
- OA EOC Fire and Rescue Branch
- Fire Mutual Aid
- Information Flow
- Organization and Structure
- Notification and Activation Procedures
- Designated Response Actions
- Deactivation Procedures

2.2 Fire and Rescue Primary Roles

2.2.1 Fire Department Operation Centers (FDOC)

During any event that exceeds normal RCFD capacity, the Riverside County Fire Department Operations Center (FDOC) will be activated. The FDOC will coordinate overall RCFD activities and conduct department-level fire and rescue support functions to field personnel. If the Riverside County OA Emergency Operations Center (OA EOC) is activated, the EOC Fire and Rescue Branch will facilitate the sharing of countywide fire and rescue information from the field and/or FDOC to the OA EOC.

The following functions will take place at the FDOC:

- Assessment of the current situation and resource status



- Determination of immediate future needs
- Assess incident scene to determine rescue operation needs
- Assess stability for rescue operations and determine resource needs
- Allocation of reserve resources
- Coordination of RCFD activities
- Initiation of off-duty personnel recall
- Request mutual aid through the Operational Area Mutual Aid Coordinator
- Staff resource staging areas
- Support the County Fire and Rescue Mutual Aid Coordinator in acquiring mutual aid resources, as necessary
- Complete and maintain status reports for major incidents requiring or potentially requiring OA, federal, and/or state response
- Maintain the status of unassigned fire and rescue resources

2.2.2 Emergency Command Center

The CAL FIRE/Riverside County Fire Department's Emergency Command Center (ECC) is one of the largest regional fire service organizations in California and is located in the City of Perris.

The ECC is part of CAL FIRE's three-level command and control structure utilized for the day-to-day operations of the Department and for dealing with emergency incidents. The purpose of the ECC is to:

- Receive reports of emergencies from a variety of sources
- Allocate resources based on pre-planned response criteria
- Coordinate interagency incident activities
- Support the incident as needed
- Provide internal/external information
- Document the activity

Command and Control

The ECC is a regional command and control center, providing dispatch services to all unincorporated county areas, 21 contract cities, a community service district, the Idyllwild Fire Protection District, and two tribal fire departments which are dispatched and coordinated as a single fire department creating an efficient environment for automatic aid. The ECC is directly responsible for command and control of CAL FIRE engines, fire crews, dozers and aircraft as these resources respond throughout the state to protect the property and resources of over 31 million acres of California's privately-owned wild lands.

In accordance with the Incident Command System (ICS), the ECC can expand and contract in relation to activity and incident needs and activate ECC expanded operations; augmenting on-duty personnel with trained personnel making up the expanded cadre. An expanded operation provides support for local incidents with direct radio, logistical and informational support, while not impacting the main command floor. Expanded is also utilized for mobilizing personnel and resources in support of fires throughout California and the Western United States.



The ECC is also the State of California, Office of Emergency Services (Cal OES) Local Area Coordinator for the California Fire Service and Rescue Emergency Mutual Aid System, providing for systematic mobilization, organization and operation of necessary fire and rescue resources of the state and political subdivisions to mitigate the effects of disasters, when local fire departments are faced with a disaster or other emergency that is beyond their capabilities.



2.2.3 Riverside County Operational Area Emergency Operations Center (OA EOC) Fire and Rescue-related Positions

The mission of the EOC Fire and Rescue Branch is to obtain Fire DOC situation reports and requests and to coordinate any requests for resource support that fall outside of the Fire and Rescue Mutual Aid System (mutual aid requests will be coordinated through the FDOC). The branch will supply the Fire DOC with information, situational awareness and countywide objectives developed in the OA EOC. The Fire and Rescue Branch will link the OA EOC to the following:

- Fire DOC
- USAR resources (federal, state, and local teams)
- Incident Command for incidents under the management of the fire services, as appropriate

Overarching Responsibilities

- Share and coordinate road closures information with Transportation and Law Enforcement Branch
- Coordinate with the Law Enforcement Branch on search and rescue activities
- Support the Situation Status Unit of the Planning Section by proactively sharing response information and situation assessments received from field units and Fire DOCs
- Implement fire and rescue priorities of the OA EOC Action Plan

Fire and Rescue Branch Positions

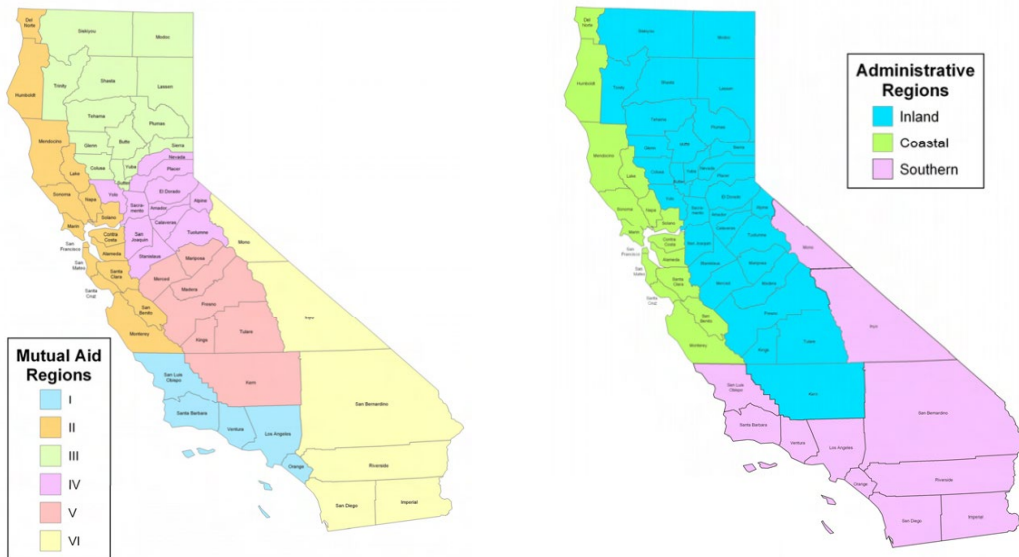
According to the needs of the event, the following positions may be activated within the OA EOC:

- Fire Suppression Unit
- Fire Conflagration Unit
- Hazardous Materials Unit

2.3 Fire Service and Rescue Mutual Aid System – Region VI

Under the terms of California's Disaster and Civil Defense Master Mutual Aid Agreement, statewide emergency mutual aid assistance is provided on a voluntary basis from one jurisdiction to another at no cost to the receiving jurisdiction. Mutual aid is intended to ensure that adequate resources, facilities, and other emergency support are provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation.

To facilitate coordination and flow of mutual aid, the California Governor's Office of Emergency Services (Cal OES) oversees six mutual aid regions among three administrative regions:



Riverside County is located within Mutual Aid Region VI of the Southern Administrative Region.

The Fire and Rescue Mutual Aid system is one of four mutual aid systems that covers the Cal OES regions. The Cal OES Fire and Rescue Mutual Aid Coordinator is responsible for the overall coordination of the Fire and Rescue Mutual Aid System and manages the statewide response. The Riverside County OA Fire and Rescue Mutual Aid Coordinator is responsible for the overall coordination of the Fire and Rescue Mutual Aid System within Riverside County. If local firefighting resources have been exhausted, the designated Riverside County OA Mutual Aid Coordinator, or alternate, will submit resource requests to the Region VI Fire and Rescue Mutual Aid Coordinator. The Riverside County OA Mutual Aid Coordinator will manage mutual aid provisions and report directly to the Region VI Fire and Rescue Mutual Aid Coordinator.

Coordinated by Cal OES			Coordinated by CDPH/EMSA
Fire Service and Rescue	Law Enforcement	Emergency Services	Medical Health
Fire Service and Rescue Mutual Aid	Law Enforcement Mutual Aid	All other emergency services mutual aid not included in other systems	Disaster Medical/Health Mutual Aid
Urban Search and Rescue Mutual Aid	Coroner/Medical Examiner Mutual Aid	Volunteer Engineers Mutual Aid System	
	Search and Rescue Mutual Aid (non-urban)	Emergency Managers Mutual Aid	



		Public Works Mutual Aid	

If RCFD has activated its resources as part of a mutual aid response, the Riverside County OA Fire and Rescue Mutual Aid Coordinator may also report to a designated location such as the FDOC or to the OA EOC, depending on the needs of the event.

For additional information regarding this system's organization, responsibilities, and procedures, refer to the *California Fire Service and Rescue Emergency Mutual Aid System, Mutual Aid Plan*.

California Urban Search and Rescue Task Forces

The California Urban Search and Rescue task forces are a partnership between local sponsoring fire agencies, Cal OES, and the Federal Emergency Management Agency (FEMA) as components of the National Urban Search and Rescue Response System. They are primarily managed, coordinated, and deployed by the State Fire and Rescue

Branch:

- Eight of the 28 Urban Search and Rescue task forces situated across the United States are in California. Five of the eight California task forces are near or within the Riverside County:
 - Riverside County Fire Department
 - Los Angeles City Fire Department
 - Los Angeles County Fire Department
 - Orange County Fire Authority
 - San Diego Fire Department

Each task force is made up of 62 members, all of whom are specially trained and equipped to perform the required search, rescue, medical, and technical Urban Search and Rescue functions, including hazardous materials response. Each task force is ready for deployment within six hours of notification.

Requests for a task force can be made through the fire, law, or medical mutual aid systems. If full task force resources are not required, single Urban Search and Rescue resources may be requested through the Fire and Rescue Mutual Aid System.



2.4 Information Flow

Fire and Rescue Emergency Support Function operations encompass communication across several coordination levels during a firefighting event. The following information provides an overview of the coordination levels that maintain communication during a fire and rescue event, showing the relationship between the coordination levels.

Field Operations

- Conduct necessary activities to contain fire and perform operations according to direction from the Incident Commander
- Submit situation status reports to the FDOC

Incident Command Post/Unified Command (ICP/UC)

- Coordinate field operations and resource utilization
- Maintain communications with FDOC

Branches (if activated)

- Maintain contact with field divisions

FDOC

- Maintain constant communication with Incident Commander and/or branches regarding the status of field operations
- Receive requests for resources from the field; fulfill requests internally or
- coordinate requests with OA EOC or mutual aid as necessary

EOC Fire and Rescue Branch

- Gather information from field and/or FDOC representatives on a continual basis
- Submit frequent situation status reports to the OA EOC Planning Section
- Coordinate with regional, state, or federal entities as necessary
- Submit information about support operations, needed resources, and field situation status to the Operations Support Section Chief

Operations Support Section Chief

- Gather updated information from the EOC Fire and Rescue Branch to ensure OA EOC situational awareness

Supporting Departments

- Support OA EOC, FDOC, and/or field operations as requested
- Maintain communication with appropriate department representatives by providing frequent situation status updates

EOC Deputy Director

- Maintain communication with EOC Section Chiefs
- Coordinate with the Policy Group, Regional Emergency Operations Center
- (REOC), State Operations Center (SOC), and other outside assisting organizations



Policy Group

- Receive situation status updates from the OA EOC/EOC Manager
- Issue directives or priorities

2.5 Organization and Structure

2.5.1 Organization

The organization chart in the base plan depicts the relationship between the OA EOC Fire and Rescue Branch, its functional units, and the various involved departments, as well as its coordination within the OA EOC. Reference the EOC organizational Chart in the EOP base plan for any questions.

2.5.2 Roles and Responsibilities

The following table identifies the overall roles and responsibilities of each entity that may be involved in the implementation of the Fire and Rescue Emergency Support Function activation. Entities needed to support fire and rescue operations will vary and will be determined according to the needs of the event.

Entity	Responsibility
County/OA Entities	
RCFD	▪ Command and coordinate fire suppression, rescue, and hazard materials operations ▪ Coordinate appropriate allocation of reserve resources ▪ Maintain contact with supporting departments ▪ Request mutual aid for resource support as necessary ▪ Monitor and direct firefighting resources and response activities ▪ Conduct operations for rescue/removal of injured victims ▪ Conduct patient packaging and transfer ▪ Participate in OA EOC briefings ▪ Contribute to the OA EOC Action Plan ▪ Develop Situation Reports for the FDOC and OA EOC ▪ Coordinate response activities with supporting agencies
Emergency Management Department	▪ Activate the OA EOC ▪ Provide direction and support to all sections, branches and units within the OA EOC



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	▪ Provide general guidance and direction to OA EOC response departments, agencies and partners
Riverside County Sheriff's Department	▪ Provide scene security, crowd and traffic control, evacuation assistance, and crime scene investigation ▪ Provide force protection for on scene resources
Mutual Aid Fire Departments	▪ Provide resource and/or staffing support to fire and rescue operations during events that exceed RCFD personnel or equipment capabilities
Tribal Fire Departments	▪ Aid RCFD for fires on tribal lands
Field Incident Commander	▪ Determine the most appropriate actions to manage the incident ▪ Establish Scene Control Zones ▪ Perform rescue operations if it can be performed safely ▪ Submit frequent situation status reports to the FDOC
Riverside County OA EOC Policy Group	▪ Serve as the advisory body comprised of County of Riverside officials, to include the RCFD Chief when appropriate ▪ Receive situation status updates from OA EOC ▪ Issue directives and/or priorities
Fire and Rescue Branch Coordinator	▪ Facilitate Fire DOC to OA EOC communications ▪ Provide frequent situation status updates to the OA EOC Planning Section
Fire Suppression Unit	▪ Implement the priorities of the OA EOC Action Plan assigned to the Fire Suppression Unit ▪ Maintain communication with the FDOC and outside supporting agencies ▪ Provide frequent situation status updates to OA EOC Fire and Rescue Branch Coordinator
Fire Conflagration Unit	▪ Obtain updates from field as to incident status and provide regular updates to Fire Branch Director and/or Operations Section Chief



Technical Rescue Unit	▪ Coordinate overall RCFD USAR operations ▪ Implement the priorities of the OA EOC Action Plan assigned to the USAR Unit ▪ Maintain communication with the FDOC and outside supporting agencies providing them with assistance ▪ Provide frequent situation status updates to OA EOC Fire and Rescue Branch Coordinator
Hazardous Materials Unit	▪ Coordinate all RCFD hazardous materials operations ▪ Implement the priorities of the OA EOC Action Plan to the Hazardous Materials Unit ▪ Maintain communication with the FDOC and outside supporting agencies providing them with assistance ▪ Provide frequent situation status updates to OA EOC Fire and Rescue Branch Coordinator
Regional/State/Federal Entities	
State and Federal Fire Departments	▪ Provide mutual aid assistance of fire and rescue personnel, supplies, and/or equipment to support the Riverside Fire and Rescue ESF when activated

2.6 Notification and Activation

2.6.1 Notification

In the event of a large-scale firefighting incident, RCFD and Emergency Management Department will jointly coordinate to implement the Fire and Rescue Emergency Support Function. If it is necessary to activate the FDOC and/or the OA EOC, notification will be issued to the EOC Deputy Director and all relevant supporting departments. Notification will be distributed via the most appropriate communications equipment for the event requirements, and will detail event information, reporting instructions, and any relevant coordination information.

2.6.2 Activation

The RCFD or the OA EOC Deputy Director may implement the Fire and Rescue Emergency Support Function when a firefighting event has occurred. The level of activation will be determined according to the requirements of the event. The Fire and Rescue Emergency Support Function may be implemented during the following situations:

- During any event that exceeds the capacity of normal RCFD operations
- Response and recovery operations that will involve multiple city departments
- During any event that results in fire-related casualties
- Response and/or recovery efforts are expected to last an extended time
- The magnitude of the event requires a mutual aid request
- During regional/statewide events that impact RCFD



- The type or magnitude of the event requires regional, state or federal notifications to be made

In addition, the Riverside County Joint Public Safety Agency Operations for Evacuations Evacuation Checklist was developed to assist field supervisors in the initial stages of a fire or other emergency requiring evacuations. The checklist is a guideline intended to facilitate the safe and efficient evacuation of the whole community. The checklist is updated and maintained by EMD in collaboration with other agencies.

2.3.3 Response Actions

Informing support agencies, required governmental entities, stakeholders, and the public during an event is a six-step process:

Step 1: Conduct Initial Assessment

- Determine the magnitude of the event
- If the event is small in scale:
 - Deploy units to incident site
 - Set up ICS structure in field
 - Conduct initial incident assessment and develop Incident Action Plan (IAP)
 - Prepare site safety plan
- If the event is large in scale:
 - Estimate the amount of resources available vs. the amount needed to manage the event
 - Determine the need for ECC command and control operations
 - Decide whether Expanded Operations will be necessary
- If Expanded Operations are required
 - Conduct thorough situation assessment prior to deploying any resources
 - Engine companies conduct windshield surveys to gather event information

Step 2: Activate DOC; Provide OA EOC Staff

- If appropriate, activate the Fire DOC
- If the OA EOC is activated, designate department representatives to staff the following EOC Firefighting Branch positions:
 - Fire and Rescue Branch Coordinator
 - Urban Search and Rescue Unit Leader (if needed)
 - Hazardous Materials Response Unit Leader (if needed)



- Fire Conflagration Unit Leader
- Notify and request assistance from supporting departments

Step 3: Analyze Information and Coordinate Response

- Gather information from:
 - Response personnel in the field
 - Other responding departments
 - Media (via broadcast, web information, blogs, print)
 - State and federal agencies, as appropriate

Step 4: Obtain Resources

- Coordinate resource requests through the Fire DOC Logistics Section and the OA EOC Fire and Rescue Branch as appropriate
- Ensure emergency information is coordinated with the OA EOC Joint Information Center (JIC)
- Notify and request assistance from supporting departments

Step 5: Continue to Monitor, Track, and Inform

- Maintain communication between field operations, the Fire DOC, and the OA EOC
 - Provide frequent situation status reports from the Fire DOC to the OA EOC Fire and Rescue Branch
 - From the Riverside County EOC Fire and Rescue Branch to the OA EOC Planning Section, Situation Status Unit
- Ensure that resources are appropriately accounted for and tracked
- Implement priorities of the OA EOC Action Plan assigned to the Fire and Rescue Branch
- Notify and consult with subject matter experts from federal, state, regional, and local authorities as needed
- Continue the coordination, collection and reporting of event information to the Public Information Officer (PIO) through the JIC

2.6.3 Deactivation/Demobilization

Activities associated with the Fire and Rescue Emergency Support Function will be deactivated when the need for additional firefighting coordination has diminished or ceased. Deactivation may occur incrementally according to the need or lack of need for specific functions and may be deactivated or scaled back at the discretion of the Fire DOC, OA EOC Deputy Director, or Riverside County OA EOC Operations Section Chief, as appropriate.



Emergency Support Function 5: Command and Management

County of Riverside
Operational Area (OA)



2025 Update

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. Most of this Annex is available for public review. Refer any request for a copy of this document to County of Riverside Emergency Management Department (EMD) at (951) 358-7100.



Riverside County EOP Emergency Support Function #5: Command and Management

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	County of Riverside Executive Office; Chairman of the Board of Supervisors; County of Riverside Emergency Management Department (EMD)
Supporting Agencies	Board of Supervisors; Riverside County Fire Department; Riverside County Sheriff's Department; Riverside University Health System- Public Health (RUHS-PH); Transportation and Land Management Agency (TLMA); Department of Social Services (DPSS); County Counsel

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
Emergency Management Department/ County of Riverside Executive Office	▪ Activate the Riverside County Operational Area (OA) Emergency Operations Center (OA EOC) when requested or when the situation warrants ▪ Direct County EOC operations ▪ Continually monitor the status of internal and external requests for each response/incident ▪ Coordinate requests with all levels of government for resources not available within the County ▪ Ensure situation reports are produced and distributed in a timely manner ▪ Conduct regular update briefings for OA EOC staff, elected officials, and other stakeholders ▪ Develop and maintain the OA EOC staffing pattern for EOC operational periods ▪ Advise the OA EOC Director on critical emergency management activities ▪ Compile, validate, and disseminate critical information and provide resource support for emergency operations ▪ Coordinate short and long-term recovery planning ▪ Maintain contact with all levels of government ▪ Coordinate the need for and implement accessible public warning and protective actions within the impacted area



	▪ Provide management and support for implementation of Continuity of Operations (COOP) and Continuity of Government (COG) Plans ▪ Ensure the County priorities of protection of life, community, property, and the environment are maintained ▪ Ensure for the whole community approach in all phases of emergency management

Department	Responsibilities
Supporting Agencies	▪ Provide subject matter expertise ▪ Provide support and coordination to the command and control function in the OA EOC ▪ Identify and communicate resource shortages, unmet needs, and agency/discipline challenges ▪ Ensure for the whole community approach in all phases of emergency management

1.3 Purpose

The Command and Management Emergency Support Function (ESF) provides for the coordination of emergency management activities in the Riverside County OA EOC or an alternate facility during an emergency or disaster situation. This ESF provides guidance for the management and coordination for all phases of emergency management.

1.4 Scope

In disaster situations, centralized management and coordination, provided through the activation of the OA EOC is the most effective approach to the management of emergency operations. This ESF addresses emergency activations of the OA EOC. The County OA EOC is responsible for all communications and coordination through OA partners and all levels of government within the OA.



2. Concept of Operations (ConOps)

2.1 General Concepts

Command and control within the Incident Command System (ICS) and management and coordination within the Standardized Emergency Management System (SEMS) are critical emergency management functions. During the applicable phases of an emergency or disaster, it allows jurisdictions to:

- Analyze the emergency and decide how to respond quickly, appropriately, and effectively to support a whole community response approach
- Support the efforts of the jurisdiction's various response actions
- Coordinate with the response efforts of other jurisdictions
- Manage available resources efficiently and effectively
- Coordinate effective recovery operations, documentation and support to communities

How an incident is managed will determine the effectiveness of the overall operation. Field forces (e.g., fire and rescue, law enforcement, public works, emergency medical services, etc.) are highly trained and effectively respond to emergency situations daily. Problems can arise in the overall management of an operation when varying disciplines, organizations, and agencies not accustomed to working together must merge into one command structure.

It is widely believed and accepted that the most effective way to support a field incident or manage an emergency operations center, particularly a large one, is using an emergency management system, such as the Standardized Emergency Management System (SEMS) or National Incident Management System (NIMS). Homeland Security Presidential Directive-5, which directed the Secretary of Homeland Security to develop and administer the NIMS, also requires adoption of the NIMS by state, tribal, and local organizations as a condition for federal preparedness assistance. One of the key components of the NIMS is the Incident Command System (ICS).

The ICS is a management system designed to enable effective and efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. ICS is used to organize both near-term and long-term field-level operations for a broad spectrum of emergencies, from small to complex incidents, both natural and manmade. All levels of government—federal, state, local, and tribal—as well as many private sector and nongovernmental organizations use ICS. ICS is also applicable across disciplines.

ICS is designed around sound business practices that provide a common framework for emergency response. ICS places a high degree of importance on responder safety. The ICS system provides a standardized means to command, control, and coordinate the use of resources and personnel at the scene of an emergency. Concepts and principles for ICS include: *“common terminology,*



modular organization, integrated communications, unified command structure, consolidated action plan, manageable span of control, designated incident, and comprehensive resource management”.

ICS concentrates direction and control actions on the field operations of the emergency services organizations that have responded to the scene of an emergency. ICS uses a top-down direction and control structure that includes five functions: Command, Operations, Planning, Logistics, and Finance/Administration.

Incident Commander: The function of the Incident Commander (IC) is to provide overall management at the incident site, including public safety and public information actions. The IC directs, controls, and orders resources, including people and equipment. (When more than one scene is involved, the ICs coordinate activities with local jurisdiction EOCs and the OA EOC.) The IC will develop a management structure based on the needs of the incident as articulated in the Incident Action Plan (IAP). A small, simple incident will have a small management structure. As incidents get larger and more complexed, the management structure grows accordingly.

Operations: The Operations Section Chief, who reports to the IC, coordinates the operations function. The Operations Section is responsible for the tactical actions at the incident site. All tactical actions are performed in accordance with the IAP.

Planning: The Planning Section Chief, who reports directly to the IC, coordinates the planning function. The planning function is responsible for the collection, evaluation, documentation, dissemination, and use of information about the incident, as well as the status of resources used or needed at the scene. The Planning Section is also responsible for preparation of the Incident Action Plan. For small incidents of short duration this plan may be oral or written. Written action plans should be used when resources from multiple agencies are being used, when several jurisdictions are involved, or when the incident will require changes in shifts of personnel and/or equipment.

Logistics: The Logistics Chief, who reports to the IC, coordinates the logistics function. The logistics function is responsible for providing facilities, services, personnel, equipment, and materials for the incident.

Finance: The Finance Section Chief, who reports to the IC, coordinates the finance/administration function. This function is responsible for the tracking of all incident costs, evaluating the financial considerations of the incident, and/or any administrative duties not handled by the other functions.

Command Staff: The IC's staff may include:

- A *Safety Officer* who is responsible for assessing the hazards response personnel may be exposed to and developing measures to ensure personnel safety
 - An *Information Officer* who is responsible for developing accurate and
-



- complete information applicable to the incident, including cause, size, current situation, resources committed, and other matters of general interest. This person also serves as the point of contact for the media and other governmental agencies which desire information directly from the incident scene
- A *Liaison Officer* who is responsible for serving as a point of contact with organizations that are supporting the response effort, but not part of the command structure located at the incident scene

It is vital that only one person be in charge during response and recovery operations. Sometimes it is appropriate for an IC to be that person; at other times the critical decisions must be made away from the site or before a defined incident site or sites are established, at the Riverside County OA EOC.

Large-scale disasters such as earthquakes, floods, wildfire, and acts of terrorism, represent challenges for the traditional ICS structure. Events that are not site-specific, geographically dispersed, or evolve over longer periods of time will require extraordinary coordination between federal, state, local, tribal, private sector, and nongovernmental organizations.

This Concept of Operations outlines the following elements of the Command and Management function:

- Command and Control Systems
- Command and Control Facilities
- Information Flow
- Organization and Structure
- Responsibilities
- Notification and Procedures
- Response Actions
- Deactivation Procedures

2.2 Command and Control Systems

Depending on the severity of the emergency, one of two command systems is implemented:

Incident Command System

The Incident Command System will be used by all responding fire, law enforcement, and emergency management organizations and will provide the incident with common terminology, modular organization, integrated communications, unified command structure, consolidated incident action plans, manageable span of control, and comprehensive resource management.

Unified Command (UC)

The unified command concept is the method by which local, state and federal agencies work with the Incident Commander to:



- Determine roles and responsibilities for a given incident
- Determine overall objectives for management of the incident
- Select a strategy to achieve agreed upon objectives
- Deploy resources to achieve agreed upon objectives

2.2.1 Multi-Jurisdictional Incidents

The Unified Command concept is applied during major emergencies or disasters affecting two or more jurisdictions. Such scenarios vary, but there are three basic types, described below.

- **A City and the County**
 - In a scenario involving both a city and the county, a unified command system may be implemented from the OA EOC. In this situation, the city maintains responsibility for its citizens. The County is responsible for requests for assistance from the city and to communicate with state, federal and other agencies for assistance beyond the capabilities of the OA.
- **Multiple Cities and the County**
 - If several cities and the County are responding to the same widespread disaster, a cooperative/unified command may apply. As in the previous scenario, each city maintains responsibility for response in its own area. However, when cities request outside assistance and resources from outside agencies with no pre-existing agreements or contracts, the Emergency Management Department coordinates the efforts of outside agencies, as well as the distribution of incoming resources on behalf of the cities. The Emergency Management Department becomes the conduit for requests from the cities and to provide resources.
- **A City, the County, and a Federal Agency**
 - Certain disasters, such as acts of terrorism, may call for the direct involvement of federal agencies, such as the Federal Bureau of Investigation. Local emergency services from the affected community provide immediate response to the event. The County provides backup support, as well as assistance with media, logistics and other coordination. The federal agency has legal authority to act as lead agency under such a scenario and relies on the cooperation of local emergency management organizations.

2.3 Command and Control Facilities

Emergency situations vary markedly in speed of onset and in their potential for escalation to disaster proportions. The extent to which emergency facilities, such as an Incident Command Post or the OA EOC, are activated and when such facilities assume command of emergency operations depends on the type of emergency, escalation potential, the geographical extent, and other factors.



The OA EOC ordinarily will be fully activated, and a Unified Command will assume control of emergency operations in any emergency of such magnitude as to require mobilization of elements of local government other than those primarily involved in emergency services on a day-to-day basis or of mutual aid resources.

In any emergency of such magnitude as to require emergency service personnel to establish an Incident Command Post (ICP), and to initiate control under ICS system, some activities may be carried out at the OA EOC in support of the ICP. Upon full activation of the OA EOC and, if required, the Joint Information Center (JIC), security measures will be established at these locations to ensure for a smooth and orderly operating environment.

2.3.1 Incident Command Post (ICP)

An ICP represents the on-scene direction and control point for an Incident Commander (IC) using the Incident Command System (ICS). The IC should establish an ICP as soon as possible and ensure that the location of the ICP and identity of the IC is disseminated to all responders. The ICP may be in a designated building or facility as close to the scene of the incident as safety permits. The ICP should be equipped with informational and operational materials, communications and any additional supplies and equipment as needed.

The IC, with law enforcement assistance, should establish a security perimeter, and provide criteria for access. Perimeter security shall be the responsibility of the lead law enforcement agency. The ICP should be established within the secured perimeter, and only personnel meeting command criteria for access should be allowed to enter this area. To assure continuity of operations, it is important that the ICP be established at a safe location and at a distance appropriate for response.

The ICS provides for effective and efficient management of facilities, equipment, personnel and communications operating with a common organizational structure. The use of the ICS is the preferred method for emergency response personnel to operate during any emergency. The IC will adapt the management structure of the ICS to reflect the need and complexity of the incident. In accordance with other ESFs, this may include, but is not limited to activating the OA EOC, establishing unified command, and requesting mutual aid support from neighboring jurisdictions.

The initial on-scene Incident Commander may be relieved by an official who has the experience and legal authority to do so. For example, in the event of a hazardous material incident, the on-scene Incident Commander, which is the senior fire department official on scene having jurisdictional responsibility, may relinquish command to the Hazardous Materials Team upon the agreement of both parties. The Emergency Command Center (ECC) will be notified of this change in command so that it may be properly documented.

2.3.2 Department Operations Center (DOC)



Key departments may activate their DOCs for a large-scale or complex incidents requiring extensive resource management. When a department activates their DOC, a department liaison will be positioned in the OA EOC for coordinating operational activities and/or departmental resource requests. Resource needs that cannot be met internally will be communicated to the OA EOC. If the OA EOC cannot fill the resource request, a formal resource requisition will be made to the Regional Emergency Operations Center (State REOC).

2.3.3 Riverside County Emergency Operations Center (OA EOC)

The OA EOC is the key to successful emergency response and recovery operations. It provides centralized direction and control for local, state, and federal government organizations during emergency operations.

The OA EOC setting allows for face-to-face communications among the members of the OA EOC team and others asked to participate in the decision-making process. It provides a setting for decision-makers to receive the status on emergencies.

The OA EOC will provide support to an on-scene IC in such areas as communications, alert and warning, transportation, logistics, evacuation, shelter, and additional resources.

Primary EOC: Emergency Management Department
Location Riverside, CA

Alternate: East County Emergency Operations Center
Location Indio, CA

There may be situations when the primary EOC is not necessarily the most appropriate facility to use. The alternate EOC will be activated for those situations. The alternate EOC has sufficient area for the ICS groups to function. Maps and display equipment can be relocated from the primary EOC, if necessary. If environmental conditions do not allow command and control functions to be conducted from either of the above facilities, alternate locations will be identified, selected, and announced.

2.3.4 EOC Activation

The OA EOC will be activated as appropriate and staffed to the extent and duration required. Any time the OA responds to a request for emergency assistance, there is potential to activate the OA EOC. The decision to activate the OA EOC may be made at the direction or request of the:

- Emergency Services Director or designee
- EMD Director or designee

When activation of the OA EOC is required for the sole purpose of increased



incident/event monitoring, staff from the Emergency Management Department will staff the EOC until the incident/event is terminated. If full activation is required, EMD staff, along with the appropriate OA staff, will fill required positions and maintain these positions until deactivated.

When the OA EOC becomes fully activated, the EOC Director or EOC Deputy Director or his/her designee will inform the department directors and elected officials as to the reason for the activation and immediately initiate a planned and coordinated response effort based on the current situation and information provided.

The EOC Director or EOC Deputy Director will deactivate the OA EOC when there is no longer a need for EOC support of an emergency event. Notification of deactivation will be communicated as needed for maximum efficiency.

2.3.5 OA EOC Operations

The OA EOC is the key to successful and coordinated response and recovery operations. With key decision-makers coming together at a central location, County resources can be utilized more efficiently and effectively. Coordination of response and recovery activities will ensure that tasks are accomplished, duplication of efforts is minimized, and accountability and safety of responders are maximized. Coordination at the OA EOC also ensures that a whole community response and recovery effort is realized and that the needs of the community are met in a timely and professional manner. Principle functions provided through EOC operations include but are not limited to:

- Monitor and coordinate mitigation activities for potential threats to the community and Community Lifelines
- Support on-scene incident response operations
- Receive, compile and decipher information to develop, maintain and communicate situational awareness to all cooperating agencies and jurisdictions
- Communicate and coordinate OA level incident management priorities among local and regional stakeholders, which includes state and federal agencies and tribal governments
- Develop and disseminate warnings and accessible emergency public information to emergency responders and the community
- Prepare and disseminate periodic situational awareness reports to responders and the Joint Information Centers (JIC) if activated
- Coordinate damage assessment activities
- Request assistance from other jurisdictions, volunteer organizations, Community Based Organizations (CBOs) and Non-Government Organizations (NGOs) when additional resources or support is needed.
- Evaluate and prioritize operational, resource, logistical and other lines of effort to restore or maintain Community Lifelines



- Receive and adjudicate resource requests from the field and local levels pursuant to SEMS
- Promulgate mutual aid resource requests to the State per SEMS
- Coordinate OA planning activities
- Coordinate OA recovery activities
- Coordinate overall County Continuity of Operations (COOP) and Continuity of Government (GOC) activities

During major emergencies, disasters, or catastrophic incidents, a Multi-Agency Coordination System (MACS) may be required. Central to this System is the Emergency Operations Center (EOC), which is the nucleus for information and resource coordination. The IC will manage and direct the on-scene response from the ICP. The EOC will mobilize and deploy logistical support for use by the IC, coordinate external resource and technical support, research problems, provide information to senior managers, disseminate emergency public information, and perform other tasks to support on-scene operations in support of the whole community.

In addition, the Riverside County Joint Public Safety Agency Operations for Evacuations Evacuation Checklist was developed to assist field supervisors in the initial stages of a fire or other emergency requiring evacuations. The checklist is a guideline intended to facilitate the safe and efficient evacuation of the whole community. The checklist is updated and maintained by EMD in collaboration with other agencies.

2.3.6 IC and OA EOC Interface

When both an ICP and the OA EOC have been activated, it is essential to establish a division of responsibilities between the ICP and the OA EOC. A general division of responsibilities is outlined below. It is essential that a precise division of responsibilities be determined for specific emergency operations needed to effectively coordinate and manage required resources.

In some large-scale emergencies or disasters, emergency operations with different objectives may be conducted at geographically separated scenes, in which case it may be necessary to employ a Unified Area Command with individual Incident Commanders assigned to each scene.

Unless otherwise directed, the OA EOC Director, or designee, assumes authority for release of public information during large-scale incidents. Media phone calls and interviews will be coordinated between the OA EOC Public Information Officer (PIO) as indicated by the incident scenario. On large-scale or widespread incidents, County PIOs will coordinate and manage communication and message flow through a Joint Information Center (JIC). Depending on the scale, magnitude, and type of incident, a JIC may be established and coordinated to increase effectiveness in communicating clear, accurate, consistent, and accessible information to key stakeholders during an incident.



2.4 Information Flow

Command and Management operations include communication across several coordination levels during an emergency or disaster. The following information provides an overview of the relationship between these levels that maintain communication during command and management operations.

Field Operations

- Conduct necessary activities to perform operations according to direction from the Incident Commander
- Submit situation status reports to their perspective DOC or to the OA EOC

Incident Command Post/Unified Command (ICP/UC)

- Coordinate field operations and resource utilization
- Maintain communications with DOCs
- Provide situation updates to the OA EOC

ICS Branches (if activated)

- Maintain contact with field units

DOC

- Maintain constant communication with IC and/or branches regarding the status of field operations
- Receive requests for resources from the field; fulfill requests internally or coordinate requests with the OA EOC or mutual aid as necessary

OA EOC

- Gather information from the field and/or DOC representatives on a continual basis
- Receive frequent situation and resource status reports from the EOC Planning Section
- Coordinate with local, regional, state, federal, or tribal entities as necessary
 - OA partner organizations are encouraged to use WebEOC to improve operational area situational awareness
- Coordinate information about support operations, needed resources, and field situation status with the Operations Section Chief

Supporting Departments

- Support the OA EOC, DOCs, and/or field operations as requested
- Maintain communication with appropriate department representatives by providing frequent situation status updates

OA EOC Director/EOC Deputy Director

- Responsible for all elements within the Management Section
- Maintain communication with the OA EOC Section Chiefs and OA EOC



management staff

- Coordinate with the Policy Group, Regional Emergency Operations Center (REOC), State Operations Center (SOC), Unified Coordination Group (UCG) and other outside assisting organizations
- Work with OA EOC management staff to determine and set overall objectives

Policy Group

- Receive situation status updates from the EOC Director/EOC Deputy Director
- Issue directives or priorities

2.5 Organization and Structure

2.5.1 Organization

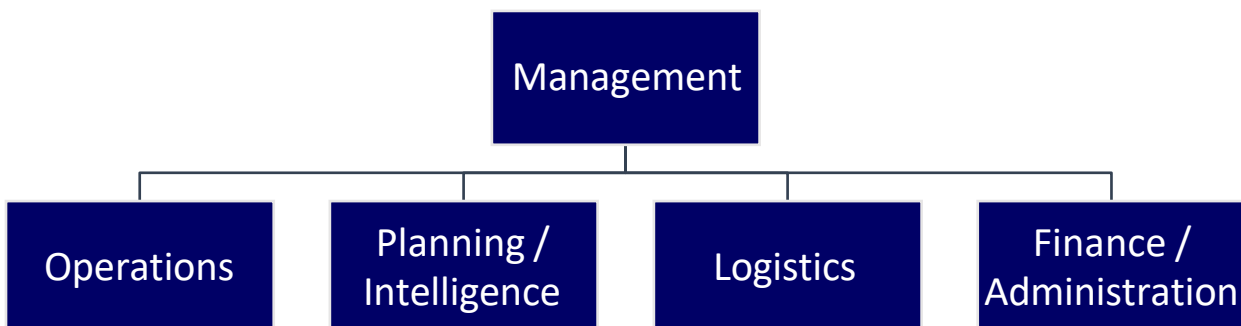
Management and coordination are key aspects of emergency management, and the County has taken many steps, most notably embracing the Standardized Emergency Management System (SEMS), the Incident Command System (ICS), and the National Incident Management System (NIMS) to promote unity of command among local, state, and federal authorities and tribal governments.

In all emergencies in the County of Riverside, the ICS and UC are the command and control systems used for emergency response during times of emergency.

In large-scale, multi-agency emergencies, UC is the command and control system to be used. Each agency in the UC will designate an IC who will jointly set incident objectives with the other primary agencies. UC is an important element in improving multi-jurisdictional or multi-agency incident management.

As a combined command and control effort, UC overcomes much of the inefficiency and duplication of effort that can occur when agencies from different functional and geographic jurisdictions or agencies at different levels of government operate without a common organizational framework.

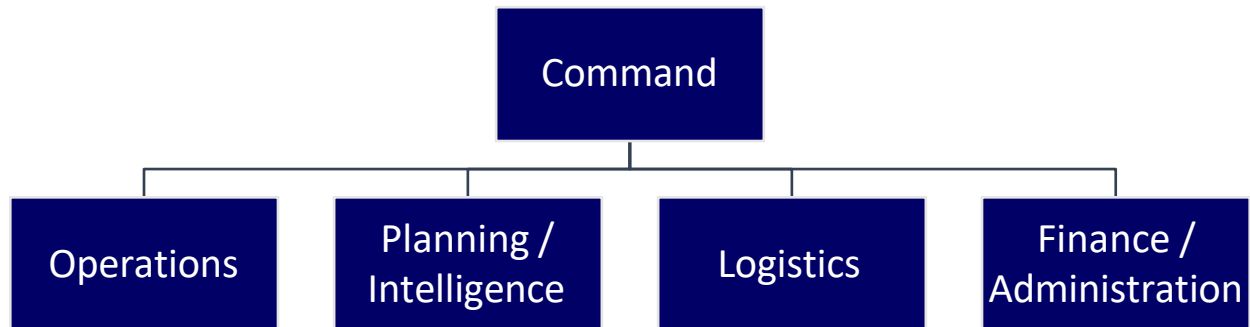
An EOC is a central management and coordination facility responsible for carrying out the principles of emergency preparedness and emergency management, or disaster management functions at a strategic level in an emergency, and ensuring the continuity of operation of a company, political





subdivision, or other organization. There are five major functions within the EOC:

SEMS and NIMS regulations require the use of ICS at the and EOC levels of a multi-agency or multi-jurisdictional incident. There are five major functions in ICS:



2.6 Roles and Responsibilities

The following table identifies the overall responsibilities of each County of Riverside support agency that plays a support role to Command and Management. Departments needed to support management and coordination operations will vary and will be determined according to the needs of the event.

Entity	Responsibility
County/OA Entities	
Emergency Management Department	▪ Monitor potential threats or situations that would require OA EOC Activation ▪ Activate the OA EOC as needed to monitor a potential emergency or to respond to or recover from an emergency situation that is occurring or has occurred ▪ Activate the County EOC to an appropriate level needed to effectively ensure principal EOC functions are met ▪ Determine the need for local recommendation of emergency proclamations as needed ▪ Support and monitor incident operations ▪ Receive, compile, and display data on the emergency resource status board and the commitments as a basis for planning



Department Operation Center(s)	▪ Maintain situational awareness and provide timely and accurate updates as needed; prepare and distribute situation reports ▪ Provide coordination for all levels of government ▪ Approve the development and dissemination of warnings and accessible emergency public information ▪ Direct and manage assessment activities to monitor the impacts to the OA and request for impacts to the local jurisdiction ▪ Manage and direct all requests for external assistance from other jurisdictions, volunteer organizations, businesses, or from the State ▪ Ensure a whole community response and recovery operation is coordinated ▪ Provide and ensure regular communication updates from DOC to OA EOC ▪ Maintain constant communication with Incident Commander and/or branches regarding the status of operations ▪ Receive requests for resources from the field; fulfill requests internally or coordinate requests with OA EOC or mutual aid as necessary



EOC Director/ EOC Deputy Director	▪ Direct EOC operations ▪ Manage all elements within the EOCs Management Section ▪ Continually monitor the status of internal and external requests for each incident ▪ Ensure information processing is conducted ▪ Receive summaries on the status of damage ▪ Prepare briefings for senior officials ▪ Ensure liaisons(s) and/or agency representatives report to the OA EOC ▪ Conduct periodic update briefings for the OA EOC staff and elected officials ▪ When directed, or when appropriate, terminates operations and closes OA EOC
Liaison(s)/ Agency Representative	▪ Coordinate and communicate with key stakeholders ▪ Receive incoming requests for assistance ▪ Define modes of communications to all parties and identify primary communication method to be used by all ▪ Forward and respond to requests for emergency resources or information from the department, agency, or group, coordinating as necessary with the parent organization ▪ Work with other OA EOC liaisons ▪ Serve as subject matter expert and advisor



Entity	Responsibility
County/OA Entities	
Public Information Staff	▪ Develop and disseminate appropriate accessible emergency public information through news releases, briefings, and, where appropriate, emergency information systems ▪ Ensure all forms and information are provided to meet whole community support needs ▪ Manage media inquiries ▪ Manage and staff emergency information phone bank ▪ Integrate coordination and management of emergency public information with JIC if established
Planning Section	▪ Collect and analyze critical information on emergency operations for decision-making purposes ▪ Prepare and update the Incident Action Plan (IAP) ▪ Project future resource needs ▪ Prepare and share situation status reports with OA
Logistics Section	▪ Secure resources for all functions, as needed ▪ Coordinate resources and services required to support incident activities, including but not limited to supplies, equipment, and personnel, in support of the whole community ▪ Contracts for and purchases goods and services needed at the incident ▪ Receive incoming EOC messages and transmit outgoing EOC messages
Finance Section	▪ Track all expenditures and personnel hours worked on the incident ▪ Collect staff time sheets/expenditures



The Office of County Counsel	The Office of County Counsel (COCO) is the department statutorily responsible for providing legal advice and counsel to the Board of Supervisors, the Executive Office, and other county departments, including EMD. COCO will be responsible for the following response components: ▪ Advise all officials, including the Director of Emergency Services, on their powers, duties, and functions under the California Emergency Services Act (GC sections 8550, et seq.) ▪ Advise all officials, including the Director of Emergency Services, on their powers, duties, and functions under County Ordinance No. 533 – Providing for the Emergency Management Organization for the County of Riverside ▪ Draft all proclamations, resolutions, orders, and ordinances deemed necessary under federal, state, or local law to effectively respond to the emergency ▪ Advise all officials with respect to the interpretation, application, and implementation of any mutual aid agreements to ensure the requisite emergency response ▪ Advise all officials with respect to interpretation of all applicable federal, state, or local laws including, but not limited to, the Disaster Assistance Act (GC sections 8680, et seq.), the Ralph M. Brown Act (GC sections 54950, et seq.), the Good Samaritan Protection Act (CC section 1714.5), etc.



2.7 Activation and Notification

2.7.1 Activation

Emergency or disaster events impacting the County shall be evaluated to determine the need to activate the appropriate incident command and management structure. Activation of the OA EOC shall be determined by the EMD Director or designee in consultation with the Director of Emergency Services. DOC activation(s) shall be determined by the appropriate Department Head and ICs will determine the activation of an ICP at the scene of an emergency incident. The following is a list, though not exhaustive, of examples under which the OA EOC would be needed:

- A natural disaster (e.g., multi-county flooding or earthquake)
- A biological attack (e.g., anthrax dispersion)
- A large hazardous materials spill (e.g., train derailment that forces community evacuations)
- A disease outbreak (e.g., pandemic influenza)
- Incidents that are geographically dispersed
- Incidents that evolve over long time periods (days to weeks) that involve multiple communities and have similar implications (e.g., flooding with water supply contamination issues across a large region)

2.7.2 Notification

Each agency representative within the region of the affected jurisdictions will initiate notifications within their agency that the OA EOC is being activated.

If it is determined by each Department Head that a DOC needs to be activated in support of the field operations, they will then communicate ongoing information and needs to the appropriate agency liaison for implementation.

2.7.3 Response Actions

Step 1: Conduct Initial Assessment

- Determine the magnitude of the event
- If the event is significant in scale:
 - Assess the situational impact and need for resources
 - Estimate the number of resources available versus the amount needed to manage the event
 - Determine the need to activate the OA EOC based on incident objectives and resource allocation and prioritization

Step 2: Activate EOC; Provide Staff



- If appropriate, request the activation of the OA EOC through the Emergency Services Director, EMD Director or their designees
 - If the OA EOC is activated, a determination should be made on the level of activation to ensure the appropriate management and coordination required to support the incident
- Notify and request assistance from supporting county departments and external agency representative

Step 3: Analyze Information and Determine Objectives

- Gather information from:
 - Response personnel in the field
 - Any DOCs or activated local government or tribal EOCs
 - Media (via broadcast, web information, blogs, print)
 - State and federal agencies and tribal governments, as appropriate
- Determine incident management priorities
 - Assess the situation based on current information
 - Determine critical resource needs
 - Develop overall incident objectives

Step 4: Develop and Coordinate Incident Priorities

- Establish incident priorities and critical resource distribution to include whole community response and recovery operations
- Facilitate logistical support and resource tracking
- Implement resource allocation decisions using incident management priorities and Multi-Agency Coordination Group(s)
- Coordinate incident-related public and cooperator information and implement the appropriate Joint Information System (JIS), such as a Joint Information Center (JIC)
- Coordinate and resolve interagency and intergovernmental issues regarding incident management policies, priorities, and strategies

Step 5: Continue to Monitor, Track, and Inform

- Maintain communications between field operations, the DOC, and the OA EOC
 - Provide frequent situation status reports to the DOC or the OA EOC
- Notify and consult with subject matter experts from local, state, and federal agencies and tribal governments, as needed
- Continue to prioritize, acquire, and allocate critical resources
- Provide strategic coordination, as required
- Coordinate recovery operations, restoration of Community Lifelines and community



support.

- Recommend deactivation when the OA EOC is no longer needed

2.7.4 Deactivation/Demobilization

Command and management activities will be deactivated when the need for additional agency coordination has diminished or ceased. Deactivation of the command and management activities may occur incrementally according to the need or lack of need for specific functions and may be deactivated or scaled back at the discretion of the OA EOC Director/ EOC Deputy Director or Policy Group, as appropriate.

3. Planning Assumptions

The following planning assumptions for the Command and Management Annex apply:

- For the sake of emergency planning and coordination at the OA Member level, OA Members may consider the OA and County EOC as one in the same;
- All OA agencies have developed their emergency plans and/or operating procedures in accordance with applicable State and Federal laws with reference to 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 will coordinate the OA 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
- It is the intent of the County, its employees, contractors, and partners to ensure a whole community response and recovery operation in a timely, efficient, and professional manner.



**Emergency Support Function 6:
Mass Care, Emergency Assistance,
Housing & Human Services**
County of Riverside
Riverside County Operational Area (OA)



2025 Update

County of Riverside
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. Most of this annex is available for public review. Refer any request for a copy of this document to County of Riverside Emergency Management Department (EMD) at (951) 358-7100.



Riverside County EOP Emergency Support Function # 6: *Mass Care, Emergency Assistance, Housing & Human Services*

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	County of Riverside Department of Public Social Services (DPSS)
Supporting Agencies	American Red Cross (ARC), the Salvation Army, Riverside County Sheriff's Department (RSD), County of Riverside Emergency Management Department (EMD), Riverside County Department of Animal Services (RCDAS), Riverside University Health System-Public Health (RUHS-PH), Riverside County Department of Environmental Health, Riverside County Office on Aging, Riverside University Health System-Behavioral Health (RUHS-BH), County of Riverside Facilities Management, Riverside County Park and Open Space District (RCPOSD), Voluntary Organizations Active in Disasters (VOAD), Faith-based Organizations, Functional Assessment Service Teams (FAST), California Department of Social Services, and Operational Area cities

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
DPSS	▪ Coordinate shelter operations ▪ Coordinate feeding operations through procurement via the Operational Area Emergency Operations Center (OA EOC) nonprofits, or other means ▪ Coordinate the bulk distribution of personal care supplies ▪ Coordinate the use and/or acquisition of translator services ▪ Coordinate staffing plans for shelter workers and shelter managers with DPSS staff and/or ARC as appropriate ▪ Provide Public Information Officer (PIO) with information to disseminate about mass care services ▪ Staff the Riverside Mass Care and Shelter Branch positions in the Riverside County OA EOC Operations Section ▪ Coordinate utilization of nonprofits such as American Red Cross (ARC) to provide or support mass care operations



Supporting Agencies	▪ Provision of shelter facilities to include coordination with ARC, Riverside County Office of Education and or individual school districts ▪ Coordinate with Public Health (PH) and/or Behavioral Health (BH) for the provision of medical/behavioral health services ▪ Coordinate family reunification planning with appropriate agencies such as ARC ▪ Coordinate with DAS for the provision of animal care or sheltering; coordinate with DAS for the provision of service animals at the shelter to include food, water, relief areas, etc. ▪ Coordinate social services and relief needs for the whole community from within DPSS divisions if appropriate; coordinate for provision of such with OA EOC VOAD Liaison ▪ Coordinate for the provision of all necessary mass care and shelter services as required, utilizing the Communication, Maintaining Health/Medical, Independence, Support Services/Safety, Transportation (CMIST) resource framework ▪ Technical Assistance in the provision of support services for the whole community, including those requiring additional or differently-delivered services

1.3 Purpose

The *Mass Care, Housing & Human Services Emergency Support Function* (ESF) annex to the Riverside County Emergency Operations Plan (EOP) has been developed to coordinate actions to establish and assist responsible participants to meet the needs of survivors displaced during a disaster, including food assistance, public information, transportation, clothing, non-medical and medical care, behavioral health, sheltering, and family reunification. This ESF is not intended to supplant organizational policies or procedures.

1.4 Scope

This ESF addresses temporary, short-term, and long-term needs during a disaster and the coordination of mass care through the Riverside County Operational Area Emergency Operations Center (OA EOC).

This ESF is intended to address the mass care and shelter needs of the whole community. Reasonable accommodations will be made at general population shelters for individuals requiring additional or differently-delivered services. Representatives from Public Health, other departments, and the individuals themselves, will determine the best placement for individuals requiring medical care. In some cases, individuals requiring medical services beyond the capabilities of the general population shelter may be sent to a site set up specifically for medical treatment or to a licensed facility that can best support their needs. It is the intent of the County is to maintain self-determination as a priority for all survivors seeking shelter and medical services. For the purposes of this ESF, mass care and shelter include:

- **Sheltering:** to include the designation of previously identified or unidentified shelter sites, the temporary construction of shelter facilities (e.g., tents or constructions), or the use of facilities in or outside the OA.



- **Feeding operations:** Feeding workers and shelter residents through facilities at or near the shelter, purchase of food from vendors, mobile feeding unit, and/or bulk food distributions. Considerations during feeding operations will include, but are not limited to, dietary considerations, access to resources, availability of resources, etc.
- **First aid and medical treatment:** Typically, during shelter operations, a nurse will be on site initially to assist in determining if any individual needs or accommodations are required. A nurse will conduct an assessment to determine how to best meet the needs of the individual(s). If a nurse is not already on-site, a nurse can be requested from DPSS or during an OA EOC activation, requests will go directly to the Mass Care and Shelter Branch
- **Bulk distribution of emergency items:** Provide clothing, basic personal care items, and other essentials for people in the shelter that may have been evacuated without time to gather personal belongings. DPSS will facilitate collaboration amongst appropriate nonprofit agencies via the VOAD Liaison in the OA EOC
- **Reunification Assistance:** Aid family members within the shelter population and other family outside the shelter who were separated at the time of the event. This may involve using the Red Cross "Safe and Well" website or other means.

The Mass Care, Housing & Human Services Emergency Support Function activities and programs are implemented to assist individuals and households impacted by potential or actual disaster incidents. Additional assistance may be provided to ensure that immediate needs beyond the scope of the traditional "mass care" services provided at the local level are addressed. These services include, but are not limited to, support to evacuees (including registration and tracking of evacuees); provision of aid and services to the whole community; evacuation transportation assistance, short or long-term sheltering, and coordination of emergency services for household pets and service dogs; support to medical treatment sites; nonconventional shelter management; coordination of donated goods and services; and coordination of voluntary agency assistance.

In the recovery phase of the disaster, the following functions will be provided for shelter residents:

- **Housing:** including housing options such as rental assistance, repair, loan assistance, replacement, factory-built housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance. To the extent possible, DPSS will, in coordination with other appropriate organizations such as Office on Aging, Facilities Management, Veteran's Services, Housing and Workforce Solutions, and other nonprofit agencies such as ARC, will work to identify long-term housing solutions for those displaced by the disaster. The County Department of Housing and Workforce Solutions has procedures in place to assist with identifying and providing services to individuals who were unhoused pre-disaster. In some cases, agencies have requirements for what services may be available. Refer to each agency for their individual assistance requirements. Short-term housing solutions may include acquisition of hotel vouchers or rental assistance. Long-term housing solutions may include acquisition of housing through Facilities Management or nonprofits; in a catastrophic disaster, such options as Federal Emergency Management Agency (FEMA) trailers or modular homes.
- **Human Services:** to include the implementation of disaster assistance programs to help disaster survivors recover their non-housing losses, including programs to replace destroyed personal property, and help to obtain disaster loans, food assistance (Cal Fresh), crisis counseling, disaster unemployment, disaster legal services, support and services for individuals with access



and functional needs (including their service animal), and other federal and state benefits. In the case of assisting individuals with such services, each individual scenario may need to be considered based on services available.

1.5 Policies

The following general policies apply and will guide Care and Shelter missions, activity, and support:

- This ESF is effective immediately upon approval
- All appropriate governmental and volunteer agency resources will be used as available
- All services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation
- Priorities will be established for use of limited public transportation assets
- As much as possible, all agencies and organizations involved in the execution of this ESF will be organized, equipped, and trained to perform all designated and implied responsibilities contained in this ESF and its implementing instructions for both response and recovery operations
- All organizations are responsible for the development and maintenance of their own internal operating and notification procedures
- All organizations are responsible for filling any important vacancies, recalling personnel from leave, and alerting those who are absent due to other duties or assignments
- Personnel designated as on-scene responders or representatives to the OA EOC should make prior arrangements to ensure that their families are provided for in the event of a disaster so to ensure a prompt, worry-free response, and subsequent duty
- All agencies, departments and/or organizations involved in any aspect of the mass care and shelter functions for the County must be prepared to support the whole community approach
- It is the County of Riverside's intent to provide equal access to all residents, visitors, businesses, and tourists during a disaster and to the best of their ability, upon identification of specific needs or accommodation requests, to facilitate meeting such needs in a timely and professional manner



2. Concept of Operations (ConOps)

2.1 General Concepts

The Incident Commander, or the staff at the OA EOC, is expected to determine the need for opening shelters and commencing care and shelter operations based on the emergency that prevails. The American Red Cross (ARC) has been chartered under federal law to provide mass care to victims of disasters. The Riverside County OA will work closely with ARC and other volunteer disaster assistance organizations, to provide temporary shelter and essential life support services for people displaced from their homes. The ARC representative to the OA EOC may function as the ARC Liaison within the Operations Section, Mass Care and Shelter Branch. DPSS, as the County lead for mass care and shelter, shall remain ready to provide all aspects of services if ARC is unavailable.

- The DPSS and other private disaster assistance organizations may be called upon to:
 - Open and manage temporary shelters for the displaced population
 - Activate or organize shelter teams
 - Register those occupying public shelters
 - Provide feeding, first aid, and other support needs for those occupying temporary shelters; if services are not provided directly by DPSS, ensure coordination of such services
 - During extended shelter operations, activate a family reunification system in coordination with ARC or other non-profit agencies

The Volunteer and Donations Management function will be closely coordinated as outlined in ESF 17 Volunteer and Donations Management.

As outlined in the EOP Base Plan and the Multi-Jurisdictional Local Hazard Mitigation Plan multiple hazards have been identified that may create emergencies for which shelters may be required. Sheltering for Riverside County evacuees will be coordinated through the Operational Area Emergency Operations Center (OA EOC). DPSS is responsible for shelter operations and for coordinating services with ARC and cities responsible for shelters within their jurisdictions. A high percentage of evacuees will seek shelter with friends, relatives or find their own means of shelter rather than use a public shelter. Typically, only 10%-20% of the affected population will seek public shelters. Evacuees will be provided with information on available shelters from the Public Information Officer through the Joint Information Center (JIC). Shelter workers will provide continuing information about the disaster situation to evacuees in the shelter. Means of public information and/or alerting will be coordinated with the OA EOC Public Information Officer as specified in ESF 15 External Affairs.

2.2 Primary Roles

2.2.1 Riverside County Operational Area Emergency Operations Center (OA EOC)

During an activation of the OA EOC the OA EOC Mass Care and Shelter Branch will coordinate countywide care and shelter functions affecting residents in the unincorporated areas and; such services may be coordinated to support OA needs as well. The mission of the OA EOC Mass Care and Shelter Branch is to establish and coordinate support for field activities including shelter, mass feeding, animal



care and assisting the community with any identified unmet needs. Service provision is also highly focused on meeting the needs of the whole community timely and professionally.

Overarching Responsibilities

- Estimate the number and location of persons who will require services (i.e., sheltering, feeding, or the distribution of relief supplies)
- Decide which shelters, feeding, bulk distribution, disaster assistance, or other service sites to open and coordinate their openings
- Determine resource availability among supporting departments and agencies
- Request County support services through the EOC Operations Section
- Establish communication with shelter and other field sites
- Arrange for the distribution of food
- Establish physical and behavioral health services for people in shelters
- The Mass Care branch will coordinate animal services and shelters to include provision and care for service animals
- Coordinate site inspections with the Department of Environmental Health
- Provide situation status updates, including mass care and shelter information for public distribution via the Joint Information Center (JIC)

Care and Shelter Branch Positions

- Care and Shelter Branch Director
- Mass Care Unit Leader
- Parks/Facilities Unit Leader
- Animal Care Unit Leader
- Public Health Nurse Unit Leader
- School District Liaison
- American Red Cross Liaison
- Whole Community Coordinator
- VOAD Liaison

2.3 Mass Care Operations

2.3.1 Shelter Operations**Initial Activities**

Typically, the decision to open a shelter is made when evacuations are or are likely to occur. Shelter selection will occur at the OA EOC in coordination with relevant partner organizations that may be providing the actual facilities; input from Incident Command may also be a factor in selecting a service site. Shelter sites will initially be selected from the list of approved shelter facilities based on the assumption that the public will want to be sheltered as close as possible to their neighborhood. The County utilizes sites identified in advance by ARC, through their National Shelter Site Survey system (NSS), for which sites have already been evaluated for ADA compliance. DPSS, as the lead agency for mass care operations will coordinate with ARC and other agencies, departments, or nonprofits to meet



the needs of the whole community. The OA Mass Care Plan contains detail on the operational area's role and responsibilities during mass care events.

Following a major disaster that displaces a large population, the ARC may not initially have adequate local resources to operate all the shelter sites that may be required. Until they can mobilize their national response system (normally within 3-5 days), DPSS personnel will supplement their capability by staffing and running the necessary service sites, utilizing Disaster Service Workers (DSWs) and mutual aid resources if necessary. Once the ARC national disaster response program is fully mobilized, ARC may assume the lead role for shelter management functions and the Riverside County OA will transition to a supporting role.

Shelter Operations

Shelter sites managed by personnel within the ARC system will report directly to the ARC government liaison or local ARC EOC Liaison, as established for larger events. Conversely, as Riverside County OA personnel are assigned to run shelters, these sites will then report to the Mass Care and Shelter Branch within the OA EOC. Extensive on-going communication is required between the shelter site(s) and the Mass Care and Shelter Branch in the OA EOC to ensure coordinated support for shelter operations and to avoid duplication when ordering resources. The general rule of thumb is that if ARC is managing a shelter, or if the site is being operated under the auspices of the ARC (i.e., using ARC trained shelter management staff), then the ARC assumes both the liability and cost of the operation. If DPSS is providing the site manager, then the site is considered a County operation. It is possible for ARC to provide a site manager and DPSS to provide shelter workers. In this case, if ARC is providing the site manager, it is considered an ARC shelter and DPSS assumes the support role.

Shelter Site Management Support

Disasters that displace a limited number of people and require only a few shelters (2 or 3) that are only open a few days and are being managed through a partner agency, like ARC, may not require an elaborate site management support system. However, when a large disaster occurs that requires dozens of shelters, some staying open for several weeks, the establishment of a site management support system will be required. The support system will involve establishing roving shelter site support teams composed of experienced ARC and/or DPSS staff. If multiple shelter site support teams are developed, each team can serve a designated set of shelter sites.

The primary role of the shelter site support team is to go onsite and help less experienced shelter managers to resolve service delivery or operational problems. The support team can provide on-the-job mentoring that first-time shelter managers may need to feel fully confident in their role. Support teams are encouraged to assess how the shelter is currently running and then work with the shelter manager if any operational adjustments are needed. Fast establishment of the shelter support system is especially important when a significant number of first-time shelter managers are assigned.

Functional Assessment Service Teams (FAST teams) are another aspect of field support. FAST teams consist of a group of people with expertise in identifying access and functional needs. Functional service needs within a shelter may include a need for durable medical equipment, assistive listening devices, or specific support services (e.g., behavioral health, personal care assistance, sign language or other language interpretation). County of Riverside has FAST teams available and, if needed, additional trained personnel may be requested from the State through the mutual aid request process.

2.3.2 Feeding Operations



Feeding programs will need to be established as soon as possible to serve people in shelters and to serve people in affected neighborhoods or at other congregate locations. The scope of feeding program activity is determined by the situation. If the impacts of the incident are limited and restaurant and retail food distribution networks are uninterrupted, the feeding program may use them to provide meals, snacks, and beverages at shelters, or at other service sites. In smaller shelter operations, the Salvation Army will typically prepare and deliver meals to shelters, or meals may be purchased directly from neighborhood commercial entities. In all cases, considerations are provided for those with dietary, health, and cultural restrictions.

However, if the impacts of the disaster are widespread and include utility and private sector food distribution system disruptions, the feeding activity will be extensive and may involve fixed feeding sites, distribution of packaged food, or distribution of grocery store vouchers.

In large, widespread disasters, where the utility, transportation system and other infrastructure are disrupted, feeding programs will initially rely on pre-prepared, packaged meals that are shelf-stable, such as military meals-ready-to-eat (MREs), or commercial products such as “heater meals”. As the utilities are restored, or when emergency field kitchens arrive, the feeding program will shift from packed meals to freshly prepared meals. Considerations for those with dietary, health, and cultural restrictions will be a priority in all cases.

2.3.3 Bulk Distribution Operations

Bulk distribution programs are designed to provide disaster survivors with access to supplies and materials that are life-sustaining or support their recovery. Distribution programs also support the ability of people to continue to shelter-in-place at home versus evacuating to shelter sites for necessities. The distribution programs may be required when normal retail distribution systems have been disrupted. As noted in the Transportation ESF, considerations and feasibility of providing shelter in place services may vary depending on incident size, scope and complexity. Numerous considerations must be evaluated to determine best means for providing these services when emergency conditions exist.

The Riverside County OA bulk distribution program will integrate the distribution programs established by agencies such as nonprofit food banks within the County and Salvation Army and will supplement their activities and resources as required.

Commodity Points of Distribution (C-POD)

Depending on the scope of damage, additional fixed distribution points at strategic locations may need to be established where the public can receive emergency supplies. C-PODs provide emergency supplies to the public in areas that cannot be serviced through regular channels such as grocery stores and food banks. The bulk distribution program should be scaled back or discontinued once access to normal retail outlets are restored (generally as soon as utilities are restored, and roads reopened), so as not to inhibit economic recovery of the private sector. Reference ESF 20: Commodity Points of Distribution for additional information on C-PODs.

2.4 Shelter Special Conditions

2.4.1 Family Reunification

The ARC Safe and Well website is set up to handle inquiries from family members, friends, and employers who want information on the status of persons in the affected area who cannot be located. Persons affected by the disaster may register their well-being at the Safe and Well website. People who



are unable to access the website can call the Red Cross at 1-800-REDCROSS for help registering. Family and friends can then log on and search for registered individuals to learn of their whereabouts and safety. Registration may be offered at shelters, bulk distribution sites, and emergency aid stations. Various social media and other internet-based bulletin boards can also be used to search for and find separated family members in addition to shelter lists and as part of the reunification process.

2.4.2 Whole Community Resource Needs

Individuals seeking services at Care and Shelter sites may require additional or differently-delivered response assistance, thus, inclusive practices for the whole community should be taken into consideration to make shelters more accessible. The following are guidelines using the CMIST resource memory tool (developed by June Isaacson Kailes and Alexandra Enders) for meeting functional needs so that disaster survivors can fully benefit from Care and Shelter services.



Communication

- Provide interpretation and translation assistance at service delivery sites so that individuals with limited English proficiency and individuals who are deaf or hard of hearing can convey needs and receive disaster information and services equally
- Accessible communications are available such as Video Remote Interpretation (VRI) and language lines

Maintaining Health/Medical

- Ongoing medical supervision for medically-fragile persons required to evacuate to public shelter settings
- Support for health care facilities given the need to evacuate their medically-fragile resident population (like-facility evacuation, alternate shelter facility, temporary medical needs shelter)

Independence

- Ensure the accessibility of disaster services, programs and facilities in compliance with Title II of the Americans with Disabilities Act (ADA)
- Support the Whole Community approach by providing equal access and services at all shelters

Support Services/Safety

- Unaccompanied children who present at a shelter should be provided one-on-one supervision to ensure the safety of the minor
- DPSS Children's Services will assist with attempting to connect minor with parent(s) or legal guardians

Transportation

- Coordinating and providing accessible transportation services to access service sites

2.4.3 Housing Assistance Operations

Riverside County Care and Shelter personnel will play a role with coordinating post-disaster housing plans and with the delivery of recovery assistance to disaster survivors. Support will come from non-governmental organizations and in the case of larger events, federal and state agencies will establish various assistance programs. DPSS will coordinate with the County of Riverside Facilities Management in the event long-term housing needs are identified.

Temporary and Interim Housing

The severity of the event and the availability of other/interim housing for shelter residents will dictate when shelter operations can conclude. In most emergencies, shelters will generally not be open for more than a week. Shelter population tends to peak by the 7th day as shelter residents who can afford other housing or have family or friends with whom they can stay will leave the shelter as soon as those arrangements are made. Those remaining shelter residents are frequently persons with fewer resources. If multiple shelters are in operation, replacement housing will dictate how quickly the closing of shelter operations will occur. As noted earlier in this document, when housing needs are identified, the OA EOC Mass Care and Shelter Branch will facilitate working with other EOC positions or County departments to best support the needs of the remaining individuals. Organizations such as DPSS adult and/or children



services, Facilities Management, Veteran's Services, Office on Aging, VOAD , Housing and Workforce Solutions should be used to meet those needs.

2.5 Information Flow

The Mass Care, Housing & Human Services Emergency Support Function facilitates communication among multiple response levels during OA-wide coordination of care and shelter information. The following provides an overview of the various coordination levels that maintain communication during a disaster event. The list below depicts the relationship of how information is collected and passed from the field level to the OA EOC and from the OA EOC back to the field level.

- **Field Level - DPSS**
 - Assess and monitor the status of care and shelter systems
 - Implement resource and material assessment along with determination of facilities and necessary care
 - Submit frequent situation status reports to the OA EOC Mass Care Branch
 - Consult with Mass Care and Shelter Branch on matters that arise where further direction or guidance is required
 - Report/advise of individuals with unmet needs
- **OA EOC, Mass Care and Shelter Branch**
 - Gather information from field level ARC or DPSS shelter managers on a continual basis
 - Submit situation status reports to the Operations Section Chief
 - Disseminate cumulative EOC Situation Status reports to the field level
 - Develop objectives in the EOC Action Plan to include care and shelter assessments including expected needs of resources and appropriate facilities
 - Coordinate with regional, state, and/or federal entities as necessary
 - Coordinate with Whole Community Coordinator and VOAD Liaison to facilitate meeting unmet needs of shelter residents
- **OA EOC Operations Section Chief**
 - Ensure EOC situational awareness of ongoing care and shelter status and issues
 - Exchange information about support operations, needed resources, and field situation status for projected multiple-operational periods

2.6 Organization and Structure

2.6.1 Organization

The Mass Care, Emergency Assistance, Housing & Human Services Emergency Support Function receives support from numerous departments and agencies to ensure that OA-wide care and shelter information and activities are communicated and conducted in a coordinated manner to meet the needs of the whole community. The Mass Care and Shelter Branch of the OA EOC is the central location in which this coordination takes place during incident. The organization chart in the base plan depicts the relationship



between the OA EOC Care and Shelter Branch, its functional units, and the various involved departments, as well as its coordination within the EOC. Reference the EOC organizational chart in the EOP base plan for any questions.

2.6.2 Care and Shelter Responsibilities

The following table identifies the overall roles and responsibilities of each entity that may be involved in the Mass Care, Emergency Assistance, Housing & Human Services Emergency Support Function entities needed to support Care and Shelter operations will vary and will be determined according to the needs of the event. Overall roles and responsibilities are as follows:



Position	Responsibility
DPSS	▪ Develop overall Riverside Care and Shelter service delivery plan ▪ Develop initial resource requirement estimates needed to implement the service plan ▪ Determine resource availability among Riverside Care and Shelter supporting departments and agencies ▪ Process requests for unfilled resource needs (submit to the EOC) ▪ Request County support services such as post-earthquake structural inspections, site security, transportation, or communications supplies, through the EOC Operations Section ▪ Assign staff to sites; ensure that worker health, safety and security needs are met ▪ Establish communication with shelter and other field sites ▪ Coordinate resource requests from field sites (ARC sites may make requests thru ARC) ▪ Work with partner agencies to establish feeding programs at shelter sites ▪ Arrange for feeding of shelter staff and population; considerations for dietary needs must be included. At the onset of feeding, request Environmental Health to inspect to ensure safety of food and service ▪ Coordinate the request of nursing and behavioral health services for people in shelters ▪ Coordinate the request for opening of disaster pet shelters with RCDAS ▪ Work with community and faith-based organizations that can support service delivery to meet the needs of the whole community ▪ Collect and verify service delivery statistical information from field sites ▪ Provide technical support and guidance to field personnel ▪ Maintain communication with the field units and the OA EOC ▪ Collect situation status updates and activity information from the Care and Shelter Branch ▪ Keep other departments represented by liaisons at the OA EOC, updated on the status of care and shelter activities ▪ Keep the Care and Shelter Unit Leaders updated with countywide situation assessments, response objectives, and other EOC reports (i.e., EOC action plans and policy decisions) ▪ Monitor need for additional service sites



Position	Responsibility
	▪ Ensure Care and Shelter Unit Leaders have a countywide operating picture of the overall response ▪ Expedite requests for resources that are submitted by the field units to the Mass Care and Shelter Branch to the OA EOC Logistics Section ▪ Facilitate EOC support for the Mass Care, Housing & Human Services Emergency Support Function operations ▪ Submit policy level questions from the Mass Care and Shelter Branch to the Operations Section Chief ▪ Act as a subject matter expert on Mass Care, Housing & Human Services Emergency Support Function related activities for the Policy Group and other EOC staff ▪ Identify and provide mass care and shelter services to the whole community ▪ After a moderate to severe earthquake, work with in the EOC Operations Chief to determine need to have shelter sites inspected for inhabitation
RIVCO Parks and Open Space District	▪ Determine status of Park and Open Space District facilities for shelter use ▪ Identify Park and Open Space District staff to assist with shelter operations at shelter sites ▪ Aid with site logistics and resources at Park and Open Space District sites ▪ Provide recreation centers for use as shelter facilities when feasible ▪ Locate space for outdoor sheltering
RIVCO Animal Services	▪ Assist in the evacuation of pets and the transportation of pets to identified animal shelter sites ▪ Assist in the evacuation and transportation of service animals to shelters with their owners ▪ Assist with the needs (food, water, relief area identification) of service animals at public shelters ▪ Establish and operate animal shelters ▪ Assist DPPS with identification of human shelters that will accommodate animals ▪ Contact other local animal care providers for additional resources
Emergency Management Department	▪ Activate the OA EOC ▪ Assist in acquiring OA, regional, state, and federal resources, if requested



Position	Responsibility
Riverside County Sheriff's Department	- Coordinate evacuations of residents - Provide data on the number of evacuated structures and population
Riverside University Health System	- Provide basic medical screening and physical health support for people in shelters - Coordinate behavioral health services for people in shelters as needed - Assist residents in obtaining required medications while in shelters; coordinate or request refrigeration if necessary for such medications - Leverage partner resources through coordination with community health clinics - Activate medical mutual Aid Systems - Disaster Medical Assistance Teams (DMAT), State Disaster Healthcare Volunteers (DHV) - Provide first aid supplies in shelters and first aid stations
Environmental Health	Conduct environmental health monitoring of conditions in shelters
California Governor's Office of Emergency Services (CAL OES)	- Activate the Southern Region Emergency Operations Center (REOC) as needed - Receive a damage report (Situation Status Report) that includes damage, incapacitation, closure of facilities and of major roads; casualties sustained on construction and engineering systems in the Riverside County OA - Prepare, coordinate, and communicate regional emergency information, response activities, resources, and construction and engineering capabilities available to respond to the construction and engineering needs for the Riverside County OA
State and Federal Care and Shelter Agencies	- Provide access to state and federal resources and agencies, including The California Department of Social Services (CDSS) which has overall responsibility for coordinating state-level support for Mass Care and Shelter activities - Provide background, technical, and/or scientific information relative to a disaster event requiring mass care and sheltering - FEMA as the coordinating agency provides federal assistance for mass care and shelter at the federal level, to include support for emergency shelters, feeding, distribution of supplies, first-aid, welfare inquiry and interim housing



Position	Responsibility
Nonprofit Organizations and Private Sector	▪ Work as community partners to help meet care and shelter needs ▪ Provide shelter management expertise ▪ Open, staff, and operate emergency shelters when requested ▪ Support shelters with resources as available ▪ Assist with transition of residents out of shelters into interim or more permanent housing when feasible ▪ Provide trained shelter management and operations personnel, including trained community volunteers to support shelter operations if requested ▪ Provide basic operational supplies when requested: ○ Cots and blankets ○ Comfort kits/toiletries ○ Signage and forms ○ Food service resources (vendor contracts) ○ Bulk distribution items ▪ Activate the Emergency Assistance Program (for families and individuals) – including casework, financial assistance, and/or vouchers for replacement items ▪ Help fill/support resource gaps (especially housing and feeding – i.e., hotels, etc.) ▪ Assist in providing facilities for shelters (hotel space, auditoriums, clubs and lodges) ▪ Assist in meeting identified needs of the whole community

2.7 Notification and Activation

2.7.1 Notification

Given an event that requires some level of anticipated or actual care and shelter response within Riverside County, the Department of Public Social Services will determine which elements of the Mass Care, Emergency Assistance, Housing & Human Services Emergency Support Function will be implemented. Notification will then be issued to all relevant supporting Care and Shelter partner organizations, and to any additional county departments, or community organizations as needed. Notification will be issued through the most appropriate communications equipment for the event requirements. Notification will detail event information, reporting instructions and any relevant coordination information. Upon notification of an event, the Department of Public Social Services will begin planning efforts to include:

- Identifying potential response/resource requirements and needs
- Placing relevant personnel on standby or mobilizing



2.7.2 Activation

The activation of the Care and Shelter Branch and corresponding activities coincide with an activation of the OA EOC. The extent of activation and needed positions will be directly correlated with the needs and scope of the event (e.g., during a small, uncomplicated event only certain positions may be activated, while a large-scale event may require the activation of all positions). Conditions in which the Mass Care and Shelter Branch of the OA EOC may be activated include:

- During an event of such magnitude that the need for countywide care and shelter coordination is self-evident
- During any event that requires close coordination and monitoring of Riverside County OA care and shelter systems to guarantee successful event management
- When there are unmet community needs that warrant further coordination of county departments and nonprofit agencies

Step 1: Establish the Care and Shelter Branch

- Review preliminary incident data
- Notify the relevant care and shelter partner organizations
- Provide representation at the OA EOC if activated

Step 2: Gather and Analyze Information

- Based on the level of care and shelter needs involved, develop an initial plan for providing services based on the Mass Care and Shelter Plan
- Obtain from the OA EOC the:
 - Estimated number of people requiring shelter support
 - Estimated number of people requiring feeding at Mass Care sites to include staff and residents
 - General areas (neighborhoods) with significant numbers of displaced households
 - Number, location, and sequence of service sites or shelters to be opened
 - Identify residents that may bring their animals
 - Designate lead agencies for each site
- Determine the availability of partner agency resources (facilities, personnel, supplies and equipment)
- Determine the number of ARC, RUHS-PH staff and other DSWs available for assignment to support sheltering activities
- Identify resource shortfalls
- Identify spontaneous shelters that may have opened (sites operated independently from ARC or the Riverside County OA) and decide how to best support or transition those services to existing County-run shelters
- As residents arrive at a shelter, identify any access and functional needs, dietary considerations, medication needs, transportation requirements to ensure the needs of the whole community are met



- Provide Care and Shelter representatives in the OA EOC with regular situation status updates

Step 3: Obtain and Deploy Resources

- Begin to implement service plan
- Mobilize care and shelter personnel and resources from partner agencies or DPSS
- Work with the ARC to ensure that qualified shelter management teams are identified for each site; DPSS may also utilize their trained shelter managers if ARC is not available
- Request supplies, equipment, and specialized services through the following:
 - Supporting departments, or partners (from inventory or through a vendor)
 - The OA EOC (through another Riverside County OA Department or through the EOC Logistics Section)
 - State and federal agencies (via the EOC Logistics Section)

Step 4: Coordinate Response

- Open shelter and other service delivery sites
- Ensure that all care and shelter site managers are provided with communication equipment (cell phone or handheld radio) for required coordination with the Mass Care and Shelter Branch
- Coordinate with the Joint Information System to ensure incident updates are provided periodically to residents through accessible briefings
- Establish basic shelter services as needed:
 - Food and beverage services
 - Emergency first aid (physical health support)
 - Behavioral health support
 - Faith based services
 - Support with whole community resource needs
 - Security
 - Environmental health inspections, etc.
 - Based on demand, setup bulk distribution, outside of the shelter system, for potable water, food (Meals Ready to Eat/MREs), ice, clothing, sanitary items, and other basic life sustaining supplies

Step 5: Continue to Monitor, Track, and Inform

- Monitor overall implementation of the service delivery plan
- Ensure all shelter sites report current situation status daily:
 - Number of beds / cots currently occupied
 - Number of beds / cots currently available



- New registrations in the last 12 hours
- Number of meals fed in the last 12 hours
- Receive and respond to resource or information requests from shelter and field sites
- Identify potential breakdowns in coordination and support and intervene accordingly
- Provide ongoing situation reports to the OA EOC on care and shelter status
- Conduct periodic OA EOC Mass Care and Shelter Branch briefings to identify and resolve issues
- Update situation information
- Revise service delivery plan
- Determine future needs

2.7.3 Deactivation & Demobilization

These terms deactivate and demobilize overlap in meaning and are often used interchangeably. The difference between them is, deactivate refers to stopping a function (deactivate sheltering), whereas demobilize refers to ceasing and returning resources including staffing (demobilize shelter supplies and staff).

The activities and operations described within the Mass Care, Emergency Assistance, Housing & Human Services ESF will be deactivated when the need for care and shelter response coordination has ceased. Deactivation may occur incrementally according to the need or lack of need for specific functions and may be deactivated or scaled back at the discretion of the Department Operations Center, EOC Manager, or EOC Operations Section Chief, as appropriate. Staff should also decide on any triggers to deactivation or demobilization. After the decision to deactivate has been determined, the following activities may be necessary to coordinate:

- Coordinate the opening/closing of shelters with OA EOC Operations Section Chief
- Expand current sheltering and field response capacity as needed
- Develop feeding capacity and response
- Prepare documents for financial reimbursement
- Complete or transfer remaining Mass Care, Emergency Assistance, Housing & Human Services Emergency Support Function responsibilities to the appropriate department(s)
- Provide deactivation information to all involved supporting Mass Care, Housing & Human Services Emergency Support Function departments
- Plan for resources need to demobilize assets including conduct inventory, return to owner, properly dispose of consumed supplies, and replenish resources
- Demobilize staff and their equipment
- Coordinate deactivation activities with the OA EOC
- Ensure that a debrief is held between key staff, volunteers, and involved Riverside County OA departments
- Continue ongoing efforts for reunification as necessary



Emergency Support Function 7: Logistics

County of Riverside Riverside County Operational Area (OA)



2025 Update

County of Riverside
Emergency Management Department

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



Riverside County EOP Emergency Support Function # 7:

Logistics

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	Emergency Management Department (EMD)
Supporting Agencies	Central Purchasing and Fleet Services (CP), Riverside County Information Technology (RCIT), Department of Animal Services (DAS), Department of Public Social Services (DPSS), Riverside University Health System- Public Health (RUHS-PH), Department of Environmental Health (DEH), Transportation and Land Management Agency (TLMA), Riverside County Sheriff's Office (RSO), Riverside University Health System-Medical Center (RUHS-MC), Parks and Recreation, Riverside County Flood Control and Water Conservation, Riverside County Office of Economic Development (RivCoED), Office on Aging, Agricultural Commissioner's Office, Waste Management, Veterans Affairs, California Emergency Management Agency (Cal EMA), CA Grocer's Association, Business Executives for National Security (BENS), private transportation partnerships, Non-Governmental Organizations (NGOs), various businesses

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
EMD	▪ Activate the OA EOC ▪ Provide direction and oversight to all OA EOC sections, branches and units ▪ Establish OA EOC staffing requirements ▪ Serve as EOC subject matter experts and advise departments on EOC operations ▪ Coordinate with supporting departments for resource assessments and acquisitions; maintain awareness of what resources are available within county departments; require updates from supporting departments every quarter and/or as resources change ▪ Review resources, including personnel, supplies, and equipment allocation ▪ Obtain resources not provided by the OA Emergency Operations Center (OA EOC) sections or other departments through procurement, contracts, memorandums, etc. ▪ Initiate mutual aid for necessary resources



Supporting Agencies	▪ Initiate mutual aid from non-discipline specific sources to supplement resources ▪ Coordinate provision of adequate essential facilities for the response effort ▪ Coordinate and purchase needed resources that are available through their normal department processes ▪ Coordinate the allocation of fuel resources, maintenance, and repair of vehicles and direct fleet management ▪ Coordinate activities conducted by the Donations Management Unit for donated goods and services ▪ Coordinate volunteer resources

1.3 Purpose

The purpose of the Logistics Emergency Support Function (ESF) to the Riverside County Operational Area (OA) is to coordinate and support the resource management process and acquisition 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. It does this in a unified manner to meet emergency requirements involved in emergency response and recovery phases.

1.4 Scope

The Logistics ESF primarily addresses protocols, processes, and systems for requesting resources that are outside the standard practices of pre-existing discipline-specific mutual aid agreements. This document defines a “resource” as *“personnel, teams, equipment, facilities, and supplies needed to achieve an identified task.”* The guidance provided in this ESF is based on the principles of the National Incident Management System (NIMS) resource management processes and the Riverside County (OA) specific principles in the following areas:

- Identification of Resource Management Requirements
- Inventory of Resources
- Ordering and Acquiring Resources
- Resource Tracking and Reporting
- Donations Management
- Recovery and Demobilization
- Reimbursement
- Certification and Credentialing
- Training and Exercises



2. Concept of Operations (ConOps)

2.1 General Concepts

The EMD and supporting departments will use the ESF to identify, acquire, allocate, track and coordinate resources during an emergency incident. If resource needs may exceed the capacity of the County and OA, the EOC Director will be notified for possible activation of Riverside County Operational Area Multi-Agency Coordination (MAC) Group. Procedures pertaining to this function do not pre-empt or nullify existing CP functions as they operate within the ICS.

As established in the NIMS, resource management is based on four guiding principles:

- The establishment of a uniform method of identifying, acquiring, allocating, and tracking resources
- The classification of kinds and types of resources required to support incident management
- The use of a credentialing system linked to uniform training and certification standards
- The incorporation of resources from non-traditional sources, such as the private sector and non-governmental organizations

Before an incident, resources are inventoried and categorized by kind and type, including their size, capacity, capability, skills, and other characteristics. Mutual aid partners exchange information about resource assets and needs. When an incident occurs, standardized procedures are used to:

- Identify resource requirements
- Order and acquire resources
- Mobilize resources

The purpose of resource tracking and reporting is accountability. Resource accountability helps ensure responder safety and the effective use of incident resources. As incident objectives are reached, resources may no longer be necessary, and the recovery and demobilization process begins.

Recovery may involve the rehabilitation, replenishment, disposal, or retrograding of resources, while demobilization is the orderly, safe, and efficient return of an incident resource to its original location and status. After the incident concludes, any agreed-upon reimbursement is made.

The Logistics ESF is one comprehensive, countywide emergency management program component. This ESF incorporates a blend of protocols to maintain compliance with federal and state planning guidelines and local practices that follow NIMS, the Standardized Emergency Management System (SEMS), and ICS principles.

During an activation of the OA EOC, the Logistics Section will utilize the Logistics ESF in coordination with the OA EOC Operations Section and Resource Status Unit in the Planning and Intelligence Section. When the OA EOC is not activated, each Department Operations Center (DOC) Logistics Section will utilize the Logistics ESF.



When necessary, a Multiagency Coordination (MAC) Group will be activated and organized to allocate scarce resource needs in Riverside County to effectively mitigating the incident. Multi-agency coordination is important for establishing priorities, allocating critical resources, developing strategies for response, information sharing, and facilitating communication.

This Concept of Operations outlines the following elements of the Logistics ESF:

- Resource Management Primary Roles
- Resource Management Operations
- Organization and Structure
- Notification and Activation
- Response Actions
- Deactivation Procedures

2.2 Resource Management Primary Roles

2.2.1 Incident Command Post (ICP)

At the field level, the Incident Commander will manage logistics operations and coordinate resource requirements and requests with the ICP Logistics Section Chief or Department Operations Center (DOC) Logistics Sections.

2.2.2 Department Operation Center (DOC)

A DOC is an operational/logistical entity designed to serve as a departmental coordinating body supporting incident management. Its broad function is to maintain internal department operations—e.g., continuity of operations (COOP) and continuity of government (COG)—and, when necessary, to contribute to countywide response through communication and coordination.

All departments participating in emergency response, in addition to being represented in the OA EOC, may activate a DOC to facilitate the coordination of department operations and resource management. As outlined in the following sections, the department's resources remain the asset of the department and a shared asset of the EOC Branch / Section where it is assigned.

Therefore, each department (or DOC, if applicable) is responsible for utilizing, acquiring, and managing its emergency resources before, during, and after an emergency. Common DOC/department resource management assets include existing supplies and equipment, facilities (including storerooms and warehouses), inventory control functions, procurement functions (staff and vendor relationships), cost accounting, and accounts payable procedures and personnel.

Where these resources are no longer available, a resource request can be submitted through the DOC to their OA EOC representative in the OA EOC Operations Section.

DOCs are responsible for initiating requests through their existing discipline-specific mutual aid agreements. When additional resources are needed to invoke mutual aid, a resource request



can be submitted through the OA EOC.

2.2.3 OA EOC Logistics Section

EMD is responsible for activating the OA EOC Logistics Section when resources to support the incident are required. Because life safety takes priority during a response effort, resources will first address efforts for life safety and evacuation, incorporating the capabilities of supporting agencies to provide essential resources to support this function. Providing equal access to the whole community, including those requiring additional or differently-delivered response assistance, is and shall remain a top priority for the County, its employees, contractors, and partners.

Logistics Section Chief

Functioning within the OA EOC Logistics Section, the Logistics Section Chief will ensure the following actions:

- Acquire and deliver resources requested by any OA EOC Section
- Allocate scarce resources consistent with OA EOC action plans and guidance provided by the Policy-level Group and MAC Group; in some cases, this is incident-specific
- Record and track the status of resource requests processed through the OA EOC Logistics Section
- Coordinate with the OA EOC Logistics Section regarding resource tracking and requirements for the next operational period pursuant to ICS
- Coordinate with all sections within the OA EOC to ensure the procurement and deployment of resources are documented accordingly
- Support recovery activities, including demobilization, restoration of services, and Continuity of Government, as directed

Facilities Unit

- Locate and coordinate the use of public facilities, private facilities, or staging areas required to support the disaster response
- Coordinate the relocation of workspace for essential Riverside County staff displaced by the disaster, including relocating or leasing office furniture or equipment and configuring the workspace as appropriate
- Support requests to locate and rent or lease alternate locations for the OA EOC/DOCs when they are forced to relocate due to damage or space limitations
- Coordinate pre-occupancy environmental inspections
- Locate space for feeding and housing requirements as requested
- Ensure acquired buildings are returned to their original state when no longer needed



Personnel Unit

- Coordinate the acquisition, tracking, basic orientation/training, and support of additional Disaster Service Workers (DSWs), which include Riverside County response personnel in non-DOC departments and convergent volunteers
- Establish a list of DSWs and convergent volunteers based on occupational skills, experience, and certification to use for response and recovery efforts
- Ensure that DSWs and convergent volunteers are provided with food and shelter and other support while in the jurisdiction on assignment
- Document any injuries, accidents, or other personnel-related incident reports

Supply Unit

- Coordinate the procurement of resources
- Oversee the procurement and allocation of supplies and materials not normally provided through discipline-specific mutual aid channels (e.g., food, water, fuel)
- Expedite delivery of supplies and materials, as required
- Maintain systems to collect, track, and provide shipment information for resource requests received by the Logistics Section
- Work with other sections and branches to forecast and identify material and equipment shortfalls and pre-identify vendors and other sources
- Coordinate with the Finance and Administration Section Chief to manage the collection and maintenance of cost and other procurement data

2.2.4 OA EOC Planning and Intelligence Section

Resource Tracking Unit Leader

- Launch the Resource Tracking Log and establish Resource Order inbox placement and files
- Ensure sufficient quantities of Resource Order Forms are available for all OA EOC sections
- Track all Resource Orders submitted to OA EOC and provide/request status reports as directed by the OA EOC Logistics Chief

2.2.5 EOC Finance and Administration Section

- Collect copies of all documents regarding the OA EOC activation
- Track and report all costs for the OA EOC
- Provide incident response cost tracking codes
- Assist in the long-term recovery operations

2.2.6 Supporting Roles

All county departments are responsible for emergency resource management and resource management support to their DOCs as required by an emergency event. Situational



updates, reports, and requests will be coordinated through the Logistics Section Chief with supporting departments so that priorities can be identified that lead to unified response efforts for restoration of Riverside County operations. Each supporting department maintains its authority and is responsible for providing resources, personnel, equipment, facilities, technical assistance, and support.

2.2.7 State and Federal Assistance

The following is a description of the flow of requests and assistance from state or federal agencies:

- The Incident Command/Unified Command identifies resource requirements and communicates needs through the Area Command (if established) to the OA EOC for resources outside of their normal ordering process. The OA EOC fulfills the need or requests assistance through assistance agreements with the private sector and non-governmental organizations.
- In most incidents, local resources and local mutual aid agreements and assistance agreements will provide the first line of emergency response and incident management. If the state cannot meet the needs, it may arrange support from another state through an agreement, such as the Emergency Management Assistance Compact (EMAC), or assistance agreements with non-governmental organizations.
- If additional resources and/or capabilities are required beyond those available through interstate agreements, the Governor may ask the President for federal assistance. Some federal agencies (Environmental Protection Agency, etc.) have statutory responsibility for response and may coordinate and/or integrate directly with affected jurisdictions.
- Federal assistance may be provided under various federal authorities. If a Governor requests a disaster declaration, the President will consider the entirety of the situation, including damage assessments and needs. The President may declare a major disaster (section 401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act).
- The Joint Field Office is used to manage federal assistance (technical specialists, funding, and resources/equipment) made available based on the specifics and magnitude of the incident. When an incident is projected to have catastrophic implications (e.g., a major hurricane or flooding), states and/or the Federal Government may position resources in the anticipated incident area.
- In cases where there is time to assess the requirements and plan for a catastrophic incident, the federal response will be coordinated with state, tribal, and local jurisdictions, and the pre-positioning of federal assets will be tailored to address the specific situation.

2.3 Resource Management Operations

2.3.1 Management Operations

The Incident Commander (IC) is responsible for managing emergency resources at the incident site and shall be assisted by staff skilled in the tasks and resources committed to the operation.



The ICS structure includes a Logistics Section, which is responsible for obtaining and maintaining personnel, facilities, equipment, and supplies committed to the emergency operation. The IC will determine the need to establish a Logistics Section. The IC assumes responsibility for related position specific operations until ICS position(s) is filled. This decision to expand and fill ICS-specific positions is usually based on the size, anticipated duration, and complexity needed to support the incident.

If the OA EOC is activated, the IC shall continue managing emergency resources at the incident site. The OA EOC shall monitor the state of all resources, manage uncommitted resources, and coordinate with the IC to determine requirements for additional resources at the incident site. Departments and agencies involved in emergency operations that require additional resources should use the ICS-213RR resource request form to communicate their requirements to the OA EOC. Departments requiring additional resources should record expenditures of goods, services, and personnel per the procedures of the appropriate finance department. Upon request, the supporting department and agencies will provide these tracked expenditures to the EMD Finance/EOC Finance Section for recovery and reimbursement.

If additional resources are required, the IC should coordinate via onsite EMD liaison or Duty Officer of the OA EOC to:

- Activate and direct deployment of resources to the incident site
- Purchase, rent, or lease supplies and equipment
- Contract for necessary services to support emergency operations
- Commit such resources to the IC to manage

If the County resources above are inadequate or inappropriate for the tasks to be performed and regional resources have been depleted, the EOC Director or designee shall prepare a request for state assistance to be forwarded to the California Governor's Office of Emergency Services (Cal OES) and the Southern Region.

2.3.2 Returning Resources

When resources are utilized for an incident, it is incumbent upon the requesting agency to return that resource to its full capability before returning it. In the case of disposable items, the requesting agency shall ensure such commodities are disposed of in accordance with all local, state, and federal laws.

2.3.3 Expendable Resources

Resources such as water, food, fuel, and other one-time-use supplies must be fully accounted for. Restocking occurs at the point from which a resource was issued. Returned resources that are not in restorable condition (whether expendable or nonexpendable) must be declared as excess according to established regulations and policies of the controlling jurisdiction, agency, or organization. Waste management is of special note in the process of recovering resources, as resources that require special handling and disposition (e.g., biological waste and contaminated supplies, debris, and equipment) are handled according to established regulations and policies.



2.3.4 Recovery

Recovery involves the final disposition of all resources, including those located at the incident site and fixed facilities. Resources are rehabilitated, replenished, disposed of, and/or retrograded during this process.

2.3.5 Demobilization

Demobilization is the orderly, safe, and efficient return of an incident resource to its original location and status. Demobilization planning should begin as soon as possible to facilitate accountability of the resources. During demobilization, the Incident Command and MAC elements coordinate to prioritize critical resource needs and reassign resources (if necessary).

2.4 Organization and Structure

2.4.1 Organization

The Logistics ESF is supported by all levels of the emergency response, from the Incident Command Post (ICP) to DOCs and the OA EOC Logistics and Planning and Intelligence Sections.

2.4.2 Resource Management Responsibilities

The following table identifies each entity's overall roles and responsibilities that may be involved with resource management. Entities needed to support resource management operations will vary and be determined according to the event's needs.

Entity	Responsibility
County/OA Entities	
EMD	- Receive, review and track resources requests in the OA EOC - Obtain resources that cannot be provided by OA EOC Operation Sections or other departments through county departments, contractors, memorandums or other means - Collect projected resource needs from the OA EOC sections to develop pro-active resource ordering strategies - Coordinate with the OA EOC Finance and Administration Sections to ensure OA EOC resource acquisition and issuance are documented for reimbursement - Initiate non-discipline-specific mutual aid to supplement resource as requested



Entity	Responsibility
County/OA Entities	
Incident Command	- Managing resource management operations in the field - Coordinate resource requirements and requests with the Resource Status Unit Leader
Resource Status Unit Leader	- Acquire and deliver resources requested by the OA EOC Planning and Intelligence Section - Record and track the status of resource requests processed through the OA EOC Planning and Intelligence Section
Logistics Section Chief	- Managing all radio, data, and telephone needs of the OA EOC - Obtaining all materials, equipment, and supplies to support emergency operations - Coordinating management of facilities used during disaster response and recovery - Coordinate the provision of logistical support for the OA EOC
Facilities Unit	- Coordinate and oversee the management of and support to the OA EOC and other essential facilities and sites used - Coordinate with other OA EOC Units for support required for facilities - Support activities for restoration of disrupted services and utilities to County facilities - Close out each facility when no longer needed
Personnel Unit	Coordinate DSW and volunteer resources from departments that do not have a DOC
Procurement Unit	Coordinate and purchase needed resources
Nonprofit Organizations and Private Sector	- Provide basic operational supplies to support the incident - Work as community partners to help meet resource needs - Provide in-kind support (donations) for the benefit of affected residents



2.5 Notification and Activation

2.5.1 Notification

Initially, the OA EOC Director will notify departments of an event and an activation of the OA EOC. Notification to support agencies can be communicated via phone or e-mail and will provide a situation update and reporting instructions for reporting to the EOC.

2.5.2 Activation

The County of Riverside Emergency Management Department Duty Chief or OA EOC Director may implement this ESF when an event is anticipated or has occurred within Riverside County OA. The scope and type of the emergency and the associated response will be determined at the time of activation.

Elements of the Logistics Emergency Support Function implementation may begin prior to an official notification from the County of Riverside EMD Duty Officer or OA EOC Director when the EMD is alerted to a planned or unplanned event through a department that requests resource management support. If this occurs, notification to the EMD Duty Officer should be timely to provide situational awareness and to determine the need to activate the OA EOC.

Step 1: Identify Resource Requirements

The need for resources may be identified at any ICS level and will filter up the chain of command from ICPs to DOCs. DOCs may allocate available resources in coordination with the ICP Logistics Section Chief. DOCs unable to fill department resource requests may call the term contract vendor or a non-term contract vendor to acquire resources if no term contract exists. DOCs that cannot find a vendor to provide the needed item may submit a resource request to the OA EOC Operations Section to fulfill that request. When the OA EOC has not been activated, DOCs may request resources from another DOC, department, mutual aid agreement, or countywide contract.

Departments that require additional resources but do not have representation through an ICP or DOC may submit resource requests directly to the appropriate branch in the OA EOC Operations Section.

Step 2: Requesting Resources

Resources acquired through a DOC are deployed to the designated area without going through the OA EOC Logistics Section. Resources that cannot be acquired in this manner may be acquired through the OA EOC Logistics Section:

- The Incident Commander assesses and identifies needs that cannot be filled and makes a request through the DOC
- The DOC contacts their department representative in the OA EOC Operations Section
- The OA EOC coordinates resource acquisition and deployment to the staging area (or designated delivery location), prioritizes resource requests, and tracks resources



- If the OA EOC logistics cannot fill the request with county assets, the request would follow an established resource request ordering process.
 - Identifies methods to fulfill the request
 - Addresses conflicts in resource deployment
 - Reports the status of the request and/or the status of resource acquisition if a resource is unavailable

Resource requests must be submitted to the OA EOC Logistics Section on a completed Resource Order Form. Completed Resource Orders must have as much information as possible to ensure the appropriate resource is obtained and delivered to the designated location.

The EOC Logistics Section reserves the right to reject any incomplete or unclear Resource Order Form and will return the form to the originator for proper documentation. Resource Order Forms submitted to the EOC Logistics Section cannot be filled unless requests are specific. The EOC Logistics Section does not fill Cal OES Mission Tasking requests.

Step 3: Ordering and Acquiring Resource

The following are priority considerations for the EOC Logistics Section when filling Resource Orders:

- Locating inventories from known sources
- Acquisition through purchasing
- Acquisition from alternate vendors
- Mutual aid requests that are non-discipline-specific
- VOAD organizations, nonprofits, or other community organizations

Step 4: Resource Allocation and Prioritization

Resources can quickly go from plentiful to scarce during emergencies. Reactive allocation and prioritization of resources becomes increasingly difficult as this occurs. When a resource is scarce and/or when departments cannot agree on a proper allocation, the OA EOC Management Section, in collaboration with the Policy Group, if necessary, will activate the MAC Group for prioritization of scarce resources.

Monitoring Resources

The OA EOC Logistics Section will collaborate with the OA EOC Planning and Intelligence Section to monitor resource levels and demands through the Operations Section branches and use resource request tracking and standard ICS forms. Through monitoring, the OA EOC Planning and Intelligence will work with the OA EOC branches to mitigate resource scarcity. Common scarce resources may include fuel, batteries, radios, paper, sanitation supplies, food, water, and shelter for DSWs.



Scarce Resource Allocation

When a resource becomes scarce such that requests must be prioritized, or when a resource is in high demand because it is deemed critical to resolving the emergency, the OA EOC section chiefs and EOC Deputy Director will meet to establish priorities or a Multiagency Coordination Group (MAC) may be established at the Policy-level within the EOC. The OA EOC Director is responsible for determining whether the prioritization and distribution issues need to be elevated to the Riverside County OA Policy Group. Once prioritization and distribution instructions are established, the OA EOC Logistics Section will ensure requests are filled/delivered in conjunction with those established priorities.

Step 5: Requesting Resources from Federal and State Agencies

When an EOC Resource Order cannot be filled locally, or when the resource becomes increasingly difficult to obtain, the OA EOC Logistics Section or Operations Section Chief will develop a formal CAL OES Mission Request using the information on a Resource Order Form. The CAL OES Mission Request will be submitted electronically to the CAL OES Southern Region. The CAL OES Southern Region then assigns a Mission Coordinator to manage the request. If CAL OES cannot fill the request, the CAL OES Coordinator may elevate the request to the State Operations Center (SOC) with the approval of the CAL OES Southern Region Director. The SOC will coordinate resources from unaffected regions within the State and prioritize resource requests based on overall state and regional objectives and strategies. The SOC may use the Emergency Management Assistance Compact (EMAC) to make a request to other states. If a federal declaration is in place, the SOC may send requests through federal channels.

Step 6: Tracking, Reporting and Documentation

The OA EOC Logistics Section will only track resource requests submitted directly to the OA EOC Logistics Section on a WebEOC and/or Resource Order Form. All other ICS-Resource Order Forms not submitted to the OA EOC Logistics Section must be submitted to the Riverside County OA EOC Planning Section for tracking. Completed copies of Resource Order Forms must be provided to the OA EOC Logistics, Planning, and Finance and Administration Sections pursuant to the Resource Order Form instructions.

Received Resource Orders will be tracked on a master tracking log spreadsheet managed by the OA EOC Logistics Section. Resource Order Form requests will be tracked from order to fulfillment, primarily focusing on exception tracking when the requestor notifies the Logistics Section that a Resource Order has not arrived as planned. The OA EOC Logistics Section will not track resources at the Field or ICP levels. The Resource Staging Area Manager will track resources from arrival to departure at the staging area.

Staging 7: Mobilization and Pre-Staging

Pre-Staging Supplies and Equipment

The OA EOC Logistics Section will contact vendor partners according to event needs to establish communication lines and share information regarding the emergency response requirements. These vendors may include, but are not limited to, the following:



- Fuel suppliers
- Food/water/catering
- Supplies and equipment
- Rental companies
- Service providers

2.5.3 Deactivation Procedures

Deactivation of the Logistics ESF may extend deep into the recovery phase. The OA EOC Management Section will determine the deactivation of the Logistics ESF.

Once deactivation is announced, EMD/County Purchasing will conduct the following activities:

- The OA EOC Planning Section will manage the Demobilization Plan
- Coordinate deactivation steps with supporting departments
 - Resources on the scene will be demobilized at the discretion of the Incident Commander

Once notified that a resource is no longer needed, the OA EOC Logistics Section will coordinate the demobilization of all resources.



Emergency Support Function 8: Public Health and Medical County of Riverside Riverside County Operational Area (OA)



2025 Update

County of Riverside
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. Most of this plan is available for public review. Refer any request for a copy of this document to County of Riverside Emergency Management Department (EMD) at (951) 358-7100.



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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	County of Riverside Emergency Management Department (EMD)
Supporting Agencies	Riverside University Health System-Public Health (RUHS-PH) Riverside University Health System-Behavioral Health (RUHS-BH) Department of Environmental Health (DEH) Riverside County Fire Department Riverside County Sheriff's Office (RSO) Riverside University Health System-Medical Center Department of Public Social Services (DPSS) California Department of Public Health (CDPH) Department of Animal Services (DAS) Public and private medical facilities

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
EMD DEH	▪ Coordination of the assessment of immediate medical needs ▪ Coordination of disaster medical and health resources ▪ Coordination of patient distribution and medical evaluation ▪ Coordination with inpatient and emergency care providers ▪ Coordination of out-of-hospital medical care providers



Department	Responsibilities
	▪ Coordination and integration with fire agency personnel, resources, and emergency fire pre-hospital medical services ▪ Coordination of providers of non-fire-based pre-hospital emergency medical services ▪ Coordination of the establishment of temporary field treatment sites ▪ Coordination of Health surveillance, detection, monitoring, and epidemiological analyses of community health status ▪ Coordination of the assurance of food safety ▪ Coordination of management of exposure to hazardous agents ▪ Provision or coordination of nursing and/or behavioral health services for the whole community, including individuals requiring additional or differently-delivered services at shelter or other service sites ▪ Provision or coordination of medical and health public information protective action recommendations ▪ Provision or coordination of vector control services ▪ Coordination of the assurance of drinking water safety ▪ Coordination of the assurance of the safe management of liquid, solid, and hazardous wastes ▪ Investigation and control of communicable disease
Supporting Agencies	▪ Coordinate provision of necessary medical services at shelter or other service sites ▪ Provide direct support for field response and recovery operations ▪ Maintain communications with department lead representatives ▪ Provide regular situation status updates ▪ Staff Medical/Health Department Operations Center (MH DOC) and/or the Operational Area



Department	Responsibilities
	Emergency Operations Center (OA EOC) as required Respond to the MH DOC or the Riverside County OA EOC as requested to serve as an agency representative

1.3 Purpose

The Public Health and Medical Emergency Support Function (ESF) provides support for the effective coordination of emergency response entities mobilized by RUHS-PH, EMD, Environmental Health, RUHS-BH, Operational Area (OA) cities, and public/private-sector medical and health agencies. The Public Health and Medical Emergency Support Function describes the basic concepts, policies, and procedures for providing public health services in support of local jurisdiction resource needs in the event of any emergency or disaster. The departments and agencies who lead or support this ESF, do so with the whole community, including individuals requiring additional or differently-delivered services.

1.4 Scope

This ESF supports public health and medical response activities within the Riverside County OA by detailing the actions that primary agencies and staff at various medical and health agencies and facilities take during an emergency response. Such agencies and staff include:

- RUHS-PH, EMD, Environmental Health, RUHS-BH, and the Public Health Officer
- Medical Health Operational Area Coordinator (MHOAC)
- Public and private pre-hospital medical care providers, including Emergency Medical Technicians (EMT), paramedics and ambulance providers
- Public and private hospitals and medical centers
- Other healthcare providers, including skilled nursing facilities, clinics, surgery centers, and assisted living centers
- Regional Disaster Medical Health System (RDMHS)
- California Department of Public Health (CDPH) and the Emergency Medical Services Authority (EMSA)



2. Concept of Operations (ConOps)

2.1 General Concepts

For the purposes of the Riverside County OA Emergency Operations Plan and this Emergency Support Function, public health emergency/disaster events are those incidents that may pose a threat of disease or loss of optimum health to the citizens in Riverside County. Refer to the Medical Health Emergency Operations Plan.

During a large-scale public health incident within Riverside County, the response capabilities of individual jurisdictions will likely be exceeded and resources from within and outside the county will be required. Jurisdictions in the OA will exhaust their local resources within reason before requesting mutual aid for outside assistance. Public health and emergency medical service entities will render the maximum practical assistance to communities under the provisions of the Master Mutual Aid Agreement.

Previous regional and statewide health and medical operations incidents indicate that significant numbers of individuals with medical or health needs will require assistance following a large-scale incident. County plans have been developed in accordance with state guidance to prioritize local response activities, such as isolation and quarantine, disease investigation, field treatment sites, casualty collection points, and mass prophylaxis and dispensing operations. Cities primarily rely on the County and medical agencies to plan for and provide these services within their jurisdictions. Each county has an appointed Medical Health Operational Area Coordinator (MHOAC) who coordinates and prioritizes resources available within or provided to the Operational Areas in accordance with the Medical Health Mutual Aid System.

Delivery of certain pre-positioned state and federal supply caches, such as material from the Strategic National Stockpile or mobile field hospitals, may be expected within predetermined timeframes when resource-requesting procedures are followed. During an emergency with regional or statewide impacts, the availability of hospital supplies will be limited due to the lack of medical supply caches and the time factor in ordering supplies. Hospital response will be significantly affected by patient surge.

This Concept of Operations outlines the following elements of the Public Health and Medical function:

- Public Health and Medical Primary Roles
- Disaster/Medical Health Mutual Aid System
- Information Flow
- Organization and Structure



- Responsibilities
- Notification and Activation Procedures
- Response Actions
- Deactivation Procedures

2.2 Public Health and Medical Primary Roles

2.2.1 Hospitals and Medical Centers

Hospitals and medical centers include public, private nonprofit, and private for-profit organizations. Hospital and out-of-hospital provider capacity in the region includes acute care facilities, trauma centers, teaching/research medical centers, community hospitals, surgical centers, clinics, pediatric centers, and skilled nursing facilities. County hospitals and medical centers are responsible for:

- Activating individual disaster plans, including planning for the transfer or evacuation of patients to similar facilities, spontaneous volunteers, and staff credentialing
- Establishing extended emergency department capacity at or near the facility
- Providing medical surge capacity
- Providing patient tracking within the hospital and during patient forwarding activities
- Establishing decontamination for spontaneous arrivals
- Providing situation status reports
- Coordinating with other providers and public health departments regarding treatment protocols for unusual incidents or agents
- Maintaining hospital infrastructure utilities for sustained function during emergencies
- Establishing alternate care sites with CDPH and other stakeholders and providing support for staffing, transportation services, and other requirements
- Performing disease surveillance and reporting

Other health care providers in Riverside County include public and private clinics, surgery centers, urgent care centers, pediatric centers, skilled nursing facilities, and assisted living centers, which are responsible for:

- Maintaining disaster plans and reciprocal agreements with similar facilities
- Reporting on the incidences of diseases
- Reporting on status
- Possible assistance with the treatment of casualties, prophylaxis, and isolation or quarantine



2.2.2 MHOAC (RUHS-PH, EMD, Environmental Health, RUHS-BH)

The MHOAC Program is based on the 17 functional activities described in Health and Safety Code §1797.153. Within the Operational Area, the Health and Safety Code authorizes the Riverside Health Officer and Riverside Emergency Medical Services Administrator to jointly act as the MHOAC or appoint another individual to fulfill responsibilities. Within Riverside County, the RUHS-Public Health Officer and the REMSA Director (or their designees) jointly function as the MHOAC. This function is implemented through EMD and REMSA Duty Officers allowing 24/7 response capabilities. The REMSA Duty Officer is the primary point of entry into the MHOAC Program; the EMD Duty Officer is the secondary point of contact and entry.

Health and Safety Code §1797.153. states “The MHOAC shall recommend to the Operational Area Coordinator of the Office of Emergency Services a medical and health disaster plan for the provision of medical and health mutual aid within the Operational Area.” In addition, “The medical and health disaster plan shall include preparedness, response, recovery and mitigation functions in accordance with the State Emergency Plan, as established under Sections 8559 and 8560 of the Government Code, and at a minimum, the medical and health disaster plan, policies and procedures shall include ...” all activities identified in the list below as adapted from the California MHOAC Program Manual:

- Assessment of immediate medical needs
- Coordination of disaster medical and health resources
- Coordination of patient distribution and medical evaluation
- Coordination with inpatient and emergency care providers
- Coordination of out-of-hospital medical care providers
- Coordination and integration with fire agency personnel, resources, and emergency fire pre-hospital medical services
- Coordination of providers of non-fire based pre-hospital emergency medical services
- Coordination of the establishment of temporary field treatment sites
- Health surveillance and epidemiological analyses of community health status
- Assurance of food safety
- Management of exposure to hazardous agents
- Provision or coordination of mental health services



- Provision of medical and health public information protective action recommendations
- Provision or coordination of vector control services
- Assurance of drinking water safety
- Assurance of the safe management of liquid, solid, and hazardous wastes
- Investigation and control of communicable disease

Additional responsibilities include:

- Coordination with the OA EOC
- Epidemiological investigation and disease control in the general or specific populations
- Long-term health surveillance for communicable disease and disease secondary to an incident involving bioterrorism
- Laboratory testing and referral for confirmation through the Laboratory Response Network
- Dispensing and administration of mass prophylaxis antibiotics and vaccines
- Activation of alternate care sites in coordination with the Local Emergency Medical Services Agency (LEMSA) and hospitals
- Isolation and quarantine activities
- Implementing social distancing measures
- Decisions to protect the general population, such as whether to evacuate or shelter-in-place, and regarding first responders sent to an incident that might have involved the use of harmful biological incidents
- Health alerts, warnings, and the dissemination of information to the public and health care providers
- Coordination with Emergency Medical Services (EMS) providers and hospitals regarding treatment protocols for unusual agents or events
- Coordination with the medical examiner/coroner for burial permits and safe handling of the deceased following exposure to hazardous materials

2.2.3 Medical and Health Department Operations Center

The Medical Health Department Operations Center (MH DOC) is to function as the operational arm of the Medical/Health Branch of the OA EOC when activated. If the OA EOC is not activated, the MH DOC may still be activated to coordinate public health and medical activities. The MH DOC provides a central location for coordinating information, resource requests and Public Health and Medical field operations (e.g., Point of Distribution [PODs] Alternate Care Sites [ACS], Field Treatment Sites [FTS], medical shelters, case investigation, specific laboratory



testing, issuing water notices, etc.) for the Public Health and Medical System in Riverside County. It is also the conduit between field level providers in the system and the OA EOC, region, and state. The MH DOC provides support for field level emergency responders and maintains awareness of the emergency for decision makers. As outlined by the OA EOC, in California, and at the federal level, public health and medical activities include public health, medical, environmental health, veterinary health, and mental health functions. The level of MH DOC staffing will vary with the specific emergency.

The following functions are performed in the MH DOC:

- Support and coordinate all Public Health and Medical functions for the OA EOC, if activated
- Coordinate field response activities
- Provide effective command and control for the deployment and receipt of medical mutual aid resources during emergencies
- Fulfill the Medical Health Operational Area Coordination (MHOAC) function as the central point for support and coordination
- Collect, analyze, and disseminate intelligence to/from Public Health and Medical system stakeholders
- Coordinate resource management activities
- Obtain/maintain comprehensive Public Health and Medical system status
- Obtain/maintain a common operating picture and real-time situational awareness of Public Health and Medical system for all MH DOC/EOC staff and system stakeholders
- Develop and distribute the MH DOC Coordination Plan based on objectives developed by the OA EOC. If the Riverside County EOC is not activated, the MH DOC develops Medical Health objectives
- Maintain emergency support information (e.g., Riverside County maps, information display boards, contact lists and other data pertaining to emergency operations)
- Coordinate risk communication activities through the MH DOC Public Information Officer (PIO) and/or the Joint Information Center (JIC), when activated
- Provide Public Health and Medical disaster related instructions for employees and their families
- Provide situational awareness to senior leadership and policymakers in the OA EOC during emergencies
- Manage all documentation relative to the incident
- Provide effective command and control for the deployment and receipt of medical mutual aid resources during emergencies



In addition, the Riverside County Joint Public Safety Agency Operations for Evacuations Evacuation Checklist was developed to assist field supervisors in the initial stages of a fire or other emergency requiring evacuations. The checklist is a guideline intended to facilitate the safe and efficient evacuation of the whole community. The checklist is updated and maintained by EMD in collaboration with other agencies.

2.2.4. Unusual Event

An unusual event is defined as an incident that significantly impacts or threatens public health, environmental health or emergency medical services. The specific criteria for an unusual event include any of the following:

- The incident significantly impacts or is anticipated to impact public health or safety
- The incident disrupts or is anticipated to disrupt the public health and medical system
- Resources are needed or anticipated to be needed beyond the capabilities of the OA, including those resources available through existing agreements (day-to-day agreements, memoranda of understanding, or other emergency assistance agreements)
- The incident produces media attention or is politically sensitive
- The incident leads to a regional or state request for information; and/or
- Increased information flow from the OA to the State will assist in the management or mitigation of the incident's impact

When an unusual event occurs, the MHOAC/EMD Duty Officer will be notified. An Internal Situation Report will be developed by the lead Subject Matter Expert (SME) and then disseminated to members of the Rapid Response Team (RRT) via traditional communication pathways (i.e., e-mail or fax). The RRT may be activated for an unusual event as outlined in DOPH Policy A-30.

2.2.5. Emergency System Activation

Public Health and Medical emergency system activation occurs when the MH DOC or the Medical/Health Branch of the OA EOC is activated. When an emergency incident occurs, notifications are made to the MHOAC Program, other Public Health Duty Officer programs, and to the DEH, DAS, MH and EMD Duty Officer Programs. The RRT will likely be activated during an emergency system activation to reinforce response coordination by gathering subject matter experts that represent each of the functions of the MHOAC Program. The RRT will ensure that decision-making is considerate of life saving measures, and to identify all potential implications to the public health and medical system. In an emergency system activation, the MHOAC Program must complete a State



Medical and Health Situation Report (SITREP), which must be sent to the Regional Disaster Medical Health Specialist (RDMHS) for Region VI; the County of Riverside Emergency Management Department (EMD); and to the California Emergency Medical Services Authority (EMSA) and California Department of Public Health (CDPH) Duty Officers. The SITREP is also sent to all recipients of the Internal Situation Report.

2.2.6 Public Health and Medical Incident Activation and Escalation Pathway

If a public health or medical incident requires the activation of multiple departments/agencies or has the potential to escalate into a larger incident, the Rapid Response Team (RRT) may be activated (see Riverside University Health System-Public Health Policy RUHS A-30, *Public Health and Medical Incident Escalation Pathway*).

The RRT will collectively determine the need to activate the MH DOC and centralize the response operations, coordinated through the MH DOC Director. When activated, the MH DOC also assumes the Medical Health Operational Area Coordinator (MHOAC) role. The MH DOC Director will communicate incident information and coordinate response activities with the Medical/Health Branch of the OA EOC. The Health Officer or the Director of Public Health, who are both part of the RRT, will communicate incident information and response activities with the Riverside County Board of Supervisors and the County Executive Officer (if the OA EOC is not activated)

2.2.7. OA EOC Public Health and Medical Branch Positions

According to the needs of the incident event, the following positions may be activated within the OA EOC:

- Public Health Unit Leader: The Public Health Unit Leader is responsible for coordinating disaster public health operations throughout the OA during an activation of the OA EOC
- EMS Unit Leader: The EMS Unit Leader is responsible for coordinating emergency medical services operations throughout the County during an activation of the OA EOC
- Behavioral Health Unit Leader: The Behavioral Health Unit Leader is responsible for the safety and wellbeing of Behavioral Health clients and the provision of critical incident stress de-briefing and crisis intervention services to emergency workers, OA EOC staff and the general public during and after an emergency
- Environmental Health Unit Leader: The Environmental Health Unit Leader is responsible for ensuring the provision of environmental health needs for



residents and visitors within the OA during an activation of the OA EOC

Overarching Responsibilities

- Support and coordinate all public health and medical functions for the OA EOC, if activated
- Coordinate field response activities
- Provide effective command and control for the deployment and receipt of medical mutual aid resources during emergencies
- Fulfill the Medical Health Operational Area Coordination (MHOAC) function as the central point for support and coordination
- Collect, analyze, and disseminate intelligence to/from public health and medical system stakeholders
- Coordinate resource management activities
- Obtain/maintain comprehensive public health and medical system status
- Obtain/maintain a common operating picture and real-time situational awareness of public health and medical system for all MH DOC/EOC staff and system stakeholders
- Develop and distribute the MH DOC Coordination Plan based on objectives developed by the Operational Area EOC. If the OA EOC is not activated, the MH DOC develops Medical Health Objectives
- Maintain emergency support information (e.g. Riverside County maps, information display boards, contact lists and other data pertaining to emergency operations)
- Coordinate risk communication activities through the MH DOC Public Information Officer (PIO) and/or the Joint Information Center (JIC), when activated
- Provide public health and medical disaster related instructions for employees and their families
- Provide situational awareness to senior leadership and policymakers in the OA EOC during emergencies
- Manage all documentation relative to the incident
- Provide effective command and control for the deployment and receipt of medical mutual aid resources during emergencies

2.2.8 Regional Emergency Operations Center Medical Health Branch

In general, the position of Medical Health Branch Director at the California Governor's Office of Emergency Services (Cal OES) Regional Emergency Operations Center (REOC) is staffed in situations that involve mass casualties and injuries; EMSA staffs this position. A CDPH representative may be assigned as the Deputy Medical Health Branch Director to coordinate public health



support. In situations that involve an outbreak of disease, a pandemic, or bioterrorism, CDPH staffs this position; in such cases, an EMSA representative may be assigned as the Deputy Medical Health Branch Director to coordinate emergency medical support.

2.2.9 State Operations Center (SOC)

The SOC Medical Health Branch is staffed by representatives of EMSA and CDPH in a manner much as the REOC, as previously described. The SOC coordinates resource requests that cannot be met at the regional level and prioritizes scarce resources. In response to resource requests, the SOC will coordinate requests for medical and health resources with EMSA and the CDPH at the Joint Emergency Operations Center (JEOC) to obtain resources from other, unaffected regions of the state. Additional functions at the SOC include:

- Mission tasks state agencies to provide support
- Coordinates requests for non-medical and health resources with other branches within the Operations Section of the SOC
- Obtains out-of-state resources through the Emergency Management Assistance Compact and other mechanisms
- Coordinates requests for assistance with the federal government, if the president has declared an emergency or disaster

EMSA and the CDPH jointly staff the Medical Health Coordination Center (MHCCC) to coordinate state-level support for medical and public health response. In coordination with the SOC Medical Health Branch, the MHCC:

- Provides policy and program direction for medical and health response
- Leads state efforts to locate, acquire, and arrange delivery of state-owned and controlled disaster medical and health supplies, equipment, and personnel
- Assists with the coordination of resources from unaffected areas of the state

2.3 Disaster Medical/Health Mutual Aid System – Region VI

When disaster strikes, local medical and health resources may be inadequate to meet the demand. The Medical/Health Mutual Aid System is designed to address this issue by facilitating the distribution of regional, state, and/or federal resources to the area(s) in need.

The State of California is divided into six mutual aid regions. The Riverside Operational Area is in Region VI, which also includes the Counties of Mono, Inyo, San Bernardino, San Diego and Imperial. Within a region, if disaster strikes, resources are distributed from the unaffected OAs to the affected one. Assistance is requested through the Regional Disaster Medical Health

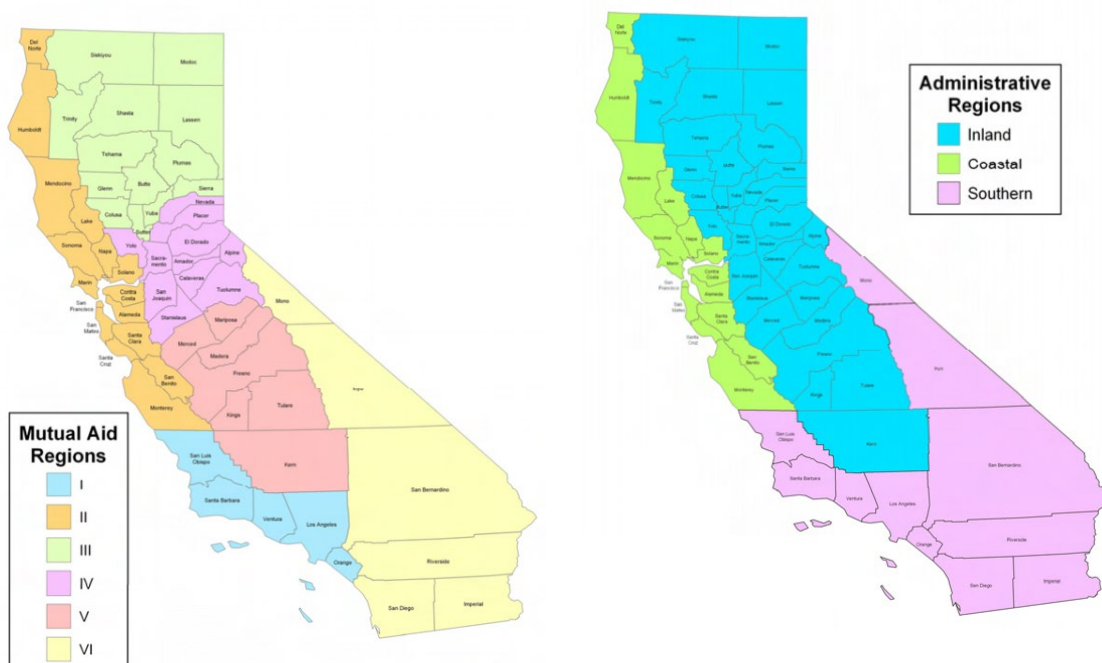


Coordinator (RDMHC). If a state response is indicated, the Regional Disaster Medical Health Coordinator functions are subsumed under the overall state medical and health response. Emergency/disaster public health requests are consolidated at the OA and provided to the Regional Coordinator who transmits it to the State Operations Center (SOC).

Under the terms of California's Disaster and Civil Defense Master Mutual Aid Agreement, statewide emergency mutual aid assistance is provided on a voluntary basis from one jurisdiction to another at no cost to the receiving jurisdiction. Mutual aid is intended to ensure that adequate resources, facilities, and other emergency support are provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation.

If the RUHS-PH has activated its resources as part of a mutual aid response, the Riverside MHOAC may also report to a designated location such as the MH DOC or to the OA EOC, depending on the needs of the event.

The Disaster Medical Health Mutual Aid System is managed through six mutual aid regions and three administrative regions throughout California as shown in the figures on the following page.





The Disaster Medical/Health Mutual Aid System is one of four mutual aid systems within the Cal OES regions:

Coordinated by Cal OES			Coordinated by EMSA/CDPH
Fire Service and Rescue	Law Enforcement	Emergency Services	Medical Health
Fire Service and Rescue Mutual Aid	Law Enforcement Mutual Aid	All other emergency services mutual aid not included in other systems	Disaster Medical/Health Mutual Aid
	Coroner/Medical Examiner Mutual Aid	Volunteer Engineers Mutual Aid System	
Urban Search and Rescue Mutual Aid	Search and Rescue Mutual Aid (non-urban)	Emergency Managers Mutual Aid	
	Special Resources for Mutual Aid	Public Works Mutual Aid	

2.4 Information Flow

Public health and medical operations include communication across several coordination levels during a public health or medical incident. The following information provides an overview of the coordination levels that maintain communication during a public health / medical event, showing the relationship between the coordination levels.

Field Operations

- Conduct necessary activities to public health and medical services and perform operations according to direction from the Incident Commander
- Submit situation status reports to the MH DOC

Incident Command Post / Unified Command (ICP / UC)

- Coordinate field operations and resource utilization
- Maintain communications with MH DOC

Branches (if activated)

- Maintain contact with field units/staff

MH DOC



- Maintain constant communication with Incident Commander and/or branches regarding the status of field operations
- Receive requests for resources from the field; fulfill requests internally or coordinate requests with EOC or mutual aid as necessary

OA EOC Medical and Health Branch

- Gather information from field and/or MH DOC representatives on a continual basis
- Submit frequent situation status reports to the EOC Planning Section
- Coordinate with regional, state, or federal entities as necessary
- Submit information about support operations, needed resources, and field situation status to the Operations Section Chief

OA EOC Operations Section Chief

- Gather updated information from the OA EOC Medical and Health Branch to ensure EOC situational awareness

Supporting Departments

- Support the OA EOC, MH DOC, and/or field operations as requested
- Maintain communication with appropriate department representatives by providing frequent situation status updates

EOC Director/Deputy Director

- Maintain communications with EOC Section Chiefs
- Coordinate with the Policy Group, Regional Emergency Operations Center (REOC), State Operations Center (SOC), and other outside assisting organizations

Policy Group

- Receive situation status updates from the EOC Director
- Issue directives or priorities

2.5 Organization and Structure

2.5.1 Organization

The organization chart in the base plan depicts the relationship between the OA EOC Medical and Health Branch, its functional units, and the various involved departments, as well as its coordination within the OA EOC. Reference the EOC organizational Chart in the EOP base plan for any questions.

2.5.2 Roles and Responsibilities

The table below identifies the overall roles and responsibilities of each entity that may be involved with a public health and medical activation. Entities needed to



support public health and medical operations will vary and will be determined according to the needs of the event.

Entity	Responsibility
County/OA Entities	
RUHS-PH/REMSA	▪ Minimize loss of life and human suffering ▪ Prevent disease and promote optimum health for the population by controlling public health factors that affect human health ▪ Provide leadership and guidance in all emergency/disaster public health-related activities ▪ Provide preventive health services and control disease outbreaks ▪ Conduct rapid disease surveillance activities ▪ Issue public health advisories ▪ Respond to public health events ▪ Coordinate health-related activities among other local public and private response agencies or groups
Emergency Management Department	▪ Provide support to the OA EOC during any large-scale incident in Riverside County involving public health and medical response ▪ Coordinate logistical support for mutual aid resources ordered through the Disaster Medical/Health Mutual Aid System ▪ Assist in acquiring mutual aid resources, if needed ▪ Assist in acquiring regional, state, and federal resources, as needed
Riverside County OA Medical Health Branch	▪ Provides overall coordination of incident response and medical and health resources within the OA ▪ Coordinates the operations of teams investigating disease outbreaks ▪ Coordinates mass dispensing operations ▪ Coordinates isolation and quarantine operations ▪ Coordinates the allocation of medical and health resources within the OA ▪ Receives information regarding hospitals, medical transport agencies, clinics, and skilled nursing facilities about bed capacity and functional status, and determines strategies to manage shortfalls ▪ Notifies health care providers and hospitals of treatment protocols, surveillance, case definitions, and disease reporting guidelines ▪ Assists the health officer with the preparation of health officer orders, health alerts, and other public information



Entity	Responsibility
Public Health Unit	▪ Ensure protective measures for sanitary food and potable water supplies, adequate sanitary systems, vector control issues, pestilent issues, and control of communicable disease ▪ Develop a distribution system for drinking water as required in coordination with the Care and Shelter Branch ▪ Ensure the planning and coordination of public health issues related to individuals requiring additional or differently-delivered services ▪ Establish availability of Public Health field staff for possible deployment to shelters ▪ , Obtain chemical (portable) toilets and other temporary facilities for the disposal of human waste and other infected waste in coordination with the Logistics Section ▪ Coordinate with the PIO to inform the public of preventive measures to take, potable water issues, and how to get assistance ▪ Establish communication links with special districts, hospitals, and volunteer organizations ▪ If systems are damaged, request assistance from Environmental Health Unit Leader to assess drinking water quality and potential health risks from ruptured sewer/sanitation systems ▪ Coordinate with the Utilities Unit to determine current status of water and sanitation systems



Entity	Responsibility
EMS Unit	▪ Provide accurate information on issues of field medical care, triage, treatment and transportation services; and organization of all hospital care and emergency medical personnel pools during a disaster ▪ Ensure the planning and coordination of the transport and medical care of individuals requiring additional or differently delivered services ▪ Evaluate EMS System capacity by periodic monitoring of health care facilities and capacities ▪ Coordinate EMS status checks, availability and condition of field staff, ambulances, etc. ▪ Establish radio or telephone communication with area hospitals and other medical facilities to determine their capability to treat disaster victims ▪ Determine status and availability of specialized treatment such as burn centers, disaster medical teams, disaster hospitals, etc. ▪ Work closely with all Operations Section Branch coordinators to determine the scope of emergency medical assistance required ▪ Assist the Fire and Rescue Branch in providing triage and treatment for extricated victims ▪ Coordinate with the Logistics Section to acquire suitable mass transit/transportation services for injured victims as required or requested
Behavioral Health Unit	▪ Monitor incident operations to identify current or potential organizational problems including stress levels of OA EOC staff and participants ▪ Establish and maintain a cadre of behavioral health professionals available for dispatch to areas of need ▪ Ensure the planning and coordination of behavioral health issues for the whole community ▪ Establish contact with Operations Chief to monitor behavioral health stress reactions of field personnel ▪ Through the DOC, request status regarding the availability of behavioral healthcare resources ▪ Establish contact with Care and Shelter Branch Director to monitor behavioral health needs within shelters ▪ Assist in the provision of behavioral health care needs for residents, employees, and visitors of the Riverside County Operational Area



Entity	Responsibility
Environmental Health Unit	▪ Provide accurate information on feeding sites, hazardous materials problems and waste, vector control issues, emergency response to sanitation and sewage problems, animal control issues, potable Water, and other related issues ▪ Assist in the implementation of any environmental health actions to be ordered ▪ Coordinate inspections of shelters, feeding sites, and distribution systems (food, water, etc.) to maintain the health and safety of all jurisdictions ▪ Coordinate and ensure an effective response to environmental health issues by departments ▪ Ensure the planning and coordination of the environmental health issues for the whole community ▪ Assist the Debris Management Unit Leader in the development of the Debris Removal Plan to ensure that all environmental and public health issues are addressed, i.e., sanitation, sewage, etc.
Regional Disaster Medical Health Coordinator (RDMHC)	▪ Develop plans for the provision of medical or public health mutual aid among the counties within the region ▪ Coordinate with the MHOACs from the affected OAs to manage sharing of mutual aid resources ▪ Coordinate medical mutual aid operations with the REOC ▪ Manage and communicates information about the availability of medical resources ▪ For disasters outside the region, coordinate the acquisition of requested medical, public, and environmental health resources from OAs within the region to send to the affected region



Entity	Responsibility
Medical Health Operational Area Coordinator (MHOAC)	▪ Coordinate medical and health resources within the OA ▪ Evaluate the availability of resources within the OAs and identifies medical health resource requirements as the status of an incident changes ▪ Coordinate the dispatch of requested resources available within the Operational Area ▪ Report to the RDMHC on the situation and resource status of the OA ▪ Serve as the point of contact in the OA for coordination with the RDMHC, the REOC, and the CDPH and EMSA at the JEOC ▪ Assess hospital and patient transportation status, resource requests, and resource availability information ▪ Coordinate medical and health mutual aid requests within the OA ▪ Prioritize available resources within the OA in accordance with the Incident Action Plan, and assists with the prioritization and assignment of incoming resources and identifies shortfalls ▪ Request mutual aid resources from the RDMHC to fulfill requests initiated by local jurisdictions in the OA and to reinforce depleted resources in the OA
Regional/State/Federal Entities	
CA Department of Public Health Services	▪ Assure availability of safe drinking water ▪ Prevent and control communicable disease ▪ Provide technical assistance in the safe operation of sewage collection, treatment, and disposal systems ▪ Assure prevention and control of vectors, including flies, mosquitoes, and rodents ▪ Assure observance of health aspects in management of solid waste disposal, including proper disposal of dead animals and human remains ▪ Assure safe management of hazardous wastes, including handling, transportation, and disposal ▪ Ensure safety of emergency supplies of food, drugs, medical devices, and other products ▪ Ensure rapid restoration or replacement of facilities for processing, storing, and distributing food, drugs, medical devices, cosmetics, and other products ▪ Rapidly establish measures to mitigate damage to public health from radiological accidents, including safety criteria for recovery, re-occupancy, and rehabilitation of contaminated areas ▪ Provide support to the California Air Resources Board in carrying out the public health aspects of the California Air Pollution Emergency Plan



Entity	Responsibility
Federal ESF #8 Public Health and Medical Services	▪ Assessment of public medical, health, and behavioral needs ▪ Health surveillance ▪ Medical care personnel through Disaster Medical Assistance Teams (DMATs) and the Public Health Service Commissioned Corps ▪ Medical and health equipment and supplies (such as the Strategic National Stockpile, diagnostic equipment, and restocking of supplies) ▪ Patient evacuation and forward movement of patients through the National Disaster Medical System ▪ Patient tracking through the National Disaster Medical System ▪ Patient care ▪ Safety and security of human and veterinary drugs, biologics, and medical devices ▪ Distribution of mass prophylaxis ▪ Blood and blood products ▪ Food safety and security ▪ Agriculture safety and security ▪ Worker health and safety ▪ All-hazard public medical and health consultation, technical assistance, and support ▪ Assessment of exposure (including exposure to humans, animals, the environment, and agriculture) ▪ Behavioral health care ▪ Public medical and health information ▪ Vector control ▪ Potable water/wastewater and disposal of solid waste ▪ Enforcement of international quarantines ▪ Management of mass fatalities, identification of victims, and decontamination of remains, including deployment of Disaster Mortuary Operational Response Teams ▪ Veterinary medical support



2.6 Notification and Activation

2.6.1 Notification

In the event of a public health or medical emergency or disaster, RUHS-PH, EMD, Environmental Health and RUHS-BH will jointly coordinate to determine the implementation needs of the Public Health and Medical Emergency Support Function. If it is necessary the decision to activate the MH DOC and/or the OA EOC, will be issued by the MHOAC and the RRT to the OA EOC Director and all relevant supporting departments. Notification will be distributed via the most appropriate communications equipment for the event requirements, and will detail event information, reporting instructions, and any relevant coordination information.

2.6.2 Activation

The Public Health and Medical Emergency Support Function may be implemented by MHOAC or the RRT when an event is imminent, or has occurred, in a populated area such that extensive casualties are inevitable, (e.g. structure collapse, major transportation emergency, hazardous materials release, or another public health emergency such as an infectious/communicable diseases outbreak, or when the County is notified from an authority that a significant number of casualties from outside the OA are expected to be brought into the OA via the State Mutual Aid System or the National Disaster Medical System [e.g., casualties from domestic or international war]).

Step 1: Conduct Initial Assessment

- Determine magnitude of event
- If event is small in scale:
 - Deploy units/staff to incident site
 - Set up Incident Command System (ICS) structure in field
 - Conduct initial incident assessment and develop a Coordination Plan
 - Prepare site safety plan
- If event is large in scale:
 - Estimate the amount of resources available versus the amount needed to manage event
 - Determine the need to activate the RRT and the MH DOC for command and control operations

Step 2: Activate MH DOC; Provide Staff to the OA EOC

- If appropriate, activate MH DOC



- If the OA EOC is activated, designate department representatives to staff the following EOC Medical and Health Branch positions:
 - Public Health and Medical Branch Coordinator
 - Public Health Unit Leader
 - EMS Unit Leader
 - Behavioral Health Unit Leader
 - Environmental Health Unit Leader
- Notify and request assistance from supporting departments

Step 3: Analyze Information and Coordinate Response

- Gather information from:
 - Response personnel in the field
 - Other responding departments
 - Media (via broadcast, web information, blogs, print)
 - State and federal agencies, as appropriate
- Assess situation based on current information
 - Determine tactical requirements
 - Prioritize response actions and resource allocation
 - Dispatch units

Step 4: Obtain Resources, Release Public Information

- Coordinate resource requests through the MH DOC Logistics Section and the OA EOC Logistics Section
 - Determine mutual aid needs
 - Mutual Aid Coordinator will submit requests to neighboring counties (Mono, Inyo, Los Angeles, Orange, San Bernardino, San Diego, and Imperial)
 - If neighboring counties are unable to fulfill requests, notify Regional Disaster Medical Health Coordinator of requests
- Disseminate emergency information and guidance to public, private, and government organizations
- Ensure emergency information is coordinated with other responding departments, EMD, or the Joint Information Center (JIC)
- Notify and request assistance from supporting departments
- Initial public information includes, but is not limited to, the following:



- Damage assessment and estimated/anticipated duration
- Actions RUHS-PH, EMD, Environmental Health and/or RUHS/BH is taking
- Actions that businesses, industries, and residents should take
- A summary of the event
- Overall steps to be taken by the government and citizens to return to normal operation after the event

Step 5: Continue to Monitor, Track, and Inform

- Maintain communication between field operations, the MH DOC, and the OA EOC
 - Provide frequent situation status reports from the MH DOC to the OA EOC Medical and Health Branch
 - From the OA EOC Medical and Health Branch to the OA EOC Planning Section, Situation Status Unit
- Ensure that resources are appropriately accounted for and tracked
- Implement public health and medical priorities of the EOC Action Plan assigned to the Medical and Health Branch
- Notify and consult with subject matter experts from federal, state, regional, and local authorities as needed
- Continue the coordination, collection and reporting of event information and to the public through the Public Information Officer (PIO), EMD, through the JIC

2.6.3 Deactivation & Demobilization

Public Health and Medical Emergency Support Function activities will be deactivated when the need for additional public health and medical coordination has diminished or ceased. Deactivation may occur incrementally according to the need or lack of need for specific functions and may be deactivated or scaled back at the discretion of the MH DOC, OA EOC Director, or EOC Operations Section Chief, as appropriate. Staff should also decide on any triggers to deactivation or demobilization. After the decision to deactivate has been determined, the following activities may be necessary to coordinate:

- Prepare documents for financial reimbursement
- Complete or transfer remaining responsibilities to the appropriate department(s)
- Provide deactivation information to all involved organizations
- Plan for resources need to demobilize assets including conducting



inventory, return to owner, properly dispose of consumed supplies, and replenish resources

- Demobilize staff and their equipment
- Ensure that a debrief is held between key staff, volunteers, and involved Riverside County OA organizations
- Continue ongoing efforts for reunification as necessary



Emergency Support Function 9: Search and Rescue

County of Riverside Riverside County Operational Area (OA)



August 2025

County of Riverside
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. Most of this Annex is available for public review. Refer any request for a copy of this document to County of Riverside Emergency Management Department (EMD) at (951) 358-7100.



Riverside County EOP Emergency Support Function #

9:

Search and Rescue

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	Riverside County Sheriff's Office (RSO)
Supporting Agencies	Riverside County Fire Department; County of Riverside Emergency Management Department (EMD); California Governor's Office of Emergency Services (Cal OES) Region VI

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
Riverside County Sheriff's Office	▪ Mobilize personnel and equipment from supporting agencies (e.g., jurisdictional city police departments, District Attorney Investigators, Probation Department, state and federal law enforcement agencies) ▪ Receive and disseminate warning information to the general public ▪ Deploy personnel and equipment to locations needed to accomplish primary objectives ▪ Coordinate evacuation of hazardous areas, and provide perimeter security and access control ▪ Provide security for essential facilities, services, and resources ▪ Maintain the safety and security of persons in custody ▪ Implement aerial surveys of the area to provide accurate information on hazards, victims, conditions, damage assessment, and other vital information ▪ Coordinate the establishment of emergency traffic routing and ingress/egress procedures with the California Highway Patrol or jurisdictional agency
Supporting Agencies	▪ Provide direct support for Riverside County Sheriff's Office field response and recovery operations ▪ Maintain communication with the Riverside County Sheriff's Office representatives; provide regular situation status updates ▪ Staff agency DOC and/or the OA EOC as required/requested



1.3 Purpose

The purpose of the Search and Rescue Emergency Support Function (ESF) is to support and coordinate law enforcement personnel, equipment, and the deployment of resources to search for and rescue missing persons in non-urban search and rescue incidents. This Emergency Support Function provides for the effective utilization of search and rescue resources and for the control and coordination of various types of search and rescue operations involving persons in need as the result of a major emergency or disaster.

1.4 Scope

The Search and Rescue (SAR) Emergency Support Function supports and coordinates responses to search for, locate, and rescue missing or lost persons, missing and downed aircraft, high angle rock rope rescue and investigations of missing person incidents that may involve criminal acts and water rescues within the Riverside County Operational Area (OA).

This Emergency Support Function addresses wilderness (remote areas) search and rescue operations, and includes search and rescue on the ground, from the air, or in the water. Urban Search and Rescue (USAR) is addressed in the Fire and Rescue Emergency Support Function.



2. Concept of Operations (ConOps)

2.1 General Concepts

Search and rescue operations typically consist of two components, Urban Search and Rescue (USAR) and rural Search and Rescue (SAR). USAR is the process of locating, extricating, and providing the initial medical treatment to victims trapped in collapsed structures or rescuing or removing persons threatened or stranded in harm's way by any emergency or hazardous event when the victims cannot remove themselves.

SAR activities typically include incidents involving missing persons, rescue of stranded boaters on lakes, rivers and streams, locating downed aircraft, and the initial medical treatment of victims after rescue. The Urban Search and Rescue ESF focuses on rural search and rescue but does not ignore the need for fire and rescue resources when a victim needs technical rescue. Riverside County has a variety of assets within the County that can be used in both USAR and SAR component to conduct the actual search and rescue or to begin organizing search and rescue activities until specialized state and federal resources can arrive in the County.

This Emergency Support Function is divided into four areas: rural search and rescue (activities carried out in the rural areas of the County), location of missing or downed aircraft, water rescue on the lakes, rivers, streams and ponds in the county, and missing persons (adults and children).

The Riverside County Sheriff's Office is responsible for searching and rescuing persons lost in remote areas. The Riverside County Fire Department is responsible for urban rescue, i.e., victims trapped in a building collapse due to an earthquake or other natural disasters. The provision of heavy equipment and operators may be contracted or through mutual aid. The Riverside County Building and Safety Department is the lead agency for providing technical advice concerning structures.

The Riverside County Sheriff's Office is responsible for SAR operations in both incorporated and un-incorporated areas of Riverside County and will support SAR operations in cities and towns within Riverside County.

During emergency incidents where resources are scarce and must be prioritized, the Riverside County Operational Area Emergency Operations Center (OA EOC) may be activated to provide coordination, technical and administrative support to SAR operations. Similar provisions may be made from the State Regional Emergency Operations Center (REOC) to support local efforts.

Coordination from the incident scene or from the OA EOC to the REOC will be through the normal radio and telephone capabilities, augmented by back-up direction and control systems. Local SAR field operations will utilize whatever communication means necessary to carry out effective SAR operations.

Local jurisdictions have the responsibility to establish criteria and standards for emergency workers whom they register. This may include the demonstrated proficiency



of the worker to perform emergency activities as indicated by assignment and personnel class.

This Concept of Operations will outline the following elements of the search and rescue function:

- Search and Rescue Primary Roles
- Search and Rescue Operations
- Search and Rescue Mutual Aid System
- Information Flow
- Organization and Structure
- Notification and Activation Procedures
- Designated Response Actions
- Deactivation Procedures

2.2 Search and Rescue Primary Roles

2.2.1 Sheriff's Department Operations Center (DOC)

During any event that exceeds day-to-day capacity of the Riverside County Sheriff's Office, the Riverside County Sheriff's Department Operations Center (DOC) will be activated. The Sheriff's DOC (SDOC) will coordinate overall search and rescue incidents that occur. If the OA EOC is activated, the Law Enforcement Branch, within the EOC Operations Section, will coordinate countywide law enforcement functions. Event information and needs will be communicated from the field level personnel at the search and rescue incident to the Sheriff's DOC to the OA EOC Law Enforcement Branch.

In accordance with Standardized Emergency Management System (SEMS) requirements, the Sheriff's DOC will be staffed and managed by the Sheriff's Emergency Response Team (SERT). Additional personnel to support the Sheriff DOC will be identified and assigned by the Sheriff, or a designee, or the Sheriff DOC Manager.

The following functions will take place at the Sheriff's DOC:

- Assessment of the current situation and resource status
- Determination of immediate future needs
- Assess incident scene to determine rescue operation needs
- Assess stability for law operations and determine resource needs
- Allocation of reserve resources
- Coordination of Riverside County Sheriff's Office activities
- Initiation of off-duty personnel recall
- Request mutual aid through the Operational Area Law Enforcement Mutual Aid Coordinator
- Staff resource staging areas
- Support the OA Law Enforcement Mutual Aid Coordinator in acquiring mutual aid resources, as necessary



- Complete and maintain status reports for major incidents requiring or potentially requiring OA, federal, and/or state response
- Maintain the status of unassigned law enforcement resources

2.2.2 OA EOC Search and Rescue-related Positions

During an implementation of the Search and Rescue Emergency Support Function the Sheriff's Department DOC will primarily support the operation. The mission of the OA EOC Law Enforcement Branch is to obtain Sheriff DOC situation reports and requests, and to coordinate any requests for resource support that fall outside of the Search and Rescue Mutual Aid System. The branch will supply the Sheriff's DOC with information, situational awareness and countywide objectives developed in the OA EOC. The Law Enforcement Branch will link the OA EOC to the following:

- Sheriff's DOC
- Incident Command for search and rescue incidents under the management of law enforcement services, as appropriate
- Search and Rescue Teams (non-urban)
- Coroner/Medical Examiner operations
- Special Forces teams (S.W.A.T., etc.)

Overarching Responsibilities

- Maintain a current inventory of resources including trained personnel, which could support search and rescue operations
- Maintain liaison with state and federal search and rescue assets and plan for reception of external assets
- Maintain personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations
- Ensure that K-9 assets are made available to search for missing adults and children
- Situation reports will be provided to OA EOC daily, at the beginning of each shift; situation reports will include at a minimum:
 - Type of incident (missing person, aircraft, etc.)
 - Time incident began
 - Number of personnel involved in the rescue by agency
 - Number of victims found alive, injured, and deceased
 - Medical facilities that the victims have been transported to
 - Additional resources required
- Initial operations will be conducted using existing supplies that agencies have on hand. As supplies are depleted, agencies will use the purchasing and procurement procedures for their organization.
- As the incident expands and the OA EOC is activated, all requests for supplies will be forwarded through the OA EOC



- Implement aerial surveys of the area to provide accurate information on hazards, victims, conditions, damage assessment, and other vital information
- Conduct fatalities management as the Coroner/Medical Examiner and during incidents involving search and rescue

Law Enforcement Branch Positions

According to the needs of the search and rescue incident, the following positions may be activated within the OA EOC:

- Traffic Management Unit
- Fatalities Management Unit
- Facilities Security Unit
- Evacuation and Re-Entry Unit

2.3 Search and Rescue Operations

Rural Search and Mountain Rescue

The Riverside County Sheriff's Office has responsibility for rural and mountain search and rescue activities in the County. Rural and mountain search and rescue activities typically focus on missing aircraft, missing persons and water rescue. However, some large structures (generally industry) are in the County's areas of responsibility that could include collapsed structure. The Fire Department has responsibility for collapsed structure searching and rescue operations.

Missing Aircraft

A search for a missing aircraft will rapidly become a multiagency search and rescue effort. The Sheriff's Office will serve as the lead agency in a missing aircraft search. These searches also involve the Highway Patrol, the Department of Natural Resources, Emergency Medical Services (EMS), the Federal Aviation Agency (FAA), the National Transportation Safety Board (NTSB), and Civil Air Patrol. The Civil Air Patrol can provide valuable technical assistance in addition to aircraft when searching for a missing aircraft.

Water Rescue

There are numerous lakes and reservoirs in Riverside County. The Riverside County Fire Department has water rescue capabilities and would be expected to assume the lead agency role in this type of rescue. A water search may involve the Department of Natural Resources and other out-of-county agencies that have a water rescue capability.

Missing Persons

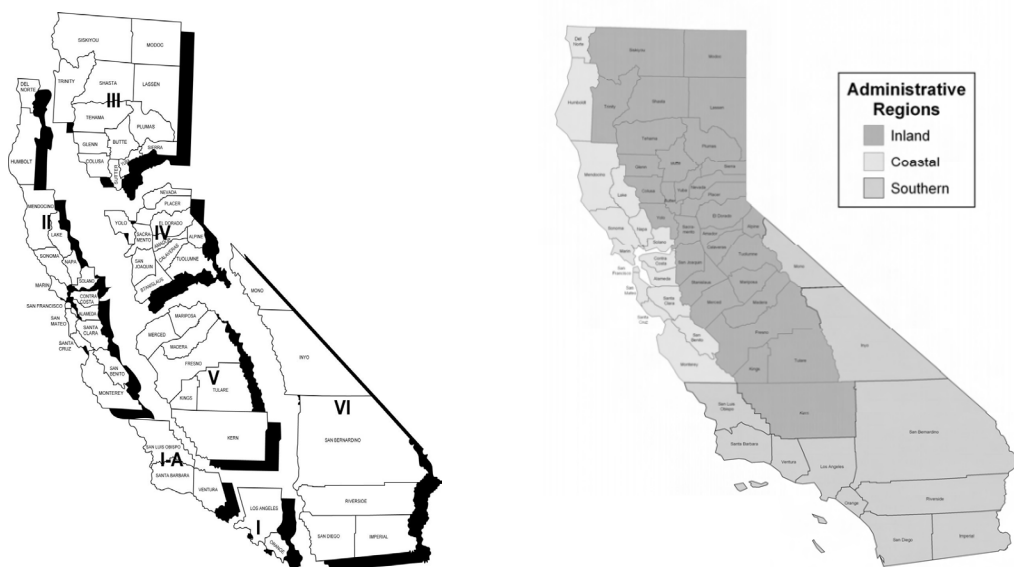
Missing persons (adults and children) are typically a law enforcement issue. The law enforcement agencies that request that a search be initiated for a missing person should assume the lead agency role. In addition to the law enforcement agency, fire departments (municipal and county), and EMS can provide personnel to conduct a ground search. Law enforcement personnel should be familiar with the National Center for Missing and Exploited Children (NCMEC) and Team Adam. Team Adam can provide



the county with both personnel and technical assistance while conducting a search for a missing child.

2.4 Search and Rescue Mutual Aid System – Region VI

The California Governor’s Office of Emergency Services (Cal OES) Law Enforcement Mutual Aid System coordinates state resources in support of local law enforcement during natural or human-made disasters, unusual occurrences such as civil disorders, demonstrations, or riots, and wilderness search and rescue operations. The Law Enforcement Mutual Aid System is managed through seven law enforcement mutual aid regions and three administrative regions throughout California:



The Riverside County Operational Area is located within Mutual Aid Region VI and the Southern Administrative Region.

Pursuant to the California Government Code, Chapter 7 of Division 1 of Title 2, “The Emergency Service Act,” the Cal OES Law Enforcement Division manages and maintains the State of California Search and Rescue (SAR) Mutual Aid Program. The Cal OES SAR Mutual Aid Plan serves as an ESF to the Cal OES Law Enforcement Mutual Aid Plan.

The Cal OES Law Enforcement Division designated 58 Search and Rescue Coordinators, one for each county within the state, as well as California’s State and Federal SAR Cooperators to address SAR issues and consistency standards that affect the State’s SAR Mutual Aid Program. This consortium developed guidelines for search and rescue mutual aid programs in the state. SAR resources have been typed within the Mutual Aid Guidelines for the following resources:



- Dog
- Dog Appendix A - Avalanche
- Dog Appendix B - Cadaver
- Dog Appendix C - Water
- Dog Appendix D - Disaster
- Dog Appendix E - Disaster
- Dog Appendix F - Trailing
- Ground Searcher
- SAR / Urban Search & Rescue
- SAR Underground
- SAR Alpine Team
- SAR Off Highway Vehicles
- SAR Mounted Teams
- SAR Tracker
- Swift water Flood
- SAR Underwater
- Technical Rope Rescue
- Incident Support Teams
- Fixed-Wing Aircraft

The Riverside Sheriff serves as the OA Law Enforcement Mutual Aid Coordinator and is responsible for the overall coordination of law enforcement mutual aid in the Riverside County OA. If local law enforcement resources have been exhausted during a search and rescue incident, the OA Law Enforcement Mutual Aid Coordinator will submit resource requests to the Region VI Law Enforcement Mutual Aid Coordinator. The Regional Law Enforcement Mutual Aid Coordinator (Region VI) will then contact all necessary law enforcement agencies within Region VI to obtain the needed resources. If the Regional Law Enforcement Mutual Aid Coordinator determines resources are insufficient within the region, he/she will then contact the Cal OES Law Enforcement Mutual Aid Coordinator who will contact all necessary Regions within the state. The Cal OES Law Enforcement Branch Chief serves as the State Law Enforcement Mutual Aid Coordinator and manages the statewide response. The Search and Rescue Mutual Aid system is one of four law enforcement mutual aid systems within the Cal OES regions:

Coordinated by Cal OES			Coordinated by CDPH/EMSA
Fire Service and Rescue	Law Enforcement	Emergency Services	Medical Health
Fire Service and Rescue Mutual Aid	Law Enforcement Mutual Aid	All other emergency services mutual aid not included in other systems	Disaster Medical/Health Mutual Aid
Urban Search and Rescue Mutual Aid	Coroner/Medical Examiner Mutual Aid	Volunteer Engineers Mutual Aid System	
	Search and Rescue Mutual Aid (non-urban)	Emergency Managers Mutual Aid	
	Special Resources for Mutual Aid	Public Works Mutual Aid	



2.5 Information Flow

Search and Rescue Emergency Support Function operations include communication across several coordination levels during a search and rescue incident. The following information provides an overview of the coordination levels that maintain communication during a search and rescue incident, showing the relationship between the coordination levels.

Field Operations

- Conduct necessary activities to perform search and rescue operations according to direction from the Incident Commander
- Submit situation status reports to the Sheriff's DOC

Incident Command Post/Unified Command (ICP/UC)

- Perform command of search and rescue field operations and resource utilization
- Maintain communications with Sheriff's DOC

Branches (if activated)

- Maintain contact with field divisions

Sheriff's DOC

- Maintain constant communication with Incident Commander and/or branches regarding the status of search and rescue operations
- Receive requests for resources from the field; fulfill requests internally or coordinate requests with EOC or mutual aid as necessary

OA EOC Law Enforcement Branch

- Gather information from search and rescue field operations and/or SDOC representatives on a continual basis
- Submit frequent situation status reports to the OA EOC Planning Section
- Coordinate with regional, state, or federal entities as necessary
- Submit information about search and rescue operations, needed resources, and field situation status to the Operations Section Chief

Operations Section Chief

- Gather updated information from the OA EOC Law Enforcement Branch to ensure OA EOC situational awareness

Supporting Departments

- Support search and rescue efforts, Sheriff's DOC, and the OA EOC as requested
- Maintain communication with appropriate department representatives and provide frequent situation status updates to the OA EOC



2.6 Organization and Structure

2.6.1 Organization

The Search and Rescue function encompasses support from a variety of Riverside County OA departments and outside agencies within the OA to ensure that search and rescue needs are addressed in a coordinated manner. The Riverside County Sheriff's Office will implement the Search and Rescue Emergency Support Function in the OA EOC Law Enforcement Branch.

2.6.2 Roles and Responsibilities

The following table identifies the overall roles and responsibilities of each entity that may be involved with an implementation of the Search and Rescue Emergency Support Function. Entities needed to support law enforcement operations will vary and will be determined according to the needs of the event.

Entity	Responsibility
County/OA Entities	
SAR Coordinator	▪ Report to an incident site and take control of field operations or sets up an Incident Command Post, as appropriate ▪ Notify appropriate SAR units of activation. May request the Riverside County Fire Department to assist with this function ▪ Monitor staffing, communication needs, and rescue activities ▪ Request additional resources, as needed resource requests should be made through the normal emergency management channels ▪ Keep a log of SAR activities during the mission ▪ Advise Sheriff when situation warrants notification ▪ Make feeding arrangements when necessary for field units ▪ Provide rescue, first aid, and self-help information to population on self-assistance as necessary ▪ Prepare for recovery operations, with actions to include estimating capabilities and limitations ▪ Direct unit(s) to assist law enforcement services with traffic and crowd control during movement to shelters when requested ▪ Incident Command System (ICS) will be implemented during all search and rescue operations



Entity	Responsibility
County/OA Entities	
Riverside County Fire Department	▪ Responsible for search and rescue operations and provides direction to SAR operations ▪ Identifies the emergency needs for equipment and supplies and ensures that they are available in convenient locations ▪ Maintains a list of SAR personnel ▪ Activate mutual aid with neighboring counties for assistance ▪ Provides staffing for search and rescue activities under the direction and control of the Sheriff's Office ▪ Trains and prepares for search and rescue activities through the SAR Coordinator ▪ Registers volunteers involved in search and rescue through the SAR Coordinator ▪ Requests resources from the OA EOC for resources outside of the Law Enforcement Mutual Aid Program ▪ Coordinate appropriate allocation of reserve resources ▪ Maintain contact with supporting departments ▪ Monitor and direct search and rescue resources and response activities ▪ Provide scene security, crowd control, and crime scene investigation at search and rescue scene ▪ Provide force protection for on-scene resources ▪ Develop situation reports for the Sheriff's DOC and OA EOC ▪ Coordinate response activities with supporting agencies and other ESFs
Emergency Management Department	▪ When available, coordinates reimbursement requests and claims to Cal OES ▪ Support SAR operations with resource coordination and activation of the OA EOC, if required by the scope of the event ▪ Provide support to the OA EOC during any large-scale incident in the Riverside County involving search and rescue response activities ▪ Coordinate Countywide EMS resources if needed to support SAR operations at multiple incident sites



Entity	Responsibility
County/OA Entities	
	Assist in acquiring regional, state, and federal resources, as needed
Supporting Agencies	Support SAR operations as identified in emergency operations procedures or as requested
OA Law Enforcement Mutual Aid Coordinator	- Confirm an emergency or anticipated emergency exists - Establish that the involved local agency's resources are inadequate to meet the demands of the incident (and meet the criteria for a mutual aid request) - Obtain the mission(s) for responding personnel - Through coordination with the Incident Commander, determine the quantity and type of resources needed to accomplish the mission(s) - Determine where to stage the incoming mutual aid resources - Identify the Liaison Officer of the requesting agency who will serve as the point of contact - Ensure all agencies establish appropriate documentation procedures - Ensure responding resources are demobilized as soon as they are no longer needed
OA EOC Law Enforcement Branch Coordinator	- Establishing and maintaining communications with law enforcement branches at local EOCs and the Cal OES REOC - Coordinating and tracking the use and availability of local jurisdiction and field law enforcement resources from the OA EOC - Receiving requests for non-law enforcement resources from the Operational Area Law Enforcement Mutual Aid Coordinator and transmitting those requests to the appropriate OA EOC personnel - Facilitate Sheriff's DOC to OA EOC communications - Provide frequent situation status updates to the OA EOC Planning Section - Coordinate law enforcement activities with other departments represented in the OA EOC



Entity	Responsibility
County/OA Entities	
Regional/State/Federal Entities	
State Law Enforcement Mutual Aid Coordinator	- Provide mutual aid response coordination and administrative interaction between state and local agencies during emergency and non-emergency situations, in which the mutual aid system is, or could be, involved - Responsible for requesting federal assistance
Federal Law Agencies	Provide mutual aid assistance of search and rescue personnel, supplies, and/or equipment when requested by the State Law Enforcement Mutual Aid Coordinator

2.7 Notification and Activation

2.7.1 Notification

In the event of a large-scale search and rescue incident, Riverside County Sheriff's Office and Riverside County Fire Department will jointly coordinate to determine the implementation needs of the Search and Rescue Emergency Support Function. If it is necessary to activate the Sheriff's DOC and/or the OA EOC, notification will be issued to the EOC Director and all relevant supporting departments. Notification will be distributed via the most appropriate communications methods for the event requirements, and will detail event information, reporting instructions, and any relevant coordination information.

2.7.2 Activation

The Riverside County Sheriff's Office or the OA EOC Director may implement the Search and Rescue Emergency Support Function when an incident requiring search and rescue has occurred. The specific implementation will be determined according to the requirements of the event. The Search and Rescue Emergency Support Function may be implemented during the following situations:

- During any event that results in missing person(s) or casualties
- Search and rescue efforts are expected to last an extended period of time
- The magnitude of the event requires a mutual aid request
- During regional/statewide events that impact the Riverside County Sheriff's Office
- The type or magnitude of the event requires regional, state or federal notifications to be made

Step 1: Conduct Initial Assessment



- Determine magnitude of event
- If event is large in scale:
 - Estimate the amount of resources available versus the amount needed to manage event
 - Determine the need to activate the Urban Search and Rescue ESF

Step 2: Activate SDOC; Provide EOC Staff

- If appropriate, activate SDOC
- If OA EOC is activated, designate department representatives to staff the EOC Law Enforcement Branch positions in support of the Urban Search and Rescue ESFs
- Notify and request assistance from supporting departments

Step 3: Analyze Information and Coordinate Response

- Gather information from:
 - Response personnel at the search and rescue incident
 - Other responding departments
 - Media (via broadcast, web information, blogs, print)
 - State and federal agencies, as appropriate
- Assess situation based on current information
 - Determine tactical requirements
 - Prioritize response actions and resource allocation
 - Dispatch units

Step 4: Obtain Resources, Release Public Information

- Coordinate resource requests through the SDOC Logistics Section and the EOC Logistics Section
 - Determine mutual aid needs
 - Mutual Aid Coordinator will submit requests to neighboring counties (Los Angeles, Orange, San Bernardino, San Diego, and Imperial)
 - If neighboring counties are unable to fulfill requests, notify Law Enforcement Region VI Mutual Aid Coordinator of requests
- Disseminate accessible emergency information and guidance to public, private, and government organizations
- Ensure emergency information is coordinated with any responding departments, EMD, and released by the Public Information Specialist (PIO) through the Joint Information Center (JIC)
- Notify and request assistance from supporting departments
- Initial public information includes, but is not limited to, the following:
 - Damage assessment and estimated/anticipated duration



- Actions the Riverside County Sheriff's Office is taking
- Actions that businesses, industries, and residents should take
- A summary of the event
- Overall steps to be taken by the government and citizens to return to normal operation after the event

Step 5: Continue to Monitor, Track, and Inform

- Maintain communication between field operations, the SDOC, and the EOC
 - Provide frequent situation status reports from the SDOC to EOC Law Enforcement Branch
 - From the EOC Law Enforcement Branch to Planning Section, Situation Status Unit
- Ensure that resources are appropriately accounted for and tracked
- Implement Urban Search and Rescue ESF priorities of the EOC Action Plan assigned to the Law Enforcement Branch
- Notify and consult with subject matter experts from federal, state, regional, and local authorities as needed
- Continue the coordination, collection and reporting of event information and to the public through the Riverside County Sheriff's Office PIO or EOC PIO, through the JIC

2.7.3 Deactivation/Demobilization

Search and Rescue Emergency Support Function activities and coordination will be deactivated when the need for additional law enforcement coordination has diminished or ceased. Deactivation may occur incrementally according to the need, or lack of need, for specific functions and may be deactivated or scaled back at the discretion of the Sheriff's DOC, OA EOC Deputy Director, or Operations Section Chief, as appropriate.



Emergency Support Function 10: Hazardous Materials

County of Riverside Riverside County Operational Area (OA)



2025 Update

County of Riverside
Emergency Management Department

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Riverside County EOP Emergency Support Function # 10:

Hazardous Materials

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	CAL FIRE/Riverside County Fire Department (RCFD), Riverside County Environmental Health (DEH)
Supporting Agencies	Cal FIRE/Riverside County Fire Department (RCFD), Riverside County Environmental Health, Riverside County Sheriff's Office, City of Riverside Fire Department, City of Corona Fire Department, City of Hemet Fire Department, California Office of Emergency Services (Cal OES), Department of Toxic Substances Control (DTSC), California Environmental Protection Agency (CalEPA), Environmental Protection Agency (EPA)

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
Riverside County Fire Department	▪ Coordinate hazardous materials response operations ▪ Maintain contact with the Incident Commander and/or FDOC ▪ Maintain contact with supporting departments ▪ Assist with appropriate State and Federal notifications
Riverside County Environmental Health	▪ Make appropriate State and Federal hazardous materials notifications and reporting ▪ Coordinate hazardous materials clean up procedures ▪ Maintain contact with the Incident Commander and/or FDOC ▪ Maintain contact with supporting departments
Supporting Agencies	▪ Provide direct support for Riverside County Fire Department field operations ▪ Provide hazardous materials response within jurisdictional boundaries ▪ Maintain communication with Hazardous Material ESF representatives; provide regular situation status updates ▪ Staff agency DOC and/or the Operational Area Emergency Operations Center (OA EOC) as required



1.3 Purpose

The purpose of the Hazardous Materials (HazMat) Emergency Support Function (ESF) is to support the response to an actual, potential discharge, and/or uncontrolled release of, a hazardous material. This ESF includes processes for coordinating 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.

1.4 Scope

This ESF outlines the Riverside County Fire Department actions in support of HazMat incidents, including mobilizing and providing personnel, equipment, supplies, and other resources as required. Hazardous materials include any material that, because of its quantity, concentration, or physical, chemical, or biological characteristics, poses a considerable present or potential hazard to human health or safety, or to the environment. It refers generally to hazardous chemicals, radioactive materials, and biohazards materials.



2. Concept of Operations (ConOps)

2.1 General Concepts

The Hazardous Materials Emergency Support Function will be utilized by the Riverside County Fire Department and supporting departments and agencies during any large-scale event or disaster that results in mass casualties and damage to environment, economy, and/or government functions within Riverside County Operational Area (OA). Procedures pertaining to this function are compliant with the Standardized Emergency Management System (SEMS), Incident Command System (ICS), and the National Incident Management Systems (NIMS).

This Concept of Operations will outline the following elements of the Hazardous Response function:

- Hazardous Materials
- Hazardous Release Response Coordination
- Hazardous Materials Team
- Information Flow
- Organization and Structure
- Notification and Activation Procedures
- Designated Response Actions
- Deactivation Procedures

2.2 Primary Roles

2.2.1 Fire Department Operation Centers (FDOC)

During any hazardous materials event that exceeds normal Riverside County Fire Department capacity, the Riverside County Fire Department Operations Center (FDOC) will be activated. The FDOC will coordinate the Riverside County Fire Department hazardous materials response activities and conduct department-level hazardous material functions. When the Riverside County OA Emergency Operations Center (EOC) is activated, the EOC Fire and Rescue Branch will coordinate countywide hazardous material functions. Event information and needs will be communicated from the Fire DOC to the OA EOC Fire and Rescue Branch.

2.2.2 Hazardous Materials Team

The CAL FIRE/Riverside County Fire Department has one highly trained hazardous materials team that responds countywide to material discharge including poisons, environmentally destructive elements, and weapons of destruction emergencies within RCFD's jurisdictional boundaries. The Hazardous Materials Team will be deployed to the site of the release to conduct assessments, collect samples, use materials to contain or impede the spread of the release or mitigate its effects, and conduct other activities as deemed necessary. Riverside County Sheriff Department's Hazardous Device Team is the primary agency for explosives. For



areas outside of RCFO's jurisdictional boundaries, the appropriate agency's Hazardous Materials Team will be deployed to provide the same services.



2.2.3 Riverside County Operational Area Emergency Operations Center (OA EOC) Fire and Rescue-related Positions

There is a Hazardous Materials Unit in the OA EOC Fire and Rescue Branch. The Hazardous Materials Unit Leader has a responsibility to coordinate the response with the Fire DOC and communicate between the Fire DOC and the Fire and Rescue Branch Coordinator during hazardous materials incidents.

2.3 Hazardous Materials Response Coordination

The Riverside County Fire Department is the primary agency responsible for response to, and mitigation of, hazardous material releases occurring within the Riverside operational area. During the release that necessitates an implementation of the Hazardous Materials Emergency Support Function the Riverside County Fire Department will assume the role of Incident Commander or will be designated as the OA EOC Fire and Rescue Branch Coordinator, and/or Hazardous Material Unit Leader. The Riverside County Fire Department will be responsible for monitoring and assessing the status of the release, organizing the containment, and coordinating the acquisition of resources. Riverside County Environmental Health will be responsible for monitoring and assessing the status of clean up and disposal of hazardous substances.

Supporting departments are crucial to the success of hazardous materials activities by providing capabilities, expertise, or materials that the Riverside County Fire Department and/or Riverside County Environmental Health may not possess or may not have in sufficient quantities. According to the needs of the event, RCFD/DEH with supporting agencies to coordinate the following:

- Crowd control and traffic control
- Detection and monitoring
- Evacuation
- Crime scene investigation
- Procurement of large quantities of dirt and sand to be used for building containment dikes or as absorbent
- Identification and categorization of unknown substances
- Coordination with local hospitals regarding signs, symptoms, and treatments
- Identification of viable evacuation routes
- Provision of mass transit and transportation services for large scale evacuations

In addition, the Riverside County Joint Public Safety Agency Operations for Evacuations Evacuation Checklist was developed to assist field supervisors in the initial stages of a fire or other emergency requiring evacuations. The checklist is a guideline intended to facilitate the safe and efficient evacuation of the whole community including individuals requiring additional or differently delivered response assistance. The checklist is updated and maintained by EMD in collaboration with other agencies.



2.3.1 Response Level Criteria

The following generalized HazMat response level criteria are intended to be broad guidelines. Ultimate responsibility for determining the size, extent, complexity, and response level of any HazMat incident rests with the on-scene Incident Commander.

Level 1 – Controlled Emergency Condition

- Incident that can be controlled by the primary first response agencies of a local jurisdiction
- Single jurisdiction and limited agency involvement
- Does not require evacuation except for the affected structure or facility
- Confined geographic area
- No immediate threat to life, health, or property

Level 2 – Limited Emergency Condition

- Potential threat to life, health, or property
- Expanded geographic scope
- Limited evacuation of nearby residents or facilities
- Involvement of one or more jurisdictions
- Limited participation or mutual aid needed from agencies that do not routinely respond to emergency incidents in the area
- Specialist or technical team is called to the scene
- Combined emergency operations required such as firefighting and evacuation, or containment and emergency medical care

Level 3 – Full Emergency Condition

- Serious hazard or severe threat to life, health, and property
- Large geographic impact
- Major community evacuation
- Multi-jurisdictional involvement
- State and federal involvement
- Specialists and technical teams deployed
- Extensive resource management and allocation
- Multiple emergency operations

2.4 Information Flow



Hazardous Material ESF facilitates communication among multiple response coordination levels during hazardous materials release response. The following provides an overview of the various ESF coordination levels that maintain communication in accordance with event requirements.

Field Operations

- Conduct necessary activities to assess, monitor, remove, or dispose of hazardous materials according to direction from the Incident Commander
- Submit frequent situation status reports to the FDOC

Incident Command Post / Unified Command (ICP / UC)

- Coordinate field operations and resource utilization
- Maintain communications with FDOC

Branches (if activated)

- Maintain contact with field divisions

Fire DOC

- Maintain constant communication with Incident Commander and/or branches regarding the status of field operations
- Receive requests for resources from the field; fulfill requests internally or coordinate requests with EOC or mutual aid as necessary
- Coordinate with the appropriate agency to transport hazardous materials by road, rail, pipelines, air, and/or waterways

OA EOC Fire and Rescue Branch

- Gather information from field and/or FDOC representatives on a continual basis
- Submit frequent situation status reports to the Fire and Branch Coordinator
- Coordinate with regional, State, or Federal entities as necessary
- Coordinate overall activities of hazardous materials response efforts

OA EOC Operations Section Chief

- Exchange updated hazardous materials information to ensure EOC situational awareness
- Exchange information about support operations, needed resources, and field situation status

Supporting Departments

- Support EOC, FDOC, and/or field operations as requested
- Maintain communication with appropriate department representatives by providing frequent situation status updates

2.5 Organization and Structure**2.5.1 Organization**



The organizational chart in the base plan depicts the relationship between the OA EOC Fire and Rescue Branch, its functional units, and the various involved departments, as well as its coordination within the OA EOC. Reference the EOC organizational Chart in the EOP base plan for any questions.



2.5.2 Roles and Responsibilities

The following table identifies the overall roles and responsibilities of each entity that may be involved with an activation of the Hazardous Materials ESF. Entities needed to support hazardous materials operations will vary and will be determined according to the needs of the event.

	County/OA Entities
Riverside County Fire Department	▪ Coordinate hazardous materials response operations ▪ Maintain contact with the Incident Commander and/or FDOC ▪ Maintain contact with supporting departments ▪ Assist with appropriate State and Federal notifications
Riverside County Environmental Health	▪ Coordinate hazardous materials clean up and disposal operations ▪ Maintain contact with the Incident Commander and/or FDOC ▪ Maintain contact with supporting departments ▪ Make appropriate State and Federal notifications and reports
Field Incident Commander	▪ Determine the most appropriate actions to manage the incident ▪ Establish Scene Control Zones ▪ Perform rescue operations if it can be performed safely ▪ Submit frequent situation status reports to the Fire DOC
Hazardous Materials Team	▪ Conduct necessary activities to assess, monitor, contain, remove, or dispose of hazardous materials, according to direction from the Incident Commander ▪ Perform rescue operations if prudent
Fire and Rescue Branch Coordinator	▪ Facilitate Fire DOC to OA EOC communications ▪ Provide frequent situation status updates to the OA EOC Planning Section ▪ Coordinate hazardous materials response activities with other departments represented in the OA EOC



Hazardous Materials Unit	▪ Provide EOC-level operational support for the event ▪ Maintain communication with the Riverside County Fire DOC and outside supporting agencies ▪ Provide frequent situation status updates to the OA EOC Fire and Rescue Branch Coordinator

State and Federal Entities	
Cal OES	▪ Provide state level assistance to supplement fire and rescue resources via personnel, equipment, supplies
DTSC	▪ Mitigate contaminated hazardous waste sites
Cal EPA	▪ Provide resource and/or staffing support to hazardous materials operations during events that exceed RCFD personnel or equipment capabilities
Federal EPA	▪ Assist state and local government in the response to environmental disasters and hazardous materials releases that threaten human health and/or the environment when an emergency requires additional resources and expertise

2.6 Notification and Activation

2.6.1 Notification

In the event of an impending or actual hazardous materials event impacting the Riverside County OA, the Riverside County Fire Department in coordination with the Riverside County Emergency Management Department (EMD) will determinate the need to implement the Hazardous Materials Emergency Support Function. Notification will then be issued to all relevant supporting departments and agencies, and to any additional departments or agencies as required. Notification will be distributed via the most appropriate communications equipment for the event requirements, and will detail event information, reporting instructions, and any relevant coordination information.

2.6.2 Activation

The decision to activate elements of the Hazardous Materials Emergency Support Function may be made by the Riverside County Fire Department, Riverside County Environmental Health, OA EOC Director, Deputy Director, or EMD Duty Officer when a hazardous release is anticipated or has occurred. The level of activation will be determined according to the requirements of the event. The decision to implement the Hazardous Materials Emergency Support Function may occur as a result of the following situations:



- During any release that exceeds the capacity of normal Riverside County Fire Department operations
- During regional releases that impact Riverside County
- If a release necessitates evacuation
- During any release that results in casualties
- The magnitude of a release requires a mutual aid request
- Response and recovery operations will involve multiple city departments
- The characteristic hazards or magnitude of the release require regional, state, or federal notifications to be made
- Response and/or recovery efforts are expected to last an extended period

Step 1: Secure Incident Site

- To ensure the safety and well-being of life and property during a hazardous materials event, RCFD will perform the following operations:
- Deploy units to incident site
- Set up ICS structure in field
- Conduct initial incident assessment and develop Incident Action Plan (IAP)
- Determine potential impact on population and/or environment
- Determine tactical requirements
- Prepare site safety plan

Step 2: Activate the Fire DOC; Alert the OA EOC (as Necessary)

Activation of the Fire DOC and/or the OA EOC involves, but is not limited to, the following:

- If activated, send departmental representatives to EOC

Assign Hazardous Materials Response Unit Leader responsibilities to the most appropriate personnel (situation dependent)

- Determine HazMat mutual aid needs
- Mutual Aid Coordinator submits requests to neighboring counties
- If neighboring counties are unable to fulfill requests, notify Fire & Rescue Region VI Mutual Aid Coordinator of requests
- Notify and request assistance from supporting departments
- Make appropriate federal and state notifications

Step 3: Gather Information

Information is continuously collected from the Riverside County Fire Department and from the following groups:

- Public and elected officials (via phone calls)



- Nongovernmental Organizations (NGOs), nonprofit organizations, private sector (transportation and port companies, airports)
- Media (via broadcast, web information, blogs, print)
- State and Federal agencies, as appropriate (Department of Transportation [DOT], the Federal Emergency Management Agency [FEMA], etc.)

Provide status updates on hazardous materials operations:

- Response personnel in the field
- Confirm affected areas through reports from dispatched emergency units and other support personnel
- Other responding departments

Step 4: Analyze Information and Coordinate Response

- Assess the situation based on current information
- Revise IAP and site safety plan as necessary

Step 5: Obtain Resources

- Request resources through the Fire DOC, OA EOC, and supporting departments, to deploy to the field during an event
- Provide emergency information and guidance to the Public Information Officer (PIO)/Joint Information Center (JIC)
- Initial public information will be accessible to the whole community and includes, but may not be limited to, the following:
 - Damage assessment and estimated/anticipated duration
 - Actions the Riverside County Fire Department is taking
 - Actions businesses, industries, and residents should take
 - A summary of the event
 - Overall steps to be taken by the government and citizens to return to normal operation after the event

Step 6: Continue to Monitor, Track, and Inform

- Receive and respond to requests for information
- Serve as the point of contact for post-event damage reports
- Provide situation updates, as necessary
- Notify and consult with subject matter experts from Federal, State, regional, and local authorities as needed
- Coordinate the collection and reporting of hazardous material event information and to the public through the PIO, OA EOC PIO, and/or the JIC



2.3.4 Deactivation

Response elements of the Hazardous Materials Emergency Support Function will be deactivated when the need for additional hazardous materials coordination has diminished or ceased, or when the responsible party has begun cleanup efforts. Deactivation of Hazardous Materials Emergency Support Function response elements may occur incrementally according to the need or lack of need for specific hazardous materials functions. Supporting agencies may be deactivated or scaled back at the discretion of the Riverside County Fire Department, Fire DOC, Riverside County OA Director, Deputy Director, or Operations Section Chief, as appropriate.



Emergency Support Function 11: Food and Agriculture

County of Riverside Riverside County Operational Area (OA)



2025 Update

County of Riverside
Emergency Management Department

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Riverside County EOP Functional Emergency Support Function #11:

Food and Agriculture

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1. Introduction

1.1 Coordinating and Supporting Departments

Coordinating Departments	Riverside University Health System-Public Health (RUHS-PH) and Department of Environmental Health (DEH)
Supporting Departments	Agricultural Commissioner's Office, Animal Services, Co-op Extension, United States Department of Agriculture (USDA), University of California Riverside (UCR), Local Farms, Ranchers, Growers, CDFA, CDC

1.2 Overview of Department Responsibilities

Department	Responsibilities
Agricultural Commissioner's Office	Detect the event through the reporting of illness, disease/pest surveillance, routine testing, consumer complaints and/or environmental monitoring • Determine the primary coordinating agency • Assign responsibilities and incident-related priorities • Determine the source of the incident or outbreak • Control and contain the distribution of the affected source • Monitor incident response and recovery actions • Identify and protect the population at risk • Assess public health, food, agriculture, and law enforcement implications • Assess the extent of residual biological, chemical, or radiological contamination, then decontaminate and dispose as necessary • Identify critical resource needs and monitor resource levels • Collaborates and coordinate with appropriate federal counterparts • Direct or assist in response actions including quarantine, surveillance, investigations, disposal and destruction • Ensure that short-term recovery transitions into full recovery operations
Supporting Departments	Provide technical assistance and expertise in the investigation of contamination • Assist in treatment and care of affected humans and animal life • Analyze environmental impact



	• Assist in quarantine and destruction of contaminated food and agriculture • Participate in observation and surveillance of wildlife

1.3 Purpose

The purpose of the Food and Agriculture Functional Emergency Support Function (ESF) is to define the actions and roles necessary to provide a coordinated response to a food or agriculture incident within or affecting the Riverside County Operational Area (OA). This ESF provides guidance to county agencies with a general concept of potential emergency assignments before, during, and following emergency situations as they relate to a food or agriculture-related incident. This ESF has been developed to ensure all agencies (local, state, and federal) and industry partners are aware of the roles and responsibilities of various agencies, various levels of government and the private sector in responding to these very specific incidents that may occur in the Riverside County OA.

1.4 Scope

The protocols outlined in this ESF apply to food, animal and plant incidents requiring a coordinated county response. These incidents may be naturally occurring, accidental, or intentional. Most incidents that require activation of this ESF will involve only a handful of agencies and will be resolved using existing agency authorities and resources. The complexity and scope of the incident will determine the levels of activation of emergency operations centers and other supporting facilities and systems. This ESF describes how we respond to incidents occurring in the food and agriculture sector.



2. Concept of Operations

2.1 General Concepts

The Food and Agriculture ESF describes processes and systems for coordinating the control and maintenance of the food and agriculture industry in response to contamination or natural disasters. A food and agriculture incident may threaten public health, animal nutrition, food production, aquaculture, livestock production, wildlife, soils, rangelands, and agricultural water supplies. Responding to the unique attributes of this type of incident requires separate planning considerations that are tailored to specific health and agriculture concerns and effects of the disease (e.g., deliberate contamination versus natural outbreaks, plant and animal versus processed food, etc.).

Detection of an intentional or unintentional contamination/adulteration of food, animals, plants, or a pest outbreak may occur in several different ways and involve several different modalities:

- A terrorist attack on food or agriculture may initially be indistinguishable from a naturally occurring event; moreover, depending upon the particular agent and associated symptoms, several days could pass before public health, food, agriculture and medical authorities even suspect that terrorism may be the cause. In such a case, criminal intent may not be apparent until sometime after illnesses are recognized.
- A devastating attack or the threat of an attack on the domestic animal population and plant crops through use of highly infective exotic disease or pest infestation could result in severe economic loss. Early detection, allowing for early intervention, would come from agriculture expert authority reports as well as unusual patterns in surveillance systems.
- A food or agricultural incident may involve international trade.

Local governments are primarily responsible for detecting and responding to food and agriculture incidents and implementing measures to minimize the health and economic consequences of such an incident or outbreak.

Participating state agencies may take appropriate independent emergency actions within the limits of their own statutory authority to protect the public, mitigate immediate hazards, and collect information concerning the emergency. This may require deploying assets before they are requested via normal State Emergency Operations Plan protocols.

If an agency becomes aware of an overt threat involving biological, chemical, or radiological agents or indications that instances of disease may not be the result of



natural causes, they should notify the Federal Bureau of Investigation (FBI). The FBI, in turn, immediately notifies the National Operations Center (NOC) and the National Counterterrorism Center.

This Concept of Operations outlines the following elements of the food and agriculture function:

- Food and Agriculture Operations
- Incident Identification
- Response Actions
- Assessment, control, and containment
- Recovery Operations
- Organization and Structure
- Notification and Activation
- Deactivation Procedures

2.2 Food and Agriculture Operations

2.2.1 Incident Identification

State or local authorities are likely to be among the first to recognize the initial indication of intentional or naturally occurring contamination of food, or highly infective plant or animal disease, or of an economically devastating plant pest infestation or animal disease. Recognition may come from a significantly increased number of people reporting ill to health care providers, increased reporting of sick animals to veterinarians or animal health officials, or numerous plant anomalies reported by local officials, agricultural extension agents, or the public. Other sources may include routine public/private laboratory surveillance, inspection reports, consumer complaint systems, and various hotlines. Therefore, the most critical information requirements are surveillance information, identification of the cause of the incident, a determination of whether the incident is intentional or naturally occurring, and the identification of the human or animal population and/or plants at risk.

For the purposes of this ESF an incident is defined by the severity of the threat and the need for additional resources to respond. The Riverside Agriculture Commissioner will initiate implementation of this ESF. The scope and severity index tool can be used to determine the level of implementation necessary to respond to various types of incidents and emergencies. These indexes include the following triggers:

- Confirmation of lab results indicating the need for an extraordinary response
- Clinical diagnosis of specific diseases of concern in humans or animals



- Known intentional act
- Occurrences in other states
- Media reports and rumors
- Severity of patient outcome
- Number of confirmed or suspected cases
- Results of initial interviews and case investigations
- Current intelligence
- Trace-forward or trace-backs indicate contamination, pests, or disease from which it came from or destined for the Riverside County OA

Food and agriculture incidents require a significant amount of interagency coordination. When an incident is first detected, and this ESF is implemented, the Riverside County OA Emergency Operations Center (EOC) should be activated to coordinate the initial response.

2.2.1.1 Laboratory Testing

Identification and confirmation of contaminated food or the environment, highly infective animals and plants, or an economically devastating plant pest infestation may occur through routine surveillance and laboratory testing.

Depending on the type of threat, samples are sent to a laboratory that tests the sample. There are chemical labs that test for such substances as pesticides and residues. There are seed labs, which audit package contents against package labels. There are petroleum products labs, which test samples of petroleum products for content and quality. There are also metrology labs, which is the state standard for weights and measures.

2.2.2 Intentional Act of Food and Agriculture Tampering

The first evidence of intentional act agent to contaminate the food or agriculture supply may be the presentation of disease in humans, animals, or plants. This could manifest either in clinical case reports to domestic or international public health or agriculture authorities or in unusual patterns of symptoms or encounters within domestic or international human and animal health and crop production surveillance systems.

Food and agriculture surveillance systems may detect the presence of a radiological, chemical, or biological agent and trigger directed environmental sampling and intensified human and animal surveillance to rule out or confirm a case. If a case is confirmed, then these systems may allow for mobilization of a public health, medical, and law enforcement response in advance of the appearance of the first human and/or animal cases, or quick response after the first human and/or animal cases are identified.

A food and agriculture incident may be distributed across multiple jurisdictions



simultaneously. Response to this incident could require the simultaneous management of multiple “incident sites” from national and regional headquarters locations in coordination with multiple state and local jurisdictions.

An act of food tampering or agro-terrorism, particularly an act directed against large sectors of the industry within the United States, will have major consequences that can overwhelm the capabilities of many state, tribal, and local governments to respond and may seriously challenge existing state response capabilities.

A food or agriculture incident may include biological, chemical, or radiological contaminants, which may require concurrent implementation of other state plans and procedures.

Food and agriculture incidents may not be immediately recognized as such until the biological, chemical, or radiological agent is detected or the effects of exposure on the public, animals, or plants are reported to appropriate authorities. No single entity possesses the authority, expertise, and resources to act unilaterally on the many complex issues that may arise in response to a food or agricultural incident.

2.2.3 Response Actions

- Determine whether a criminal investigation into the incident is warranted, ensure proper authorities are notified
- Once activated, determine operational periods and develop incident action plans
- Incident action plans will be shared with appropriate stakeholders for the duration of the incident
- All outside resources will be requested

2.2.4 Assessment, Control and Containment

- Implement surveillance and outbreak investigations to provide continuous monitoring of events
- Collect samples of products and conduct sample analysis
- Determine public health risks
- Request product recalls
- Conduct trace-backs and trace-forwards to determine the index case and extent of the outbreak
- Conduct disposal of contaminated materials to ensure effective recovery of the infrastructure impacted
- Conduct decontamination and disinfection
- Conduct evidence gathering for a criminal investigation
- Establish quarantine or embargos to mitigate the incident
- Establish movement controls of affected products



- Arrange for the provision of security at movement control areas, quarantined areas, and closed roads
- Provide public education on affected products
- Assess environmental contamination

2.2.5 Recovery Operations

- Determine what continued surveillance is needed and the timeline for continued surveillance
- Determine the conditions under which recovery would be complete
- Remove movement controls on food, water, crops, and livestock when possible
- Restore essential food and animal production and retail services
- Track costs for reimbursement
- Respond to the media and communicate with the public to address concerns and/or rumors
- Conduct hazard evaluations to ensure safety of response teams and the public
- Establish a Recovery Team at the onset of an emergency to resolve long-term issues related to pre- and post-harvest food production impacted by the incident; encourage immediate business recovery and foster long-term economic recovery. This team will also evaluate economic implications and consequences
- Identify gaps and initiate repair of response plan

2.3 Food and Agriculture Organization and Structure

2.3.1 Organization

The Food and Agriculture function encompasses support from a variety of Riverside County departments and outside agencies to ensure that food and agricultural needs are addressed in a coordinated manner. The Food and Agriculture ESF is not designated within the OA EOC organization and is led by the County Agricultural Commissioner's Office during an incident requiring activation of the Food and Agriculture ESF. The Agriculture Commissioner or an agency representative would respond to the OA EOC to represent the food and agriculture function.

2.3.2 Food and Agriculture Roles and Responsibilities

The following table details the overall roles and responsibilities of each entity involved with the Food and Agriculture ESF.



Entity	Roles and Responsibilities
Riverside University Health System-Public Health (RUHS-PH)	• Minimize loss of life and human suffering • Prevent disease and promote optimum health for the population by controlling public health factors that affect human health • Provide leadership and guidance in all emergency/disaster public health-related activities • Provide preventive health services and control disease outbreaks • Conduct rapid disease surveillance activities • Issue public health advisories • Respond to public health events • Coordinate health-related activities among other local public and private response agencies or groups
Agricultural Commissioner's Office	• Coordinates overall incident-related priorities • Monitors incident response to ensure objectives are met • Identifies critical resource needs • Implements embargos on contaminated products • Requests voluntary recalls • Defines affected areas and control zones • Directs and assists in recovery actions and response actions • Issues health advisories • Identifies local health facilities, supplying and using medical and health items • Identifies at-risk populations • Facilitates and guides disposal of contaminated materials
Environmental Health	• Manages environmental permitting • Provides educational materials and training to the public • Provides sample collection tools, equipment, and guidance to field investigators • Coordinates information and data sharing



Entity	Roles and Responsibilities
Animal Services	• Coordinates with the Animal Care Unit for animal disease response • Assist in the sheltering and care of affected animals
Agricultural agencies	• Assist with initial incident identification • Publishes and distributes educational information • Assist with sample collection, locating produces • Assist with information collection and distribution • Surveillance of wildlife • Assist in the recovery actions of agriculture and food supplies and systems

2.4 Notification and Activation

2.4.1 Notification

A potential or actual incident requiring or coordinated county response involving contaminated food, infected animals or plants, or an economically devastating plant pest infestation shall be brought to the immediate attention of the Agriculture Commissioner. The Emergency Services Coordinator will then initiate the appropriate notifications. All incidents will be reported to the Governor's Office of Emergency Services (Cal OES), affected counties, and appropriate federal agencies.

2.4.2 Activation

Once notified of a potential incident, the Agriculture Commissioners Office will activate the Food and Agriculture ESF. Ensuing actions may include:

- Targeted epidemiology investigation
- Increased surveillance for patients and animals with certain clinical signs and symptoms
- Increased surveillance of plants for signs of disease or other signs of pest infestation
- Targeted inspection of human food and animal feed manufacturing, distributing, retail, and other facilities, as appropriate
- Increased inspection of plants and animals for contamination
- Notification and coordination with appropriate stakeholders from government agencies, industry, and the public

2.4.3 Response Actions



Step 1: Secure Incident Site

When notified of an event affecting the Riverside food and agriculture systems, the OA EOC will perform the following actions:

- Assess and determine impacted food, agriculture, animals, humans
- Identify food and agriculture response staffing and resource requirements
- Alert and deploy appropriate field units as necessary

Step 2: Activate; Alert OA EOC (as Necessary)

Implementation of this ESF and/or activation of the OA EOC involves, but is not limited to, the following:

- If activated, send departmental representatives to the OA EOC
- Assign responsibilities to the most appropriate personnel
- Determine mutual aid needs
- Notify and request assistance from supporting departments, NGOs and other agencies
- Notify community shelters, rescue centers, and clinics of activation

Step 3: Gather Information

- Determine whether rescue, triage, and transport requirements are needed
- Divide food/agriculture into categories
- Dispatch a team to the ARC shelter sites
- Determine transportation needs and capabilities

Step 4: Analyze Information and Coordinate Response

- Take action to expand current field response capacity, if needed
- Mobilize personnel and augment staff, as needed (contact neighboring jurisdictions)
- Prepare to receive unsolicited donations and volunteers
- Deploy a representative from the veterinary/medical team to assist with triage of affected pets or humans at shelter sites

Step 5: Obtain Resources, Release Public Information

- Request emergency supplies and specialized equipment through the OA EOC, and/or supporting departments as necessary
- Identify shelter sites
- Disseminate emergency information and guidance to the public, private, and government organizations

Step 6: Continue to Monitor, Track, and Inform

- Receive and respond to requests for information



- Provide situation updates, as necessary
- Re-evaluate the current situation status
- Determine future needs, as appropriate

2.3.4 Deactivation

Food and Agriculture ESF activities will be deactivated when the need for advanced food and agriculture response coordination has either diminished or ceased. Food and Agriculture functions may be deactivated or scaled back at the discretion of the Agriculture Commission Office. After the decision to deactivate has been determined, the following activities may be necessary:

- Complete or transfer remaining food and agriculture responsibilities to the appropriate department(s)
- Provide deactivation information to all involved supporting departments
- Inventory, return to owner, or properly dispose of remaining supplies
- Coordinate deactivation with the Agriculture Commissioners Office
- Ensure that a debrief is held between key staff, volunteers, and involved Riverside County departments
- Continue ongoing efforts for reunification as necessary



Emergency Support Function 12: Utilities

County of Riverside Riverside County Operational Area (OA)



2025 Update

County of Riverside
Emergency Management Department

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Riverside County EOP Emergency Support Function #12: Utilities

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	County of Riverside Emergency Management Department (EMD)
Supporting Agencies	Department of Environmental Health (DEH), Riverside University Health System-Public Health (RUHS-PH), Emergency Management Department (EMD), Transportation and Land Management Agency (TLMA), Southern California Edison, Southern California Gas, Metropolitan Water District, Imperial Irrigation District (IID), other independent water districts and agencies in Riverside County, alternative energy producers and distributors, pipeline owners and operators, propane suppliers, California water boards, independent sanitation wastewater districts in Riverside County, CalWARN Region VI, California Department of Water Resources, Division of Safety of Dams, California Department of Public Health (CDPH), California Utilities Emergency Association (CUEA), etc.

1.2 Emergency Support Function Responsibilities

Emergency Management Department	▪ Coordinate all Utilities Unit activities and operations to expedite restoration of essential lifelines, such as: ○ Obtain utility system status updates ○ Activate necessary agency representatives to the OA EOC to ensure seamless and timely communication and collaboration
Supporting Agencies	▪ Conduct damage assessments for critical utility infrastructure and facilities, and report the findings to the OA EOC ▪ Provide agency representatives in the DOC/OA EOC ▪ Provide assessment and restoration of all disrupted utility services ▪ Provide restoration timeframe estimates and updates ▪ Respond to requests for service from the OA EOC and provide public and private resources, as appropriate, to support response and recovery operations and activities as necessary ▪ Coordinate with the OA EOC in the prioritization of restoration of critical utility infrastructure and services



1.3 Purpose

The Utilities Emergency Support Function (ESF) to the Riverside County OA Emergency Operations Plan provides guidance on local assistance and resources to enable restoration of utilities and water systems as soon as possible following an incident in Riverside County OA. The purpose of this function is to identify utility and water system shortfalls, assist utility and water system providers with requests for emergency response assistance, and coordinate private and public-sector response efforts to ensure timely restoration of water systems and utilities following a large-scale disaster or event.

1.4 Scope

This ESF supports emergency response operations through the facilitation of assessment and restoration of damaged utilities and water infrastructure systems within Riverside County OA. All utility, water, and energy systems are considered critical infrastructure. This ESF details the procedures, responsibilities, and concept of operations during a potential, imminent, or declared emergency. Specific objectives are as follows:

- Coordinate status reporting of all utility systems
- Coordinate the restoration and repair of disrupted municipal services with utility services, such as water and wastewater
- Coordinate with utility service providers for the assessment and restoration of disrupted non-municipal services, such as cable, internet, landline phone, cell phone, gas, and electric

1.5 Policies

The following general policies apply and will guide Utilities Unit missions, activities, and support:

- Restoration of normal operations at energy facilities is the responsibility of the facility owners, managers, and operators. Local government support may be limited
- All energy/utility providers, whether publicly or privately owned, shall be prepared to respond to energy related needs resulting from an emergency or disaster
- The Utilities Functional ESF addresses significant disruptions in energy/utility supplies for all hazards, whether caused by physical disruption of energy transmission and distribution systems, unexpected operational failure of such systems, planned interruptions, or unusual economic or international political events
- The Utilities Functional ESF addresses the impact that damage to a utility system in Riverside County OA may have on energy/utility supplies, systems, and components in other districts relying on the same system
- Normal supply procedures/guidelines of county government will be used whenever possible unless the severity of the disaster dictates additional supplies and equipment must be procured from outside sources



2. Concept of Operations (ConOps)

2.1 General Concepts

The OA EOC will utilize the Utilities Functional ESF during an incident that impacts critical utility infrastructure.

This Concept of Operations will outline the following elements of the utilities function:

- Infrastructure Assessment, Repair, and Restoration
- Energy Industry Coordination
- Tagging/Approval of Electrical and Gas Industry Connection
- Information Flow
- Organization and Structure
- Notification and Activation Procedures
- Response Actions
- Logistical Considerations
- Deactivation Procedures

2.1.1 Infrastructure Assessment, Repair, and Restoration Primary Roles

Infrastructure assessment, repair, and restoration includes repairing or replacing temporary and permanent infrastructures, as well as stabilizing or resuming operation of potable water, wastewater, oil/fuel pipelines, natural gas, electricity, telecommunications, internet, and cable services. During an event requiring support to multiple utility infrastructure, the Utilities Functional ESF may be utilized in concert with other ESFs that have primary responsibility over specific infrastructure resources such as:

- Transportation
- Communications
- Construction and Engineering

During an activation of the OA EOC, infrastructure support will occur in the Utilities Branch. In an event that impacts OA's utilities and water, when the Emergency Operations Center is activated, the Utilities Branch Director will serve as the lead for this ESF. EMD serves as the Utilities Branch Director with the appropriate utility providers serving in agency representative roles. EMD's role in this branch is only to coordinate utility provider response to the OA EOC and to obtain regular updates on restoration. The physical repair and oversight of the utility system belong to the individual providers. EMD is a conduit to the information and a subject matter expert on EOC operations in support of the utility providers.

The Utilities Branch Director will have the primary responsibility for obtaining updates on utility status and restoration to expedite response efforts of all critical utilities. Additionally, the assessment of damage, restoration, and protection of critical utility infrastructure resources will be a priority during emergency operations.

2.1.2 Utilities Unit Functions

Functioning under the Utilities Branch in the OA EOC, the Utilities Branch Leader has the following primary roles:



1. Act as a conduit between all utility providers and the EOC, which includes the following:
 - Obtaining information on damaged systems and component assessments
 - Identifying county priorities and critical restoration needs
 - Requesting supplemental assets for assisting response efforts while restoration of primary systems is established
2. Facilitate the dissemination of public information related to utility restoration, which includes the following:
 - Providing accessible public information through the PIO and JIC on the duration of service interruptions/shortages, the progress of restoration efforts, and public assistance guidelines while restoration activities are occurring
 - Coordinate with OA EOC PIO, Utilities Branch, Mass Care and Shelter Branch, and Public Health Branch, including Environmental Health to ensure accurate and timely updates and guidelines are provided to the whole community about food safety, home safety, available shelters, etc.

2.1.3 Supporting Roles

In addition to the response functions established by the OA EOC Operations Section, the Utilities Functional ESF is supported by the following Riverside County departments:

- TLMA Building and Safety Department
- TLMA Planning Department
- RCIT
- Emergency Management Department (EMD)
- Environmental Health
- Riverside University Health System-Public Health (RUHS-PH)

Situation status reports and requests will be provided to each supporting department so that priorities to re-establish essential utility services can be determined on a countywide basis. Monitoring information; obtaining, deploying, and tracking local, and Operational Area resources; and assessing restoration progress will be a combined effort between the utility providers, EMD and supporting departments. Each supporting department maintains its authority and is responsible for resource availability and providing personnel, equipment, facilities, technical assistance, and other support roles as required.

2.1.4 Energy Industry Coordination

Energy industry coordination requires the maximum use of resources, aids emergency response, implements recovery operations, and restores water and utilities to the affected area to pre-event conditions.

During an event, facility owners are responsible for the actual restoration of utility facilities.

The types of water systems and utility facilities are listed in the table below:

Water/Sewer	▪ Publicly owned utilities or investor-owned utilities ▪ Regulated by the Regional Water Quality Control Board



Electric	▪ Includes publicly owned load serving entities or electric service providers ▪ Regulated by the California Public Utilities Commission
Natural Gas	▪ Commercial and residential distribution providers ▪ Regulated by the California Public Utilities Commission
Petroleum Products	▪ Liquid propane gas and crude oil pipeline vendors
Commercial Communications	▪ Include telecommunication services and commercial toll lines, cellular and satellite systems, and internet service providers ▪ Regulated by the California Public Utilities Commission

2.1.5 Information Flow

The following describes the flow of information within the OA EOC, Utilities Branch, and between the various support agencies:

Operations Section Chief and Utilities Branch Coordinator

- Exchange information regarding utility issues, support operations, requests, and situation status reports
- Coordinate the release of utility restoration public information from the OA EOC to the public by the PIO and JIC, with approval and coordination of each provider

Utilities Branch – Service Providers

- Coordinate and analyze utility status information to update the Utilities Branch Director
- Provide public information updates to the OA EOC Public Information Officer
- Contact municipal public utility agencies to collect information and requests for utility systems
- Provide municipal operation utility status reports to the Utilities Branch Director
- Contact non-municipal utilities (telecommunications, natural gas, electricity, cable, and satellite providers) to collect information and requests from utility system providers
- Provide non-municipal utility status reports to the Utilities Branch Director

2.2 Organization and Structure

2.2.1 Organization

The Utilities Functional ESF is organized in accordance with ICS to comply with the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and is used by the Utilities Branch within the Operations Section.



The Utilities Branch Director may facilitate conference calls amongst providers and/or OA jurisdictions and reports pertinent information to supporting Utilities ESF agencies.

Supporting agencies may assist the Utilities Branch in the protection of utility capabilities through the coordination of escorts, traffic control, debris removal, and restoration activities. Participants include, but are not limited to, municipal owned utilities, electric cooperatives, private or nonprofit response agencies, the California Public Utilities Commission, and the California Energy Commission. Reference the EOC organizational Chart in the EOP for any questions.

2.2.2 Participants and Functions

The following table identifies the overall roles and responsibilities of each entity that may be involved in the Utilities ESF. Entities needed to support Utilities operations will vary and will be determined according to the needs of the event. Overall roles and responsibilities are as follows:

Position	Responsibility
EMD	▪ Collect information, monitor utility events, and exchange information between EOC and affected utility providers. ▪ Provide appropriate staffing for OA EOC as required ▪ As the Utilities Branch Director, provide situational awareness and prioritize recommendations concerning the recovery and restoration of, utilities, and energy sectors supported by this ESF ▪ Serve as a conduit between all utility providers for information sharing, collaboration, and public messaging
Building and Safety	▪ Support utility operations with structural inspectors and engineers from the Building Inspection Division to conduct pre-occupancy inspections ▪ Accompany utility personnel into affected buildings after an emergency if required ▪ Identify and mitigate safety issues related to utilities prior to environmental inspections



Position	Responsibility
Planning	▪ Provide engineering support services ▪ Secure permits for temporary overhead utility facilities (e.g., poles, wires) ▪ Assist in the restoration of potable water services/supplies ▪ Coordinate locating and marking for all proposed digging ▪ Coordinate excavation work that may affect underground utilities and traffic signal cables and connections
Public and Privately-Owned Energy Providers	▪ Provide background, technical, and/or scientific information and/or subject matter experts ▪ Provide situation status updates on outages, shortages, energy disruptions, and restoration operations ▪ Liaison with the EOCs
Water	▪ Coordinate efforts between the Utilities Unit and the water agencies, including WADER and CalWARN ▪ Establish priorities and staffing for short- and long-term operational periods ▪ Serve as the utility liaison to federal, state, and/or regional government entities, as requested ▪ In coordination with Utilities Unit Leader, identify water system and utility issues within municipal jurisdictions ▪ Mobilize/demobilize water system and utility operational support

2.3 Notification and Activation

2.3.1 Notification

Based on the overall impacts to the utility systems in the County, the OA EOC Manager or the Utilities Branch Director will determine the need for the Utilities ESF activation.

EMD will activate and staff the Utilities Branch Director position in the OA EOC and request all necessary impacted, or potentially impacted utility providers to respond to the OA EOC. This is typically accomplished by telephone contact or text message.

Notification to support agencies can be communicated via phone, e-mail, or the Early Warning Notification System, and will provide a situation update and reporting instructions prior to arrival at the EOC. EMD maintains a current list of personnel with 24-hour contact information for emergency response.

2.3.2 Activation



The Utilities ESF may be activated by EMD or EOC Director when a utility event is anticipated or occurring in the OA. The scope and type of the emergency and response will be determined at the time of OA EOC activation. Elements of the Utilities ESF activation may begin prior to an official notification from EMD or EOC Director when a planned or unplanned event through a utility provider occurs. If this occurs, notification to the EMD Duty Officer should occur so that stakeholders and county officials, and if appropriate, the communities can be notified.

Scalable Activation

The Utilities Functional ESF operations can be expected to expand, and contract based on the type of emergency, nature, and magnitude of the event. The type and level of activation is generally based on an event's resource or staffing requirements and the impact on the community. Utilization of the Utilities Functional ESF may be predicated on the following:

- Existing or potential electricity outages, scheduled brownouts, blackouts, or prolonged service disruptions.
- Anticipated changes in water system, utility generation, or distribution capacity.
- Local and regional disasters affecting water system/utility generation, distribution, or storage facilities and operations
- Events resulting in a significant or critical utility service and/or water system disruption.
- A sustained response effort

The following table illustrates a scalable emergency response activation categorized by event type.

Emergency Situations	Examples	Coordinating Department	Placement of Staff
Planned Event (Simple)	Notification of a potential energy shortage; a scheduled utility outage	EMD and utility provider(s)	
Planned Event (Complex)	Situation escalates to critical, resulting in supply and pricing impacts, and EOC activation	EMD and utility provider(s), OA partners as needed	TBD
Unplanned Event (Simple)	Notification of an actual energy shortage, system disruption, etc.	EMD and utility provider(s), OA partners as needed	
Unplanned Event (Complex)	Notification of a large-scale actual energy shortage; system disruption involving EOC activation	Riverside County OA partners	OA EOC



2.3.3 Response Actions

Informing infrastructure support agencies, required governmental entities, stakeholders, and the public during an event is a six-step process:

Step 1: Gather Information

Information is collected from the Utility community, and from the following groups, to provide status updates on infrastructure operations throughout Riverside County OA:

- Responding departments
- Public and elected officials (via phone calls)
- NGOs, nonprofit organizations, private sector (utilities)
- Media (via broadcast, web information, blogs, print)
- Response personnel (responding to down electrical wires, broken pipes, fires, etc.)
- State and federal agencies, as appropriate (e.g., DOT, the Federal Emergency Management Agency [FEMA], California Public Utilities Commission)

Step 2: Verify and Organize Information

Verification of collected information should be confirmed after identifying corresponding utilities' status reports and determining the impact of the affected area

- Secure a point of contact at each utility or infrastructure agency for situational updates
- Confirm affected areas through reports from dispatched emergency units and utility company command centers
 - Obtain preliminary infrastructure damage assessments
 - Create a cursory outage/damage footprint on maps or computer software based on assessments

Step 3: Coordinate and Analyze Information (Initial Actions)

Analysis includes, but is not limited to, the following:

- Assessing the situation based on current information
- Determining the impact of the event on Riverside County OA



- Identifying critical utility needs in affected communities
- Identifying and recommending government actions necessary to assist utility providers in restoring damaged systems and preventing disruptions in service
- Receiving and responding to information requests from municipal and non-municipal utility providers

Step 4: Obtain Resources, Release of Public Information

Request resources through the DOC, OA EOC, and supporting Utilities ESF departments, to deploy to the field during an event.

Disseminate emergency information and guidance to the public, private, and government organizations. All press releases are to be coordinated through the OA EOC PIO. If proprietary information is received from affected public or privately-owned facilities, legal counsel should be consulted prior to disseminating a press release.

Initial public information includes, but not be limited to, the following:

- Damage assessment and estimated/anticipated duration
- Actions the utility providers are taking
- Actions businesses, industries, and residents should take:
 - A summary of the event
 - Overall steps to be taken by the government and citizens to return to normal operation after the event

Step 5: Continue to Monitor, Track, and Inform (Continuing Actions)

- Serve as the point of contact for post-event damage reports to supply, distribution, and collection systems
- Provide situation updates, as necessary
- Notify and consult with subject matter experts from federal, state, regional, and local authorities on priorities for utility restoration processes, assistance, and supply
- Secure resources (e.g., fuel for transportation, natural gas services, generators, technical support, potable water, and communications) for requested emergency operations
- Recommend actions to jurisdictions regarding the conservation of water, utility, electricity, and natural gas resources



- Coordinate the collection and reporting of water and utility information to the public through the Joint Information Center (JIC)

Step 6: Resources and Assets (External)

- Coordinate the deployment of resources as necessary to support emergency water system and utility restoration operations



2.3.5 Deactivation/Stand Down Operations

The deactivation of the Utilities Unit may extend deep into the recovery phase. The deactivation of Utilities Unit operations is coordinated through the Utilities Branch Director, supporting agencies, and the EOC Director. Once deactivation is announced, the Utilities Branch will do the following:

- Provide a plan for the demobilization of personnel and equipment to the Utilities Branch Director and Operations Section Chief
- Coordinate de-activation steps with the supporting departments/agencies
- Provide deactivation information to all involved response departments and affected utility points of contact
- Ensure documentation is retained by the Documentation Unit in the Planning Section
- Debrief staff and conduct an after-action meeting



3. Planning Assumptions

The following planning assumptions for the Utilities ESF apply:

- The public expects fundamental resources such as water, sewer, communication, electricity, and natural gas to be restored in a timely manner during an emergency
- Communications and traffic signals may be hindered by power failures, which may affect public health and safety services, the deployment of resources, and/or the overall response to the disaster area
- Disaster response and recovery may be limited by the inability of the public to be self-sufficient for more than three days without additional supplies of food, water, medical, and shelter resources. There may be response delays for services such as utilities, water, and sewer due to damage to facilities and equipment, as well as shortages of personnel
- Generating capacity may fall below customer demand
- Water pressure systems may be low or zero, affecting health and safety facilities
- Plan for staffing needs for each sequential operational period should be considered
- Damage to utilities and water systems may have an impact on related systems in the surrounding Riverside region. Water system and utility supply problems can be intrastate, interstate, and national
- Logistical needs (e.g., equipment location, credentialing, power, parking, supplemental power resources and assets, modes of distribution) will be identified and addressed in an Incident Action Plan
- The public expects water system and utility operation updates to prepare its families for short or extended water and/or utility events
- During a utility incident that involves county-owned communications systems, restoration activities will be coordinated utilizing the Communications ESF. If the OA EOC is activated, all communications functions will occur within the Communications Unit, which will maintain close coordination with all appropriate sections within the OA EOC
- It is the intent of the County, its employees, contractors, and partners to ensure a whole community response and recovery operation in a timely, efficient, and professional manner to meet the needs of the whole community.



Emergency Support Function 13: Public Safety and Security

County of Riverside Riverside County Operational Area (OA)



2025 Update

County of Riverside
Emergency Management Department

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Riverside County EOP Emergency Support Function #13: *Public Safety and Security*

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	Riverside County Sheriff's Office
Supporting Agencies	The County of Riverside Emergency Management Department (EMD); jurisdictional city police departments; California Highway Patrol (CHP), state and federal law enforcement agencies

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
Riverside County Sheriff's Office	▪ Mobilize personnel and equipment from supporting agencies (e.g., jurisdictional city police departments, District Attorney Investigators, Probation Department, state and federal law enforcement agencies) ▪ Receive and disseminate warning information to the public; during Operational Area Emergency Operations Center (OA EOC) activation, coordinate with OA EOC Public Information Officer (PIO) ▪ Deploy personnel and equipment to locations needed to accomplish primary objectives ▪ Coordinate evacuation of hazardous areas, and provide perimeter security and access control ▪ Provide security for essential facilities, services, and resources ▪ Maintain the safety and security of persons in custody ▪ Implement aerial surveys of the area to provide accurate information on hazards, victims, conditions, damage assessment, and other vital information ▪ Coordinate the establishment of emergency traffic routing and ingress/egress procedures with the California Highway Patrol or jurisdictional agency
Supporting Agencies	▪ Provide direct support for Riverside County Sheriff's Department field response and recovery operations ▪ Maintain communication with Riverside County Sheriff's Department representatives; provide regular situation status updates ▪ Staff agency DOC and/or OA EOC as required

1.3 Purpose



The purpose of the Public Safety and Security Emergency Support Function (ESF) to the Riverside County Operational Area (OA) Emergency Operations Plan (EOP) is to provide the coordination of law enforcement personnel and equipment to support law enforcement response agencies, coroner activities and public safety in accordance with Law Enforcement and Coroner's Mutual Aid Plans. This ESF provides an overview of organizational responsibilities and general procedures for the local law enforcement jurisdictions and supporting agencies during natural and manmade disasters.

1.4 Scope

The ESF provides for the coordination of an incident within Riverside County, during which time the OA EOC is activated. This ESF does not offer tactical procedures; rather, this ESF focuses on support and coordination for law enforcement and coroner operations. This ESF designates roles and responsibilities, to include actions taken through the application of personnel, equipment, and technical expertise to secure and investigate incidents that may exceed available resources within Riverside County OA.



2. Concept of Operations (ConOps)

2.1 General Concepts

This ESF will be utilized by the Riverside County Sheriff's Office, and supporting departments/agencies, during any large-scale law enforcement incident or an event requiring the assistance of law enforcement agencies within Riverside County OA. Procedures pertaining to this function follow the Standardized Emergency Management System (SEMS), Incident Command System (ICS), and the National Incident Management System (NIMS).

Law enforcement agencies and supporting organizations have the duty to preserve life and property and to maintain law and order. Law enforcement support may be involved (or required) in one or more of the following missions:

- Law Enforcement
- Aerial Support
- Special Teams (SWAT, hostage negotiators, etc.)
- Mobile Field Force (Platoon)
- Traffic Control
- Evacuation
- Shelter-in-Place
- Search and Rescue
- Field Bookings
- Prisoner Management
- Building and Facility Security
- Mass Care/Collection Center Security
- Explosive Ordnance Disposal
- Investigation of Arson and Bombings
- Security
- Detection and monitoring of terrorism
- Coroner Services

Specific law enforcement responsibilities include evacuation of persons from threatened or hazardous areas, dispersal of persons or crowds, alerting and warning the public, access control and security during natural disasters and manmade incidents. This ESF will outline the following elements of the law enforcement function:

- Sheriff's Department Operation Center
- Dispatch Communications
- Sheriff's Emergency Response Team
- EOC Law Enforcement Positions
- Law Mutual Aid
- Information Flow
- Organization and Structure
- Notification and Activation Procedures
- Designated Response Actions
- Deactivation Procedures



2.2 Law Enforcement Primary Roles

2.2.1 Sheriff's Department Operations Center (DOC)

During any event that exceeds normal Riverside County Sheriff's Office capacity, the Riverside County Sheriff's Department Operations Center (SDOC) may be activated. The Sheriff's DOC will coordinate overall Riverside County Sheriff's Office activities and conduct department-level law enforcement functions. If the Riverside County OA Emergency Operations Center (OA EOC) is activated, the EOC Law Enforcement Branch may assist with coordination of countywide law enforcement functions and will provide situational updates to the OA EOC. Event information and needs will be communicated from the Sheriff's DOC to the OA EOC Law Enforcement Branch.

The Sheriff's DOC will be staffed and managed by the Sheriff's Emergency Response Team (SERT). Additional personnel to support the Sheriff's DOC will be identified and assigned by the Sheriff, or a designee, or the DOC Manager.

The following functions will take place at the Sheriff's DOC:

- Assessment of the current situation and resource status
- Determination of immediate future needs
- Assess incident scene to determine rescue operation needs
- Assess stability for law operations and determine resource needs
- Allocation of reserve resources
- Coordination of Riverside County Sheriff's Department activities
- Initiation of off-duty personnel recall
- Request mutual aid through the Operational Area Law Enforcement Mutual Aid Coordinator
- Staff resource staging areas
- Support the OA Law Enforcement Mutual Aid Coordinator in acquiring mutual aid resources, as necessary
- Complete and maintain status reports for major incidents requiring or potentially requiring OA, f, and/or state response
- Maintain the status of unassigned law enforcement resources

2.2.2 Dispatch Communications

Riverside County Sheriff's Communications Bureau has three dispatch communications centers that receive emergency 911 calls for service as well as wireless calls, non-emergency, and allied agency calls. The calls for service range from in-progress crimes such as a robbery or an assault to non-emergency calls. Communication centers are also responsible for the dispatching of patrol units to calls for service and specialized units, such as the Hazardous Device Team, Emergency Service Team, Central Homicide Unit, K9 Teams, and California Fire Arson Investigators, and Off-Highway Vehicle Enforcement.

2.2.3 Sheriff's Emergency Response Team (SERT)

On a routine basis, law enforcement incident commanders request and receive station and Sheriff's Department resources to meet the requirements of the incident. These resources may come from other stations and bureaus, county departments, or the state or federal government depending on the requirements of the incident and availability of resources. SERT functions as



the management group for those resources. As the requirements and demands of county and city law enforcement services increase, incidents become more complex and of a longer duration, incidents require a greater degree of incident management and additional resources not readily accessible to the stations.

The SERT Bureau is staffed by full time sworn members who work as emergency managers. They are supported by volunteer subject matter experts known as Sheriff's Technical Specialists. The SERT Bureau manages the Sheriff's DOC and the department's fleet of Mobile Command Posts, providing incident support and technical services on a 24/7 basis. The SERT Bureau responds several times a week to in-progress incidents affecting the county, and as a mutual aid resource for critical incidents and emergencies in other counties at the request of their Sheriffs.

2.2.4. OA EOC Law Enforcement-related Positions

During an activation of the OA EOC, countywide law enforcement functions will be carried out through the Law Enforcement Branch within the Operations Section of the OA EOC. The mission of the Law Enforcement Branch is to obtain Sheriff's DOC situation reports and requests and to coordinate any requests for resource support that fall outside of the Law Enforcement Mutual Aid System. Mutual Aid requests will be coordinated through the Sheriff's DOC. The branch will supply the Sheriff's DOC with information, situational awareness and countywide objectives developed in the OA EOC. The Law Enforcement Branch will link the OA EOC to the following:

- Sheriff's DOC
- Incident Command for incidents under the management of law enforcement services, as appropriate
- Search and Rescue Teams (non urban)
- Coroner/Medical Examiner operations
- Special Forces teams (SWAT, etc.)

Overarching Responsibilities

- Coordinate the mobilization of personnel and equipment from supporting agencies (e.g., jurisdictional city police departments, District Attorney Investigators, Probation Department, tribal Governments)
- Receive and disseminate warning information to the public
- Deploy personnel and equipment to locations needed to accomplish primary objectives
- Coordinate evacuation of hazardous areas, and provide security and access control
- Conduct perimeter security and access control
- Provide security for essential facilities, services, and resources
- Maintain the safety and security of persons in custody
- Implement aerial surveys of the area to provide accurate information on hazards, victims, conditions, damage assessment, and other vital information
- Conduct fatalities management as the Coroner/Medical Examiner and during incidents involving mass casualties
- Coordinate the establishment of emergency traffic routing and ingress/egress procedures with the California Highway Patrol or jurisdictional agency
- Assist in the establishment of multi-agency staging areas
- Coordinate with cities/jurisdictions in the Operational Area, tribal governments, regional and state agencies in accordance with local mutual aid agreements, the California Law



Enforcement Mutual Aid Plan, the SEMS, the National Incident Management System (NIMS), and the National Response Framework (NRF)

Law Enforcement Branch Positions

According to the needs of the event, the following positions may be activated within the OA EOC:

- Traffic Management
- Fatalities Management
- Facilities Security

Terrorism/Civil Unrest

Organization

In response to a terrorist attack/civil unrest, the Riverside County Sheriff's Office focuses on coordinating efforts with the Riverside County Fire Department, Riverside County Emergency Management Department, and other supporting agencies for the protection and security of the whole community. Riverside County Sheriff's Office follows standard operating procedures and guidelines outlined by the National Incident Management System (NIMS), Riverside County Operational Area, and the Standardized Emergency Management System (SEMS). The Riverside County Sheriff's Office will assume authority in conjunction with local, state, and federal jurisdictions and follow those operating procedures.

Federal, state, and local agencies will identify, oversee, and investigate national security issues related to international and domestic terrorism. In the event of a terrorist incident, the Riverside County Sheriff's Office or Riverside County Fire Department will take the lead until the threat and jurisdiction are recognized. Once recognized, the investigation will be transferred to the agency to assume control over it.

A unified command structure is typically utilized for a coordinated response to any terrorist incident. This structure facilitates an efficient response by enabling each agency to fulfill its own jurisdictional duties. Whether directly assisting the lead agency or participating in unified command, the Riverside County Sheriff's Office will cooperate with law enforcement partners and support agencies to execute a coordinated region-wide response effort. All involved agencies will adhere to the established framework and guidance provided by the Riverside County Sheriff's Office. The Riverside County Operational Area EOC and jurisdictional EOCs within the OA will collaborate to bolster the federal response in accordance with the National Incident Management System (NIMS).

Communication

Information sharing is integral to the response process. In collaboration with the Riverside County Operational Area EOC and other assisting agencies, the Riverside County Sheriff's Office will gather, generate, organize, analyze, and share critical information with the incident commander or unified command. In cooperation with unified command, the incident commander will authorize the appropriate public information officer, in unison with cooperating agencies, to distribute information to the media and the public.

The Riverside County Sheriff's Office, Riverside County Fire Department, and Emergency



Management Department will coordinate with the release of warnings or informational messages by Alert and Warning, Wireless Emergency Alerts (WEA), and social media platforms. The Riverside County Operational Area, in cooperation with all jurisdictions, agencies, and departments, will ensure the accessibility and the needs of the whole community are adequately addressed.

2.2.5 Population Protection

Emergency management

Management, command, and control are critical emergency management functions. During the applicable phases of an emergency or disaster, it allows jurisdictions to:

- Analyze the emergency and decide how to respond quickly, appropriately, and effectively in order to support a whole community response
- Support the efforts of the jurisdiction's various response forces
- Coordinate with the response efforts of other jurisdictions
- Manage available resources efficiently and effectively

Contingency Planning

All government agencies must plan to preserve day-to-day operations during and in the aftermath of a destructive natural or human-caused disaster in which its facilities, systems, or personnel are partially or totally compromised. The Riverside County Operational Area (OA) has a Continuity of Operations/Continuity of Government plan (COOP/COG) as a Support Annex (SA) to the EOP. Reference this SA for more information.

Continuity of operations is often confused with emergency operations

- COOP is the activities of individual departments and agencies to ensure continuance of government business and operations, performance of essential functions, and resume normal operations as soon as possible
- Emergency operations are the response actions taken during the emergency period to protect life and property, care for the people affected, and temporarily restore infrastructure and vital services to the community prior to long-term recovery activities

Search and Rescue Operations

The Search and Rescue function encompasses support from a variety of Riverside County OA departments and outside agencies within the OA to ensure that search and rescue needs are addressed in a coordinated manner. The Riverside County Sheriff's Office will implement the Search and Rescue Emergency Support Function in the OA EOC Law Enforcement Branch.

Population Warning

Public warning systems are designed to allow Riverside County OA authorities to warn the public of impending or current emergencies affecting their area. During a major disaster or event where the need to relay public information is immediate, the External Affairs ESF will coordinate the development of public warning messages and their release via the most appropriate/effective public warning system.

Reception and Care

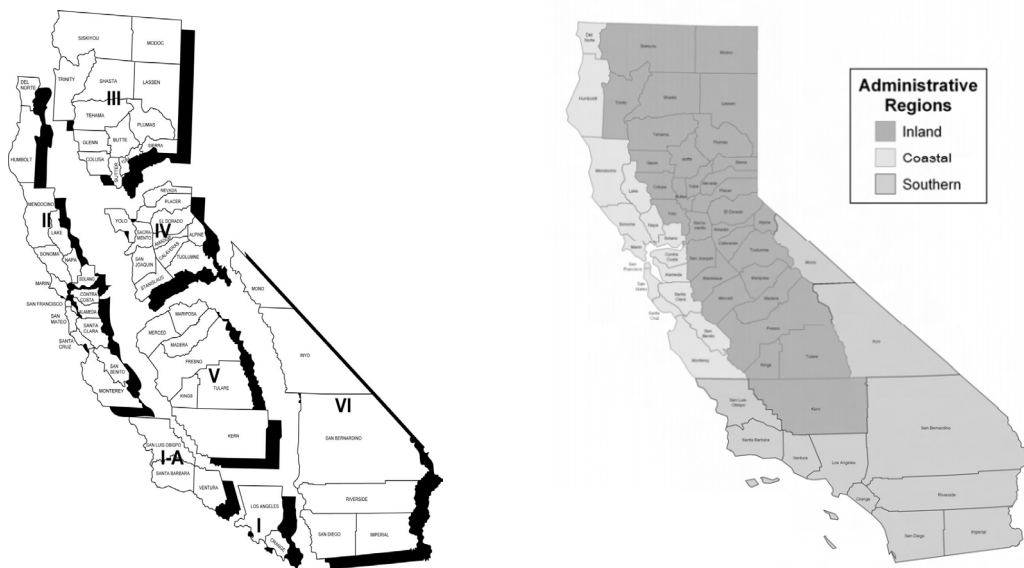


The decision to open a shelter is made when evacuations are likely to occur. The Mass Care and Shelter ESF provides guidance on sheltering operations to ensure the needs of the whole community are met.

2.3 Law Enforcement Mutual Aid System – Region VI

Under the terms of California's Disaster and Civil Defense Master Mutual Aid Agreement, statewide emergency mutual aid assistance is provided on a voluntary basis from one jurisdiction to another at no cost to the receiving jurisdiction. Mutual aid is intended to ensure that adequate resources, facilities, and other emergency support are provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation. During a state of emergency or a state of war, law enforcement mutual aid is mandatory.

The primary purpose of the Law Enforcement Mutual Aid System is to coordinate state resources in support of local law enforcement during natural or human-made disasters, unusual occurrences such as civil disorders, demonstrations, or riots, and wilderness searches and rescue operations. The Law Enforcement Mutual Aid System is managed through seven law enforcement mutual aid regions and three administrative regions throughout California:



The Riverside County is located within Mutual Aid Region VI and the Southern Administrative Region.

The Riverside Sheriff serves as the OA Law Enforcement Mutual Aid Coordinator and is responsible for the overall coordination of law enforcement mutual aid in Riverside County. If local law enforcement resources have been exhausted, the OA Law Enforcement Mutual Aid Coordinator, or an alternate, will submit resource requests to the Region VI Law Enforcement Mutual Aid Coordinator.

When the OA Law Enforcement Mutual Aid Coordinator requests mutual aid from the Regional Law Enforcement Mutual Aid Coordinator (Region VI), he/she will then contact all necessary law enforcement agencies within Region VI to obtain the needed resources. If the Regional Law Enforcement Mutual Aid Coordinator determines resources are insufficient within the region,



he/she will then contact the Cal OES Law Enforcement Mutual Aid Coordinator who will contact all necessary regions within the state.

The Cal OES Law Enforcement Branch Chief serves as the State Law Enforcement Mutual Aid Coordinator and manages the statewide response. The Cal OES Law Enforcement Branch can also assist a local agency in seeking the assistance of federal law enforcement agencies or resources, e.g., the Federal Emergency Management Agency, the US Department of Justice, or other agencies.

Law enforcement mutual aid is provided for various circumstances daily or for unusual events, significant emergencies, or disaster situations. During normal daily law enforcement activities, local incidents may require immediate assistance, such as backup at a traffic stop, perimeter control for a fleeing suspect, or crowd control at a barricaded location, pending the arrival of additional local resources. The general requirements for requesting mutual aid include:

1. An emergency must exist or be imminent
2. A significant number (50 percent or more) of local resources must be committed prior to the request for Mutual Aid
3. A specific mission must be stated

A Proclamation of Local Emergency is not required before requesting law enforcement mutual aid.

In certain situations, the use of military forces can be used for mutual aid. For state military forces, the Governor will normally commit the California National Guard (CNG) resources in support of civil authority if the following conditions exist:

1. An emergency condition exists or is imminent
2. All civil resources have been or will be reasonably committed
3. Civil authority cannot or will not be able to control the situation
4. Military assistance is required and has been requested by the chief executive of a city or the sheriff of a county

Military Commanders may commit federal troops for mutual aid during the following conditions:

1. Upon direction of the President of the United States; or
2. When the local commander feels that there is:
 - A. An immediate and imminent threat to life; and
 - B. Local resources are unavailable; and

C. A delay in established mutual aid would result in unnecessary deaths, injuries, or extensive property damage. The Law Enforcement Mutual Aid system is one of four mutual aid systems within the Cal OES regions:

Coordinated by Cal OES			Coordinated by CDPH/EMSA
Fire Service and Rescue	Law Enforcement	Emergency Services	Medical Health
Fire Service and Rescue Mutual Aid	Law Enforcement Mutual Aid	All other emergency services mutual aid not included in other systems	Disaster Medical/Health Mutual Aid



Urban Search and Rescue Mutual Aid	Coroner/Medical Examiner Mutual Aid	Volunteer Engineers Mutual Aid System	
	Search and Rescue Mutual Aid (non urban)	Emergency Managers Mutual Aid	
	Special Resources for Mutual Aid	Public Works Mutual Aid	

If the Riverside County Sheriff's Office has activated its resources as part of a mutual aid response, the Riverside County OA Law Enforcement Mutual Aid Coordinator may also report to a designated location such as the Sheriff's DOC or to the OA EOC, depending on the needs of the event.

For additional information regarding this system's organization, responsibilities, and procedures, refer to the California Blue Book: Law Enforcement Mutual Aid Plan.

2.4 Information Flow

Public Safety and Security ESF operations include communication across several coordination levels during a law enforcement incident. The following information provides an overview of the coordination levels that maintain communication during a law enforcement event, showing the relationship between the coordination levels.

Field Operations

- Conduct necessary activities to maintain law and order and perform operations according to direction from the Incident Commander
- Submit situation status reports to the SDOC

Incident Command Post /Unified Command (ICP/UC)

- Coordinate field operations and resource utilization
- Maintain communications with SDOC

ICS Branches (if activated)

- Maintain contact with field divisions

Sheriff's DOC

- Maintain constant communication with Incident Commander and/or branches regarding the status of field operations
- Receive requests for resources from the field; fulfill requests internally or coordinate requests with OA EOC or mutual aid as necessary
- Provide situation status updates to OA EOC Law Enforcement Branch

OA EOC, Operations Section, Law Enforcement Branch

- Gather information from field and/or SDOC representatives on a continual basis
- Submit frequent situation status reports to the OA EOC Planning Section
- Coordinate with regional, state, or federal entities as necessary
- Submit information about support operations, needed resources, and field situation status to the Operations Section Chief



Operations Section Chief

- Gather updated information from the EOC Law Enforcement Branch to ensure OA EOC situational awareness

Supporting Departments

- Support the OA EOC, Sheriff's DOC, and/or field operations as requested
- Maintain communication with appropriate department representatives by providing frequent situation status updates

OA EOC Deputy Director

- Maintain communication with OA EOC Section Chiefs
- Coordinate with the OA EOC Director, Policy Group, Regional Emergency Operations Center (REOC), State Operations Center (SOC), and other outside assisting organizations

Policy Group

- Receive situation status updates from the EOC Director / EOC Deputy Director
- Issue directives or priorities

2.5 Organization and Structure

2.5.1 Organization

The organization chart in the base plan depicts the relationship between the OA EOC Fire and Rescue Branch, its functional units, and the various involved departments, as well as its coordination within the OA EOC. Reference the EOC organizational Chart in the EOP base plan for any questions.

2.5.2 Roles and Responsibilities

The following table identifies the overall roles and responsibilities of each entity that may be involved with the implementation of the ESF activities. Entities needed to support law enforcement operations will vary and will be determined according to the needs of the event.

Entity	Responsibility
County/OA Entities	
Riverside County Sheriff's Office	▪ Command and coordinate law and order, traffic control, evacuation, access control, and facility security operations ▪ Coordinate appropriate allocation of reserve resources ▪ Maintain contact with supporting departments ▪ Request mutual aid for resource support as necessary (if not coordinated through SDOC) ▪ Communicate and coordinate with law enforcement resources and response activities as appropriate ▪ Provide scene security, crowd control, and crime scene investigation



Entity	Responsibility
County/OA Entities	
	▪ Provide force protection for on scene resources ▪ Participate in OA EOC briefings ▪ Contribute to the OA EOC Action Plan ▪ Develop situation reports for the Sheriff's DOC and the OA EOC ▪ Coordinate response activities with supporting agencies and other ESF
Emergency Management Department	▪ Provide OA EOC support during any large-scale incident in the Riverside County involving law enforcement response activities ▪ Activate the OA EOC ▪ Assist in acquiring regional, state, and federal resources, as needed
Mutual Aid Law Enforcement Agencies	▪ Provide resource and/or staffing support to law enforcement operations during events that exceed Riverside County Sheriff's Department personnel or equipment capabilities
Field Incident Commander	▪ Determine the most appropriate actions to manage the incident ▪ Establish Scene Control Zones ▪ Perform special enforcement operations if it can be performed safely ▪ Submit frequent situation status reports to the Sheriff's DOC
OA EOC Policy Group	▪ Serve as the advisory body comprised of County of Riverside officials, to include the Sheriff when appropriate ▪ Receive situation status updates from the OA EOC ▪ Issue directives and/or priorities
OA Law Enforcement Mutual Aid Coordinator	▪ Confirm an emergency or anticipated emergency exists ▪ Establish that the involved local agency's resources are inadequate to meet the demands of the incident (and meet the criteria for a mutual aid request) ▪ Obtain the mission(s) for responding personnel ▪ Through coordination with the Incident Commander, determine the quantity and type of resources needed to accomplish the mission(s)



Entity	Responsibility
County/OA Entities	
	▪ Determine where to stage the incoming mutual aid resources ▪ Identify the Liaison Officer of the requesting agency who will serve as the point of contact ▪ Ensure all agencies establish appropriate documentation procedures ▪ Ensure responding resources are demobilized as soon as they are no longer needed
OA EOC, Operations Section, Law Enforcement Branch Coordinator	▪ Establishing and maintaining communications with law enforcement branches at local EOCs and the Cal OES Regional EOC (REOC) ▪ Coordinating and tracking the use and availability of local jurisdiction and field law enforcement resources from the Operational Area EOC ▪ Receiving requests for non law enforcement resources from the Operational Area Law Enforcement Mutual Aid Coordinator and transmitting those requests to the appropriate Operational Area EOC personnel ▪ Facilitate Sheriff DOC to OA EOC communications ▪ Provide frequent situation status updates to the OA EOC Planning Section ▪ Coordinate law enforcement activities with other departments represented in the OA EOC
OA EOC, Operations Section, Law Enforcement Branch, Traffic Management Unit	▪ Receive and track all Riverside County Sheriff's Department law enforcement traffic-related operations ▪ Implement the priorities of the OA EOC Action Plan assigned to the Traffic Management Unit ▪ Maintain communication with the Sheriff DOC and outside supporting agencies ▪ Provide frequent situation status updates to the OA EOC Law Enforcement Branch Director



Entity	Responsibility
County/OA Entities	
OA EOC, Operations Section, Law Enforcement Branch, Fatalities Management Unit	▪ Conduct fatalities management for incidents with mass casualties ▪ Implement the priorities of the OA EOC Action Plan assigned to the Fatalities Management Unit ▪ Maintain communication with the Sheriff's DOC and outside supporting agencies ▪ Provide frequent situation status updates to Law Enforcement Branch Director
OA EOC, Operations Section, Law Enforcement Branch, Facilities Security Unit	▪ Coordinate all Riverside County Sheriff's Department security operations for incident facilities ▪ Implement the priorities of the OA EOC Action Plan to the Facilities Security Unit ▪ Maintain communication with the Sheriff's DOC and outside supporting agencies ▪ Provide frequent situation status updates to Law Enforcement Branch Coordinator
Regional/State/Federal Entities	
State Law Enforcement Mutual Aid Coordinator	▪ Provide mutual aid response coordination and administrative interaction between state and local agencies during emergency and non emergency situations, in which the mutual aid system is, or could be, involved ▪ Responsible for requesting Federal Assistance
Federal Law Enforcement Agencies	▪ Provide mutual aid assistance of law enforcement personnel, supplies, and/or equipment when requested by the State Law Enforcement Mutual Aid Coordinator

2.6 Notification and Activation

2.6.1 Notification

In the event of a large-scale law enforcement incident, the Riverside County Sheriff's Department and EMD will jointly coordinate to determine the implementation of the ESF. If it is necessary to activate the Sheriff DOC and/or the OA EOC, notification will be issued to the OA EOC Deputy Director and all relevant supporting departments. Notification will be distributed via the most appropriate communications equipment for the event requirements, and will detail event information, reporting instructions, and any relevant coordination information.



2.6.2 Activation

The Riverside County Sheriff's Department or the OA EOC may implement the activities described within the Public Safety and Security ESF when a law enforcement event has occurred. The level of activation will be determined according to the requirements of the event. The Public Safety and Security ESF may be implemented during the following situations:

- During any event that exceeds the capacity of normal Riverside County Sheriff's operations
- Response and recovery operations that will involve multiple city departments
- During any event that results in criminal-related casualties
- Response and/or recovery efforts are expected to last an extended time
- The magnitude of the event requires a mutual aid request
- During regional/statewide events that impact RCSD
- The type or magnitude of the event requires regional, state or federal notifications to be made

2.6.3 Response Actions

Step 1: Conduct Initial Assessment

- Determine magnitude of event
- If event is small in scale:
 - Deploy units to incident site
 - Set up ICS structure in field
 - Conduct initial incident assessment and develop Incident Action Plan (IAP)
 - Prepare site safety plan
- If event is large in scale:
 - Estimate the amount of resources available vs. the amount needed to manage event
 - Determine the need to activate the SERT for command and control operations

Step 2: Activate Sheriff DOC; Provide Staff to the OA EOC

- If appropriate, activate Sheriff DOC
- If the OA EOC is activated, designate department representatives to staff the following OA EOC Law Enforcement Branch positions:
 - Law Enforcement Branch Coordinator
 - Traffic Management Unit Leader
 - Fatalities Management Unit Leader
 - Facilities Security Unit Leader
- Notify and request assistance from supporting departments

Step 3: Analyze Information and Coordinate Response



- Gather information from:
 - Response personnel in the field
 - Other responding departments
 - Media (via broadcast, web information, blogs, print)
 - State and federal agencies, as appropriate
- Assess situation based on current information
 - Determine tactical requirements
 - Prioritize response actions and resource allocation
 - Dispatch units

Step 4: Obtain Resources

- Coordinate resource requests through the Sheriff DOC Logistics Section and the OA EOC Logistics Section
 - Determine mutual aid needs
 - Mutual Aid Coordinator will submit requests to neighboring counties (Los Angeles, Orange, San Bernardino, San Diego, and Imperial)
 - If neighboring counties are unable to fulfill requests, notify Law Enforcement Region VI Mutual Aid Coordinator of requests

Step 5: Continue to Monitor, Track, and Inform

- Maintain communication between field operations, the Sheriff DOC, and the OA EOC
 - Provide frequent situation status reports from the Sheriff DOC to the OA EOC Law Enforcement Branch
 - From the OA EOC Law Enforcement Branch to the OA EOC Planning Section, Situation Status Unit
- Ensure that resources are appropriately accounted for and tracked
- Implement Law Enforcement priorities and/or objectives of the OA EOC Action Plan assigned to the Law Enforcement Branch
- Notify and consult with subject matter experts from federal, state, regional, and local authorities as needed

In addition, the Riverside County Joint Public Safety Agency Operations for Evacuations Evacuation Checklist was developed to assist field supervisors in the initial stages of a fire or other emergency requiring evacuations. The checklist is a guideline intended to facilitate the safe and efficient evacuation of the whole community. The checklist is updated and maintained by EMD in collaboration with other agencies.

2.6.4 Deactivation/Demobilization



The activities described within the Public Safety and Security ESF will be deactivated when the need for additional law enforcement coordination has diminished or ceased. Deactivation may occur incrementally according to the need or lack of need for specific functions and may be deactivated or scaled back at the discretion of the Sheriff DOC, OA EOC Deputy Director, or OA EOC Operations Section Chief, as appropriate.



Emergency Support Function 14: Cybersecurity

County of Riverside Riverside County Operational Area (OA)



2025 Update

Riverside County
Emergency Management Department

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



Riverside County EOP Emergency Support Function 14: Cybersecurity

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	Riverside County Information Technology (RCIT)
Supporting Agencies	Riverside County Executive Office (EO); Office of the District Attorney County of Riverside (RCDA); Riverside County Counsel; County of Riverside Emergency Management Department (EMD); County of Riverside Human Resources
State Agencies	California Office of Emergency Services (Cal OES); California Cyber Security Integration Center (Cal-CSIC); Joint Regional Intelligence Center (JRIC)
Federal Agencies	Federal Bureau of Investigations (FBI); Department of Homeland Security Cybersecurity and Infrastructure Security Agency (DHS-CISA)
Private Agency	Multi-State Information Sharing and Analysis Center (MS-ISAC)



1.2 Emergency Support Function Responsibilities

Department	Responsibilities
RCIT	▪ Provide oversight for all Cybersecurity Emergency Support Function (ESF) activities ▪ Coordinate the activation of the Cybersecurity ESF and the staffing of the County Information Security Office ▪ Activate various support services as necessary ▪ Provide information to the OA Emergency Operations Center (EOC) Operations and Planning Branches about Riverside County network infrastructure status and estimated timeframe for containment, eradication, and recovery following a critical cybersecurity incident ▪ Provide maintenance and repair to Riverside County network infrastructure (radio/wireless, fiber, servers, web, voice, VPN) to ensure timely, efficient communication among responders ▪ Facilitate and maintain the Cyber Incident Response Plan, Playbooks, and Critical Incident Response Team for the County
Executive Office	▪ Communicate information to the Board of Supervisors and the public ▪ Maintain coordination with the OA EOC and Information Security Office (ISO), ensuring the provision of vital information to the public through the Joint Information Center (JIC) ▪ Maintain operations coordination with ISO and DA through the OA EOC ▪ Authorize emergency funding and procurement



Department	Responsibilities
EMD	▪ Activate auxiliary communication links between: ○ ISO and the OA EOC ○ Incident Command Posts, DOCs, Fire Stations, Sheriff Stations, and other facilities as required ○ OA EOC and Regional Emergency Operations Center (REOC), if requested ▪ Provide communications assistance to Riverside County department(s), agencies, and applicable jurisdictions within the OA during an emergency or in any event where additional communications equipment or personnel may be needed ▪ Support communication, and the flow of information by whatever means available and appropriate to the situation, including amateur radio (voice and digital), telephone, cellular phone, and internet ▪ Coordinate all efforts within the OA EOC ▪ Coordinate Joint Information System and activate Joint Information Center if necessary ▪ Activate resources to support the flow of information in the OA EOC ▪ Provide operational knowledge of backup and auxiliary communications systems ▪ Activate public alert and warning systems as necessary ○ (Fire Department, Law Enforcement, or EMD may activate) ▪ Activate Radio Amateur Civil Emergency Service (RACES) when their services are needed
RCDA	▪ Assist with cybercrime investigations ▪ Help coordinate the extradition of cybercrime suspects ▪ Prosecute cybercrime cases
County Counsel	▪ Provide legal support and guidance on applicable laws, regulations, and county obligations, including the powers, duties, and functions of all officials under the California Emergency Services Act (Government Code Section 8550 et. Seq) ▪ Draft all proclamations, resolutions, orders and ordinances deemed necessary under federal, state or local law



Department	Responsibilities
County Human Resources	▪ Handle claims relating to cyber insurance ▪ Engage third-party service providers (i.e., call center, breach notification letters, credit monitoring and identity theft protection, incident response, ransomware negotiation and recovery)

1.3 Purpose

The Cybersecurity Emergency Support Function (ESF) identifies the countywide capability to respond effectively during an imminent or actual emergency, such as a cyber security event that necessitates expanded coordination of services. During such an event, the Cybersecurity ESF will provide guidance on management, oversight, and coordination of communications functions among the County of Riverside emergency responders, the Riverside Operational Area (OA) Emergency Operations Center (EOC), County departments, and the public.

This ESF will facilitate, coordinate, and support the following core functions:

- Coordination of information between identified responsible agencies to bolster information sharing while protecting confidential and private information
- Establish and maintain the Critical Security Incident Response Team (CSIRT) to detect, report, and respond to cyber incidents
- Document a county-wide cybersecurity strategy to advance the county's cyber capabilities
- Establish an Incident Command System Organizational Structure for the OA EOC during a critical cyber incident

1.4 Scope

In the event of a significant cybersecurity incident, this ESF provides a centralized entity for responding to cyber incidents affecting Riverside County. It defines, specifies, and maintains the functions and resources required to ensure timely and consistent actions, communications, and response efforts. Additionally, it provides appropriate coordination and inclusion of necessary state, federal, and local agencies to minimize the impact of a cybersecurity incident. Significant cybersecurity incidents may occur independently or in conjunction with disaster emergency response operations, potentially impacting public health, safety, or critical infrastructure security.

ESF-14 stakeholders coordinate in accordance with relevant statutory and regulatory authorities during all phases of emergency management. ESF-14 stakeholders coordinate with applicable state, federal and local entities during the response but do not



supersede the authority of those entities or the authorities of the County Chief Information Security Officer (CISO). ESF-14 and relevant state and local entities will work together to protect life and property.

1.5 Policies and Agreements

The County of Riverside set forth policy *A-58 – Information Security*, ensuring that the CISO will maintain the County Information Security Policy and will protect county information in accordance with applicable laws, regulations, and best practices.

Below are the state and federal Statutes that are relevant to cyber and infrastructure security:

- Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Health Information Technology for Economic and Clinical Health (HITECH) Act
- California Civil Code Section 1798.29
- California Standardized Emergency Management System, November 2009
- Cybersecurity Enhancement Act of 2014 (PL 113-274, 2014)
- The Cybersecurity Information Sharing Act of 2015 (PL 114-113, 2015)
- Executive Order 13800: Strengthening the Cybersecurity of Federal Networks and Critical Infrastructure (2017)
- U.S. Department of Homeland Security National Incident Management System, December 2008
- Criminal Justice Information System (CJIS)
- Internal Revenue Service (IRS) Publication 1075

ESF-14 will adhere to and comply with the established local, state, and federal requirements listed above.



1.6 Situation and Assumptions

The response and recovery phases of a cyber security event must consider existing challenges to effectively managing a significant cyber incident and the resulting physical effects and consequences that can stem from them. Such considerations allow resources to be appropriately targeted to resolve identified challenges in a timely manner. Assumptions and identifiable challenges include but are not limited to:

- Management of multiple cyber incidents: The occurrence or threat of multiple cyber incidents may impact the ability of responders to manage the cyber security event and the County infrastructure adequately. Strategic planning and exercises should be conducted to assist in addressing this problem.
- Availability and security of communications: A catastrophic infrastructure incident could impede communications needed for coordinating response and recovery efforts. Flexible, secure, and reliable communication systems are required to enable public sector entities to coordinate efforts if standard communication channels are inoperable.
- Availability of expertise and surge capacity: The County will ensure that sufficient technical expertise is developed and maintained to address the wide range of ongoing cyber incidents and investigations. This can also be augmented by state, federal, and local agencies as needed based on the event's severity. The ability to surge technical and analytical capabilities in response to cyber incidents that may occur over a prolonged period is planned for, exercised, and maintained by the ISO.
- Coordination with the public sector: Cyberspace is largely owned and operated by the private sector; the authority of the county to exert control over activities in cyberspace is limited.
- Depending on the event, the need to provide critical information and updates to the public is vital and requires a coordinated and consistent message from all involved in the response. Any event that impacts the public or services to the public should employ the Joint Information System (JIS) to ensure all messaging is correct, vetted, coordinated amongst involved agencies, and communication is accessible by the whole community.



2. Concept of Operations

2.1 General Concepts

The Riverside County Information Technology Department will activate the Cybersecurity ESF during an impending or actual emergency that threatens the integrity of or relies heavily on Riverside County information systems. When activated, the Cybersecurity Annex provides incident response support to the affected county department(s), applicable jurisdictions, all Riverside County Department Operation Centers (DOCs), and the OA EOC.

RCIT is responsible for collaborating with the affected department(s) on Cybersecurity ESF activities. Response resources such as equipment and personnel are drawn from the Cybersecurity ESF supporting department(s).

RCIT responsibilities will include:

- Providing indication and warning of potential threats, incidents, and attacks
- Information-sharing both inside and outside the government, including investigative information, coordination of incident response, containment, and incident mitigation
- Analysis of cyber-vulnerabilities, exploits, and attack methodologies
- Providing technical assistance and advisory support
- Conduct investigations and forensics analysis
- Defend County Networks against attacks
- Lead the County's response efforts for major cyber incidents

The listed activities above require a concerted effort by federal, state, local, and tribal governments depending on the severity determination by the County CISO. Not all cyber incidents targeting the County network may rise to the level of a statewide coordinated response effort. Statewide cyber emergencies are defined within the California Office of Emergency Services (Cal-OES) Emergency Support Function 18.

The Concept of Operations will outline the following elements of the Cybersecurity ESF:

- Cyber Incident Management Phases
- Critical Security Incident Response Team (CSIRT)
- Cyber Incident Response Lines of Effort
- Coordination with other ESFs



2.1.1 Cyber Incident Management Phases

Cyber incidents require the involvement of information technology experts, public safety, and emergency management partners. To provide clarity to all sides of the involved response partners, the following matrix below depicts the overlap between emergency management activities and information technology activities, using terminology familiar to each stakeholder.

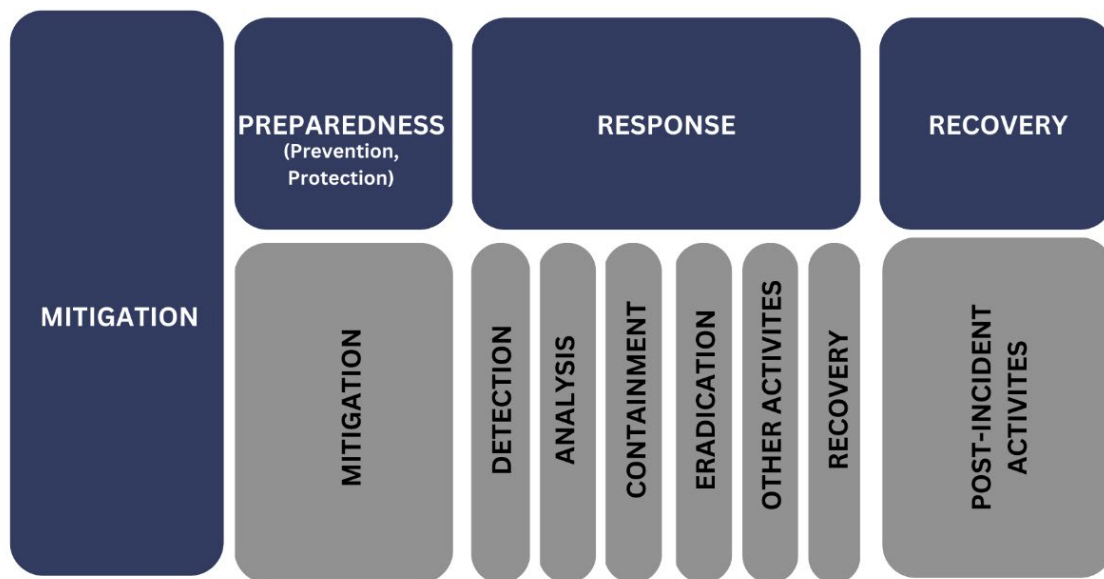


Figure: 2.1 Cyber Incident Management Process in Relation to Emergency Management Phases



2.1.2 Critical Security Incident Response Team

The CSIRT is established and maintained by the ISO and is led by the County CISO. During the initial response efforts, the CISO will determine and notify team members of an activation. To guide the response activation thresholds for the CSIRT, see Appendix A and B at the end of this document. Those documents reflect the Cal-OES Emergency Support Function 18 Threat Severity Matrix (*Appendix A*) and the County of Riverside Security Incident Response / Breach Notification Process Workflow Diagram (*Appendix B*).

Upon activation, the CSIRT will be responsible for the following:

- Implementation of tactical response operations to detect, analyze, contain, eradicate, and recover from an incident within their respective line(s) of effort
- Receiving strategic direction and guidance from governing authorities and aligning response actions accordingly
- Coordinating with public sector entities within the state to implement proper threat detection, reporting, and response procedures
- Established reporting procedures to update governing authorities, maintain situational awareness, and support operational coordination
- Coordinate with the Emergency Operations Center to:
 - Conduct briefing or share information EOC Operations Section and Planning Section
 - Provide reporting to federal entities using designated reporting procedures to meet regulatory requirements and create and maintain situational awareness with applicable state and federal partners
- Providing support to law enforcement agencies responsible for criminal investigation during cyber incidents and state agencies responsible for advancing information security
- Facilitating the collection and proper handling of evidence
- Providing technical support to the affected department(s) or applicable jurisdictions to contain and eradicate the threat from the county network

2.1.3 Cyber Incident Response Lines of Effort

Table 2.1 below lists four (4) lines of effort in a cyber incident response: Threat Response, Asset Response, Intelligence Support, and Affected Entity Response. These lines of effort provide a foundation to synchronize response efforts before, during, and after a cyber incident.



Line of Effort:	Definition:
Threat Response	Activities include the appropriate law enforcement investigative activities for: - Collecting evidence and gathering intelligence to provide attribution - Linking related incidents and identifying additional possible affected entities - Identifying threat pursuit and disruption opportunities - Mapping the Adversarial Tactics Techniques and Common Knowledge or MITRE ATT&CK framework to help classify attacks, identify attack attribution and objectives, and assess an organization's risk - Developing and executing courses of action to mitigate the immediate threat and facilitating information sharing and coordination with Asset Response efforts
Asset Response	Activities include furnishing technical assistance to affected entities to protect their assets, mitigate vulnerabilities, and reduce the impacts of cyber incidents by: - Identifying other entities possibly at risk and assessing their risk to the same or similar vulnerabilities - Assessing potential risks to the sector or region, including potential cascading effects, and developing courses of action to mitigate these risks - Facilitating information sharing and operational coordination with Threat Response - Providing guidance on how best to utilize state and local resources and capabilities in a timely, effective manner to speed recovery
Intelligence Support	Facilitates the building of situational threat awareness and sharing of related intelligence to: - Create an integrated analysis of threat trends and events - Identify and assist with the mitigation of knowledge gaps - Suggest methods to degrade or mitigate adversary threat capabilities
Affected Entity Response	Actions Include: - Highly encouraged to share information surrounding the event with other cybersecurity specialists to assist with the investigative, analysis, response, and recovery phases of cyber incident response - The affected entity is the data owner and retains responsibilities to ensure appropriate actions and safeguards are in place to remediate threats and secure their information



2.1.4 Coordination with Other ESFs

The following ESFs support ESF-Cybersecurity-related activities:

- ESF 2– Communications
- ESF 12 – Utilities
- ESF 13 – Law Enforcement

2.2 Notification and Activation

2.2.1 Notification

Upon activation of the Cybersecurity ESF, the ISO will notify all necessary supporting department(s). Notification will be distributed via the most appropriate communications equipment for the event requirements and will detail event information, reporting instructions, and any relevant coordination information. Supporting department representatives involved within the ISO will be activated according to the needs and scope of the event.

2.2.2 Activation

The ISO will determine the extent to which coordination activities are needed and will assist in identifying which OA EOC positions, if any, will be necessary to facilitate the best response to achieve the mission. Conditions in which the OA EOC may be activated include but are not limited to:

- The magnitude of the event (natural or human caused) is such that countywide coordination is self-evident
- Immediately following a critical cyber security incident affecting or possibly affecting Riverside County or applicable jurisdiction
- 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
- See Section 3.7.2 of the *Riverside County Operational Area Emergency Operations Plan* for additional details on Activation Levels
- See Appendix C for the Incident Command System (ICS) Organizational Structure for a critical cyber incident
 - The ICS structure provides an example of sections and positions that may be activated
 - The ICS structure can expand and contract positions to fit the needs to manage each incident



Activation Authorities

Cybersecurity support will be coordinated through the OA EOC upon request from the CISO. The OA EOC may be activated independently or jointly depending on the situational needs.

The *EOC Director*, *Deputy EOC Director*, and/or *Operations Section Chief* will notify the ISO of OA EOC activations and request that a representative report to the OA EOC to coordinate Cybersecurity Unit activities if applicable.

3.1 Emergency Coordination

Riverside County EOP ESF-14 coordinates efforts across diverse departments, stakeholders, and entities. The Riverside County Chief Information Security Officer (CISO) serves in a role to facilitate information and resource sharing among ESF partners. The CISO facilitates cyber security efforts among state, local, and federal government partners, emergency management, and the Joint Regional Intelligence Center (JRIC). While Riverside County CISO has a formal role in coordinating with federal, state, and local partners, its coordination with the Joint Regional Intelligence Center (JRIC) is based on requests for support and information sharing.

The JRIC, a Regional Fusion Center operating within the County Operational Area, can request for state support. The JRIC can also request information from the County CISO regarding a cyber incident.

The CISO connects with diverse cyber, law enforcement, and emergency management partners. This allows the CISO to act as a conduit of needed intelligence, equipment, expertise, and staff between partners. ESF-14 is used to coordinate the Riverside County CISO as a primary resource for information and resources during cyber-incidents involving Riverside County and its partners.

3.2 Regional, State, and Federal Assistance

Successful operation of the Riverside County ESF-14 requires coordination with a diverse group of department representatives and stakeholders, including regional partners. The Joint Regional Intelligence Center (JRIC) plays a crucial role in cyber incident response at the regional level. Fusion Centers such as the JRIC provide valuable intelligence-gathering and response capabilities that can contribute to the mission of ESF-14.

3.2.1 Fusion Center Responsibilities

The primary responsibility of the JRIC within ESF-14 is to provide situational awareness on incidents to the Chief Information Security Officer and the Terrorism Liaison Officer (TLO) program. The JRIC and other regional fusion centers provide situational awareness updates regardless of the response efforts or steady-state activities occurring with their partners. This direct communication allows the CISO to remain aware of ongoing threats and can provide support on information provided when requested. Fusion centers may



also request state-level incident response actions when requested. When this assistance is needed, the CISO can leverage state resources such as the California Cybersecurity Integration Center (Cal-CSIC) and regional and federal actors with cybersecurity incident response skills and equipment.

3.2.2 Tertiary Response Support

If requested, the Riverside County CISO may support response efforts to cyber incidents occurring within non-county entities, and when resources are available to help. The following conditions and actions are associated with assistance to non-county entities:

- Monitor the status of a cyber incident throughout its life cycle
- Provide periodic updates on non-county cyber incidents to applicable county departments and advise whether any impacts can adversely affect the County's digital footprint, technologies, systems, or services
- Communicate and coordinate CSIRT activation with non-county entities when cyber incidents can adversely affect County Operational Area critical infrastructure or operations

4.1 ESF Annex Development and Maintenance

EMD will be responsible for coordinating regular review and maintenance of this annex. The Riverside County Information Security Office (RCIT-ISO) will approve all edits and updates. Each primary and supporting agency will be responsible for developing standard operating procedures that address assigned tasks. For more information on the maintenance of this ESF, reference the Plan Development and Maintenance Section of the Riverside County Operational Area Emergency Operations Plan.



5.1 Appendices

Appendix A

This appendix identifies the California Office of Emergency Services Emergency Support Function 18 Cyber Incident Severity Matrix:

Severity	Escalation Threshold	Level of Effort – Description of Actions
Level 0 – Steady State Considered to be an unsubstantiated or inconsequential event	Escalate to Level 1 – Low if it is: Unlikely to impact public health or safety, national security, economic security, foreign relations, civil liberties, or public confidence.	Steady State, which includes routine watch and warning activities.
Level 1 – Low Unlikely to impact public health or safety, national security, economic security, foreign relations, civil liberties, or public confidence.	Escalate to Level 2 – Medium if it: May impact public health or safety, national security, economic security, foreign relations, civil liberties, or public confidence.	Requires coordination among departments due to minor to average levels and breadth of damage. Typically, this is primarily a recovery effort with minimal response requirements.
Level 2 – Medium It may impact public health or safety, national security, economic security, foreign relations, civil liberties, or public confidence.	Escalate to Level 3 – High if it is: Likely to result in a demonstrable impact on public health or safety, national security, economic security, foreign relations, civil liberties, or public confidence.	Requires coordination among departments and outside partner agencies due to minor to average levels and breadth of cyber-related impact or damage. Suppose agency resources are exhausted, and assistance is needed. In that case, additional partners can be contacted, including the Joint Regional Intelligence Center (JRIC), California Cyber Security Integration Center (Cal-CSIC), Federal Bureau of

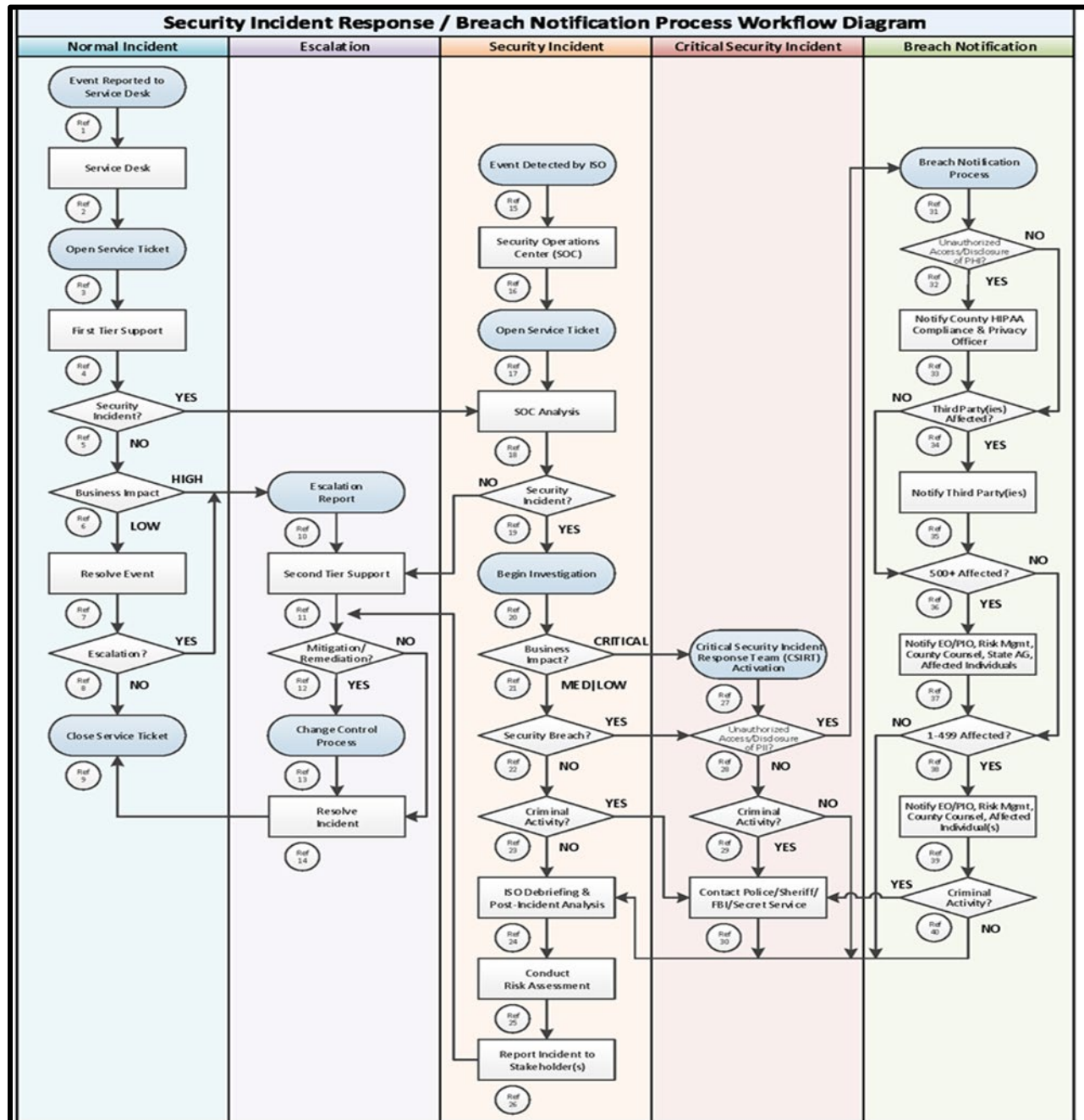


		Investigation (FBI), U.S. Secret Service (USSS), or other agencies.
Level 3 – High Likely to result in a demonstrable impact on public health or safety, national security, economic security, foreign relations, civil liberties, or public confidence.	Escalate to Level 4 – Severe if it is: Likely to result in a significant impact on public health or safety, national security, economic security, foreign relations, civil liberties, or public confidence.	Requires elevated coordination among departments and outside partners due to moderate levels and breadth of damage. Potential involvement includes the JRIC, Cal-CSIC, the FBI, the USSS, or other agencies to support response and investigation.
Level 4 – Severe Likely to result in a significant impact to public health or safety, national security, economic security, foreign relations, civil liberties, or public confidence.	Escalate to Level 5 – Emergency if it: Poses an imminent threat to the provision of wide-scale critical infrastructure services, agency security, or the lives of Riverside County residents.	Requires elevated coordination among departments and outside partners due to moderate levels and breadth of damage. Potential involvement includes the JRIC, Cal-CSIC, the FBI, the USSS, or other agencies to support response and investigation.
Level 5 – Emergency Poses an imminent threat to the provision of wide-scale critical infrastructure services, State government security, or the lives of residents		Due to its severity, size, location, and actual or potential impacts on public health, welfare, or infrastructure, the cyber incident requires an extreme amount of outside agency assistance for incident response and recovery efforts.



Appendix B

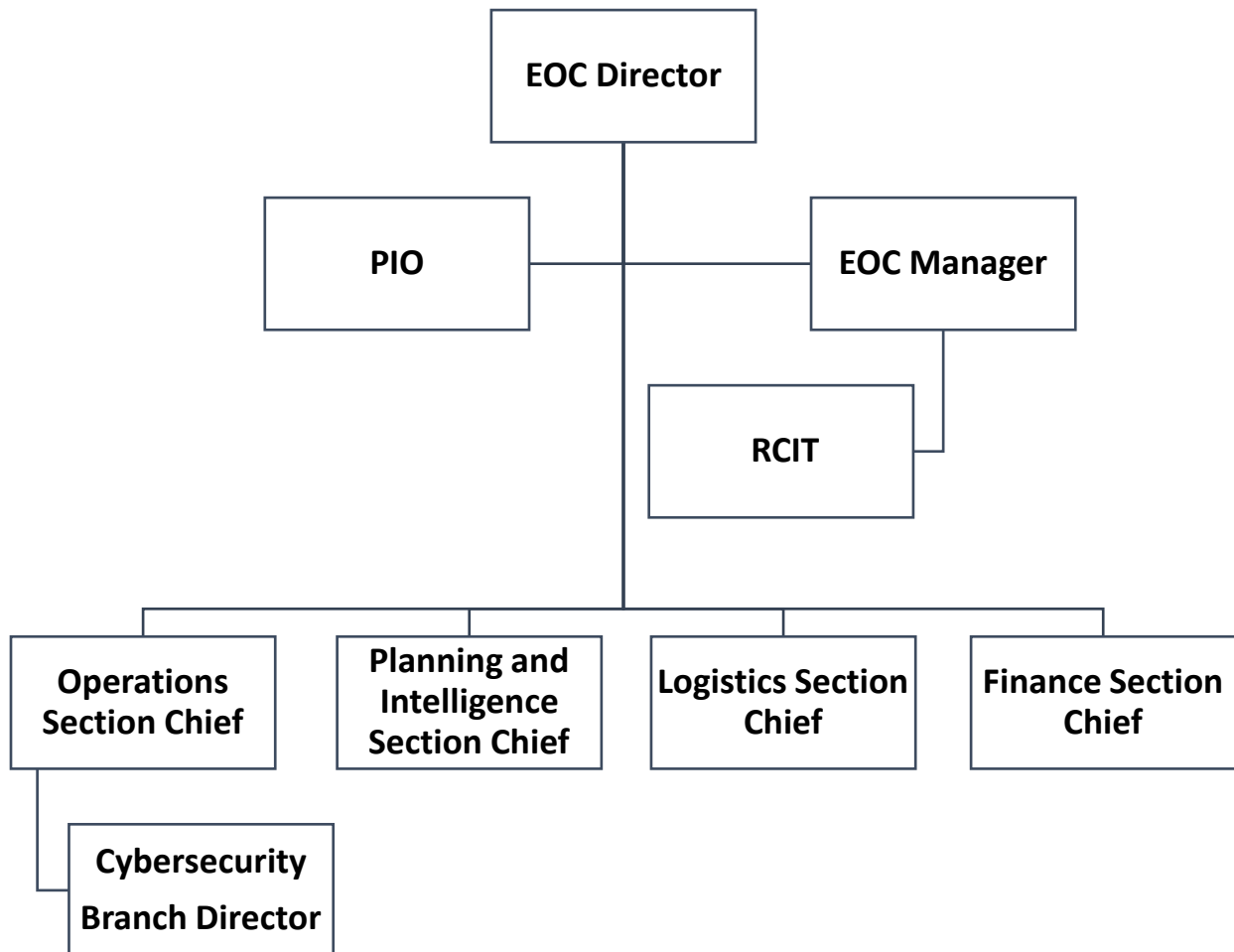
This appendix identifies an overview of the County of Riverside Security Incident Response / Breach Notification Process Workflow Diagram:





Appendix C

This appendix identifies an Incident Command System Organizational Structure within the OA EOC for a Critical Cyber Incident:





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Emergency Support Function 15: External Affairs

County of Riverside

Riverside County Operational Area (OA)



2025 Update

County of Riverside
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. Most 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.



Riverside County EOP Emergency Support Function #15: *External Affairs*

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1. Introduction

1.1 Introduction

The Riverside County Operational Area External Affairs Annex provides a Joint Information System (JIS) structure and method for public information collaboration and dissemination among impacted jurisdictions during emergencies and disasters. The primary audience for the External Affairs Annex is jurisdictions within the Riverside County Operational Area (OA), affiliated public information officers (PIOs) and support staff. During emergencies and disasters, OA PIOs provide coordinated critical emergency information and protective actions to ensure timely, accurate and actionable information is available to the community. Coordinated public information messages are approved by Incident Command (IC)/Unified Command (UC) and/or the OA Emergency Operations Center (EOC).

The structure and method for the joint information system is flexible and scalable to fit the size, severity and needs of the incident using the framework of the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS) and Incident Management System (ICS). PIOs from impacted jurisdictions immediately coordinate at the onset of an incident, and based on the size, severity and needs of the incident, the PIO response may escalate to include more support in producing and disseminating effective public information.

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
Lead Agency	▪ Coordinate the release of information to all affected areas ▪ Respond to all rumors and media requests with information ▪ Establish recorded messages to be broadcasted to the public ▪ Develop the format for all media releases and press conferences ▪ Release all public information through the Joint Information Center, when activated
Supporting Agencies	▪ Support emergency public information activities ▪ Ensure all information and news for the media, news conferences, and telephone inquiries are coordinated with and approved by the PIO ▪ Coordinate procedures and use of designated facilities for information hotlines



1.3 Purpose

The appropriate coordination and timely dissemination of public information during an emergency is a critical component to an effective emergency response. Coordinated public information provides clear, actionable information that may involve protecting lives and property or addressing significant community concern.

This annex to the Riverside County Operational Area Emergency Operations Plan (EOP) establishes the system by which the OA will conduct the public information and warning capability during an emergency or disaster. This includes collaboration required by multiple organizations and jurisdictions that may be called upon to support JIS and Joint Information Center (JIC) to provide wide-reaching and clear crisis communications to the media, the community, as well as dignitaries and agency personnel. This annex provides the organizational structure and concept of operations under which the OA will coordinate and operate public information, including the responsibilities of public information personnel. The OA includes all jurisdictions within Riverside County, including cities, tribes, school districts, hospital and healthcare facilities, and special districts.

1.4 Scope

The Riverside County Operational Area is vulnerable to a variety of potential disasters including earthquakes, floods, fires, pandemic influenza, hazardous materials incidents, dam failures, civil unrest, large transportation accidents, acts of terrorism and active shooter incidents. Approximately 2.3 million people live in Riverside County from diverse communities situated across a wide geographical terrain including desert and mountain landscapes. Riverside County's diverse communities include significant Spanish-only speaking populations and individuals with Limited English Proficiency (LEP). According to current community indicators gathered from the U.S. Census Bureau, which regularly change, approximately 13 percent of residents in Riverside County speak Spanish at home, 41 percent of which state they speak English less than "very well." Throughout all Riverside County, there are individuals with access and functional needs, including a population of deaf and hard-hearing individuals. The Riverside County Operational Area consists of 28 incorporated cities, 12 tribal governments, 21 school districts, multiple large public and private colleges, and universities, as well as numerous public and private utility providers. Riverside is also home to the California School for the Deaf, a K-12 school for students who are deaf or hard of hearing. There are only two public schools for the deaf in California and only one in Southern California.

- a. Public Information and warning are a core capability for all hazards that may occur in Riverside County. It is critical to alerting and informing residents, businesses and visitors who are or may become impacted by the incident.
- b. During and after an emergency, it is essential to provide timely, accurate and easily understood information on protective measures that will save lives, protect property and the environment, as well as address community concern.
- c. Jurisdictions within the OA maintain their autonomy in determining appropriate public information strategies and in releasing information to the public and media. The OA presumes all jurisdictions have functioning emergency public information systems, some of which are



contracted with County public safety agencies. The OA does not govern the public information process amongst its jurisdictions, rather it provides the means for jurisdictions to better coordinate and amplify public information during an emergency incident. The intention of the JIS is for all impacted PIOs to work together to disseminate accurate and coordinated information and distribute individual public information messages to all PIOs working the incident. Use of the JIS is open to all OA jurisdictions upon their request.



2. Training and Exercises

PIOs staffing a JIC should be familiar with and have training on this JIS Annex. The OA training coordinator maintains a calendar of training courses, including PIO training.

The following in-person training courses are recommended for PIOs working in the JIS:

- G290-291 Basic PIO Course and JIC/JIS, offered by California Specialized Training Institute (CSTI)
- E0105 – Public Information Basics
- All Hazards PIO Training, offered by Texas A&M Engineering Extension Service (TEEX)
- L0388 Advanced Public Information Officer Training, provided by CSTI or E388 Advanced Public Information Officer Training, offered by the Emergency Management Institute (EMI)
- Joint Information System/Joint Information Center Workshop, offered by Media Survival Group
- PER 304 Social Media for Disaster Response and Recovery, offered by the University of Hawaii National Disaster Preparedness Training Center (NDPTC)

In addition, the following independent study courses offered by the Federal Emergency Management Agency are also recommended:

- IS – Public Information Officer Awareness
- IS – 100 Introduction to the Incident Command System (ICS)
- IS – 200 ICS for Single Resources and Initial Action Incidents
- IS – 242.B Effective Communication
- IS – 247 Integrated Public Alert and Warning System (IPAWS)
- IS – 700 National Incident Management System (NIMS) An Introduction
- IS – 702 NIMS Public Information Systems

Exercises provide opportunities to test the Annex, validate policies, plans, and procedures, and clarify and familiarize personnel with roles and responsibilities. Exercises shall be conducted on a regular basis.

- Communication drills to test the OA PIO Roster will be conducted twice a year
- This annex will be exercised during discussion or operations-based exercises when the County EOC or Medical Health Department Operations Center (MHDOC) is tested
- Any jurisdiction within the Operational Area or EMD may suggest additional exercises specifically for the JIC



3. Concept of Operations

The Riverside County Chief Executive Officer has the responsibility to ensure disaster information is prepared and distributed to the public before, during, and after disaster and emergency events, using all available media and communications methods. The process of Public Information will be phased in accordance with the size and scope of the emergency or disaster.

This Concept of Operations outlines the following elements of Public Information:

- Jurisdictions and response agencies are responsible for providing their respective communities with information on the incident and the immediate protective measures they must take, including but not limited to, evacuation instructions
- Public Information Officers (PIOs) from impacted jurisdictions and/or response agencies may provide support to the Incident Commander (IC) or Unified Command (UC). The Lead PIO for an incident is determined by IC or UC. The Lead PIO may be from the lead agency, one of the lead agencies or an Incident Management Team
- According to the Riverside County Emergency Operations Plan and upon activation of the OA EOC, the County PIO with the Executive Office will serve as the PIO for the OA EOC, with support from the Emergency Management Department and other response agencies as needed
- During emergencies and/or disasters involving more than one Operational Area jurisdiction, the Riverside County Operational Area Emergency Operations Center, and/or County PIO, will facilitate policy guidance among OA jurisdictions for the dissemination of all emergency public information through the use of the Joint Information System (JIS)
- The OA EOC, OA JIC, and/or County PIO will also contact appropriate State and Federal emergency management and/or response agencies to include in the JIS for situational awareness or public information assistance as determined by the incident
- Emergency public information activities are structured under a JIS concept which ensures coordination of messages, whether the PIOs are located at one site, (i.e., Joint Information Center), or multiple sites, (i.e., virtual JIC)
- The JIS is designed to disseminate a variety of information and instructions to the public, elected and appointed officials, agency personnel, OA agencies, as well as the news media
- The JIS is scalable and flexible to meet the needs of the emergency incident. The number of PIOs needed to support the JIS will be based on the size, severity and needs of the emergency, as well as how many agencies have a role in the response and recovery to the incident

3.1 Primary and Supporting Agency Responsibilities

3.1.1 Primary Agencies

- Primary agencies are responsible for ensuring that emergency public information is functional and operational during an incident. A primary agency follows the lead agency(ies) in IC or UC, which is typically a public safety agency, health and human services agency, or the County PIO throughout the recovery phase of an incident
- Primary agencies must also organize and coordinate the emergency public information function for their individual agency, including:



- Conduct regular training for personnel assigned to the public information function
- Establish public information response procedures
- Maintain prewritten message templates. Topics for prewritten message template include evacuation instructions, public information phone line information and explanations of advisories and warnings
- Provide trained PIO staff or other appropriate individuals to support the JIC, and when needed, support other impacted organizations
- Make appropriate staff available to coordinate and share information through various communication means, e.g. virtual JIC, if public information resources cannot be sent to a physical JIC location
- Maintain updated public information contact names and numbers as part of a PIO Resource Directory. This directory will be maintained and regularly updated by the County of Riverside Emergency Management Department and will also include jurisdiction emergency managers. It will be found in WebEOC, which is available to the entire Riverside County Operational Area
- Establish a public information line that is transferred among available PIOs within the primary agency

3.1.2 Support Agencies

Support agencies are other jurisdictions or organizations that have a supporting role in the response and recovery to an incident, or a non-impacted agency with public information resources that can be sent to support the JIS. Support agencies:

- Conduct regular training for personnel assigned to the public information function
- Establish public information response procedures.
- Maintain prewritten message templates specific to their agency's key messages during disasters. These prewritten message templates may include public health advisories, pet and animal information, shelter information, and appropriate food and water handling instructions
- Coordinate agency's response role and respective public information/public education within the JIS. This does not involve individual agency releases, rather information to include in the OA JIS releases
- Maintain public information messages and public education specific to the agency's subject matter expertise
- Provide trained PIO representatives or other appropriate individuals to the JIC as the situation dictates and at the request of the Lead PIO, OA EOC PIO, or JIC Manager



3.2 Joint Information System Overview

The purpose of the JIS is to coordinate public information across all levels of government and functional agencies using the frameworks of the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS), and Incident Command System (ICS). The JIS provides the structure and methods for integrating public information activities to ensure coordinated and consistent information gathering, message development and dissemination. Organizations participating in the JIS retain their autonomy. Each agency contributes to the overall message but does not lose their individual identity or responsibility for their own programs or policies. The intent of the JIS is to share consistent, accurate and timely information that is also free from conflict with other agencies in the response.

The decision by the Operational Area or impacted jurisdictions to activate the JIS is based on the complexity of the situation and the need to ensure coordination and integration of public information. See 3.4 Activation Levels below.

When activated, the JIS will:

- Provide a structure and system for gathering information, developing coordinated messages, and disseminating unified public information
- Create a credible, unified message among all participating response agencies
- Reduce conflicting and/or confusing information provided by separate agencies
- Support the incident by developing and executing an information strategy
- Advise incident command staff and EOC management concerning public affairs or community relations issues that could impact response or recovery efforts
- Monitor, verify, dispel rumors, and control inaccurate information that could undermine public confidence in the emergency response and recovery efforts
- Verify accuracy of information through appropriate channels, identify needed information, key messages, audience, and means of communication
- If needed, locate public information resources, including personnel, equipment, and technology, from non-impacted jurisdictions within the Operational Area. Should the public information needs be exhausted from within the Riverside County Operational Area, the Lead PIO, OA EOC PIO, or JIC Manager will request public information support using the EMMA or EMAC systems via the OA EOC
- Operate from a physical JIC or virtual JIC, if determined necessary by the IC/UC or OA EOC

3.3 Activation Levels

- Level Three (Lowest level) – Two or more local jurisdictions or response agencies are activated for a minor incident. All impacted agencies will coordinate their public information through the Lead PIO designated by the IC/UC. When the OA EOC is activated to any level, the JIS function will be activated to Level Three at a minimum

During this activation, the OA's public information function will be limited to the following responsibilities:



- Include all other agencies and jurisdictions that may be impacted by the disaster or will have a role in the response. Contact the PIOs from these agencies using the OA PIO roster as a resource if needed
- Collection and review of public information, including releases and social media posts, from OA jurisdictions
- Dissemination of public information releases received from OA jurisdictions to all other OA jurisdictions
- Identification of potential conflicts, discrepancies, or inaccuracies within or amongst OA jurisdiction releases
- Facilitation of public information conflict resolution amongst OA jurisdictions.
- Release of OA EOC-specific press releases (e.g. OA EOC activation, and county impacted area press releases)

The OA does not create or approve messages on behalf of jurisdictions. Therefore, this Annex assumes OA jurisdictions are following their own public information procedures to ensure the timely and accurate release of information. The OA's role is limited to facilitating communication among OA jurisdictions to ensure they do not contradict each other and to ensure the development of common and similar messages throughout the OA.

- Level Two (Expanding incident) – Multiple jurisdictions are impacted. Response and recovery operations are expected to last for multiple operational periods. A JIC and/or OA public information hotline may be activated. During a Level Two Activation, the OA's public information function includes all the activities described under a Level Three Activation with the additional activation of the OA's public information hotline and rumor control function. A Level Two Activation is triggered when the OA EOC is activated, multiple jurisdictions are impacted, and the need for a virtual JIC is necessary

Also, Level Two is triggered if an OA jurisdiction requests that the public information hotline be established to handle public inquiries on its behalf. The OA EOC has the capability to open an information line for members of the public. Impacted jurisdictions are expected to send personnel to the OA EOC Information Line for surge capacity. If an agency is unable to participate by providing their public information and personnel, then a phone number must be provided for the EOC Information Line to forward calls. The Lead PIO or JIC Manager will determine an appropriate level of staffing for the hotline, depending upon the magnitude of the emergency and the anticipated call volume

- Level One (Large incident) – Multiple jurisdictions are impacted or have a role in the response and recovery efforts. The JIC could expand to include State and Federal agencies. Coordination among activated JICs at the city, tribal and/or state level is necessary. A Level One Activation is triggered when a major incident has occurred affecting many OA jurisdictions in the same way. The types of scenarios that might result in a Level One Activation of the OA's public information function may include, but are not limited to:
 - Major earthquake



- Major terrorist attack (e.g., chemical, biological, radiological, nuclear, or high explosive)
- Complex wildland fire or conflagration in which the response will last several operational periods and additional public information resources are needed
- Large mud or debris flow incident causing significant damage to residences, businesses, and infrastructure
- Other complex incidents requiring full coordination

Beyond the functions listed for Level Three and Level Two Activations, a Level One Activation will involve the establishment of an OA JIC. To activate the OA's public information function to a Level One there must be a consensus among involved OA jurisdictions that a co-located public information function at the OA-level is needed to effectively coordinate public information. This consensus will be facilitated by a conference call led by the County PIO, in coordination with the Lead PIO, and with all impacted OA jurisdictional PIOs. Notifications for the conference call will be made by posting the conference call information on WebEOC, PSEC radio, Disaster Net, email, and group texts.

The establishment of a JIC leads all activated OA jurisdictions to coordinate their messages, perform information verification, as well as issue joint releases and news conferences whenever possible. Individual jurisdictions continue to maintain their autonomy for releasing public information to their residents and businesses, however, using the JIS will ensure that information is accurate and does not conflict with other JIS messages. See 3.8 OA and Local JIS Coordination for detailed information flow among partner agency JICs and the OA JIC.

3.4 Organizational Structure

The process of quickly disseminating information to the community and other stakeholders during an incident is an ongoing cycle that involves three key functions:

1. Information Gathering and Verification:

PIOs from activated jurisdictions must collect information and verify information from trusted, validated sources close to the response and recovery efforts. In addition, PIOs collect information from unofficial sources, including the public and news media to monitor the accuracy of information shared on traditional and social media.

- Joint Information System/Center – Compare and verify information with other PIOs supporting the JIS/JIC
- Emergency Operations Center – Collect and verify information from relevant sections within the EOC for clear communication with operations in the field
- On-scene Command – A source of ongoing, official information on the response and recovery effort
- On-scene PIOs – Report to the JIC what they are observing and hearing from IC/UC, as well as on-scene media outlets, elected officials and their staff, and community members
- Media Monitoring – Used to assess the accuracy, content, and trends of news media



reports. This will assist with identifying trends and breaking news

- News Media Liaisons – A valuable source of developing information and current issues directly from reporters
- Public and Elected Officials – Inquiries from elected officials, community leaders, and the public point to the specific concerns of those in the affected areas
- Social Media Platforms – Ability to see what the community is publicly sharing about the incident

2. Information Production:

PIOs coordinate with other PIOs working within the JIS. These PIOs include both those represented in the JIC and those working from other locations that are part of the JIS.

Coordinating and producing complete information involves:

- Establishing Key Messages – Based on the overall response and recovery strategy and providing an opportunity for all supporting agencies to include their role in the response/recovery efforts
- Obtaining Approval – Obtain approval from the Director of Emergency Services (DES) if the EOC is activated or IC/UC if the EOC is not activated. Approvals will ensure that the information is consistent, accurate and coordinated
- Whole Community – Consider all means for producing information that is accessible to the whole community. This includes captions on videos, infographics, pictures, and messages available in other languages

3. Information Dissemination:

The next step in the process is to disseminate the information to the community, as well as other incident stakeholders. This step involves using all appropriate and available methods, including but not limited to news releases, social media posts, website announcements, media interviews, news conferences, community meetings, bulletin boards in shelters/care and reception centers and mobile electronic signs.

3.5 Joint Information Center (JIC)

The JIC is a central location to facilitate operation of the JIS during and after an incident. The JIC enhances information coordination, reduces misinformation, and maximizes resources by co-locating PIOs to work together to create a unified message in which all agencies have a place to communicate their role in the response.

- The JIC will be activated by the Director of Emergency Services, in coordination with the County PIO and Lead PIO designated by IC/UC. The OA EOC is responsible for announcing the opening of the JIC based on information provided by the Lead PIO in the field or the OA EOC Public Information Manager/County PIO. This will be done via a media advisory e-mailed to the media list maintained by the County PIO. Notifications to OA stakeholders that the JIC is activated will be made through established OA distribution lists and using the PIO roster in WebEOC
- The JIC will be staffed and configured to meet the needs of the incident. County EMD and the



County Executive Office PIO are responsible to support the staffing of the JIC facility, including developing a staffing schedule of available PIOs from impacted and non-impacted jurisdictions. If the need for PIOs to support the JIC is greater than available PIOs, EMMA will be requested from throughout California. EMAC will be requested for resources from other states

- Due to the large geographic size of Riverside County and the need for potential JIC locations throughout the county, several locations were identified in each supervisorial district. The West County JIC location at 450 East Alessandro Blvd., Riverside CA. 92505. The East County JIC location is in the East County EOC at 82-695 Dr. Carreon Blvd., Indio, CA 92201
- If PIOs from impacted jurisdictions are unable to report to the OA JIC, they will participate in a virtual environment using WebEOC, e-mail, phone and/or video conferences. Current tools that may be used to support the virtual environment are Microsoft Teams video conferences and group messaging mobile applications and phone calls
 - It is recommended that PIOs have a generic agency email address for JIS activations to ensure continuity of communications throughout multiple operational periods across different shifts of JIC responder.
 - If internet and cell phones are unavailable, PIOs may connect through the OA EOC and jurisdiction EOCs using satellite phones, Public Safety Enterprise Communications (PSEC) radios, Disaster Net and Radio Amateur Civil Emergency Services (RACES). Note: Disaster Net and RACES may be accessed by the public listening in on amateur radio
 - The OA EOC may use the Operational Area Satellite Information System (OASIS) to request the Cal OES State Warning Center to open an internet line for use in the OA EOC
- A designated location will be identified for media briefings and news conferences near the incident. Members of the media may not be permitted access to the OA EOC, OA JIC, City EOC or City JICs during active incidents. The JIC may provide videos of JIC and OA EOC operations for the media to use as b-roll.
- The JIC will act as a liaison with all field PIOs. When requested, the JIC will set up media interviews with field PIOs to discuss and film/photograph the emergency response
- The decision to demobilize the JIC will be made by the EOC Director of Emergency Services, Deputy EOC Director, JIC Manager, and Incident Commander/Unified Command in consultation with the impacted cities or jurisdictions' PIOs. This will involve a conference call conducted by either the County PIO or JIC Manager. The decision to demobilize will be made based on the following conditions:
 - The establishment of a plan to continue sharing event related information and handling after the final media briefing/or final JIS news release
 - The collection and preservation of public information JIC documents relating to the event has occurred or a plan is established to collect related documentation from agencies participating virtually within two business days of the demobilization of the JIC



- The deactivation will be announced both at the final media briefing and/or by a media advisory announcing the termination of JIC operations. Media should be notified that the functions of the JIC are being transferred back to regional and local PIOs
- Notification to all OA stakeholders and OA PIOs will be made via email to established distribution lists

3.6 OA Roles and Responsibilities in SEMS/NIMS

OA jurisdictions have committed to the OA Agreement, and agree to follow standard mutual aid procedures including working cooperatively as part of the JIS and assisting with staffing a JIC, if activated and if resources are available.

OA jurisdictions will:

- Review and provide input in the JIS Annex during its development and maintenance periods
- Allow identified public information personnel to attend JIS training, PIO training, and communication platform training, as needed or as they become available
- Participate in JIS Annex drills and exercises to validate training and evaluate the JIS Annex
- Provide PIO support to respond 24/7 to JIS activation requests and report availability to participate, provide mutual aid, and support JIC staffing and resources to other members under the direction of the Lead PIO or JIC Manager
- Share local incident information, media and public inquiries, media contact information, media monitoring and rumor control
- Develop and verify information, communicate news releases, media briefings, and other activities produced collaboratively by the JIS while retaining autonomy and authority over messages specific to the OA jurisdiction

3.7 OA, Local and State Jurisdiction JIS Coordination

It is assumed that impacted local jurisdictions may activate and staff a JIC within their jurisdiction for information creation and dissemination specific to the jurisdiction. For larger, catastrophic incidents, it is also assumed that Cal OES may activate a JIC. At all times, it is the goal of the OA JIS to coordinate and amplify information among all partners to ensure consistency and the dissemination of only approved and vetted information. To ensure city and tribal JICs and the OA JIC are regularly coordinating, the following will take place:

- Daily briefings via conference calls or video conferences will take place among all impacted jurisdictions, including state, tribal and local jurisdictions
- When impacted jurisdictions write a news release, they will notify the OA JIC by posting it on the WebEOC JIS Board. If internet is down, the news releases will be shared with the JIS via Disaster Net or RACES
- The JIC receives the news release and reviews it for content accuracy
- The Lead PIO will present the release to the IC/UC or DES for concurrence
- Reviewed and concurred information will be posted to RivCoReady.org and disseminated to



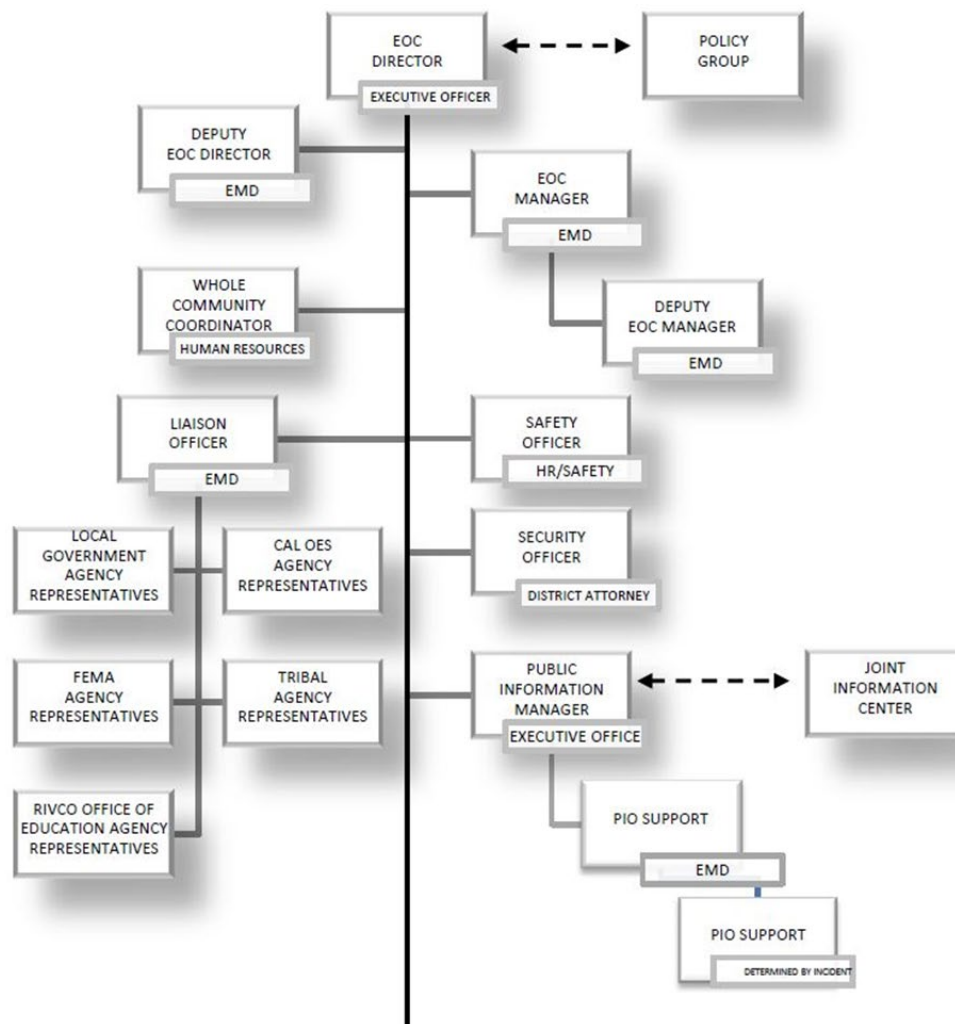
media and OA partners. OA jurisdictions and County agencies may also post the news release to their site

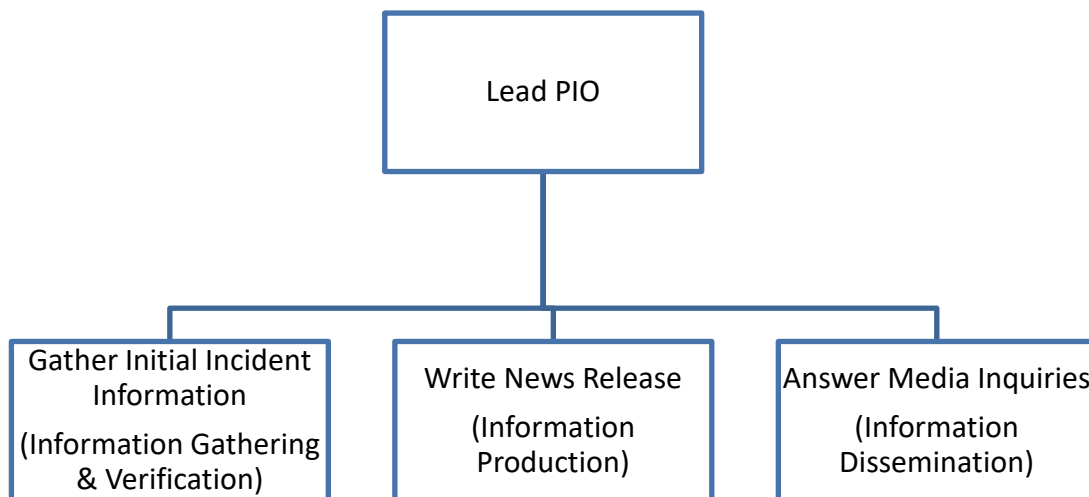
- While it is not required for non-County contract jurisdictions to receive approval from the OA JIS prior to release, however, it is encouraged to ensure all distributed information is consistent and free from inaccuracies or discrepancies

3.9 Organization Charts

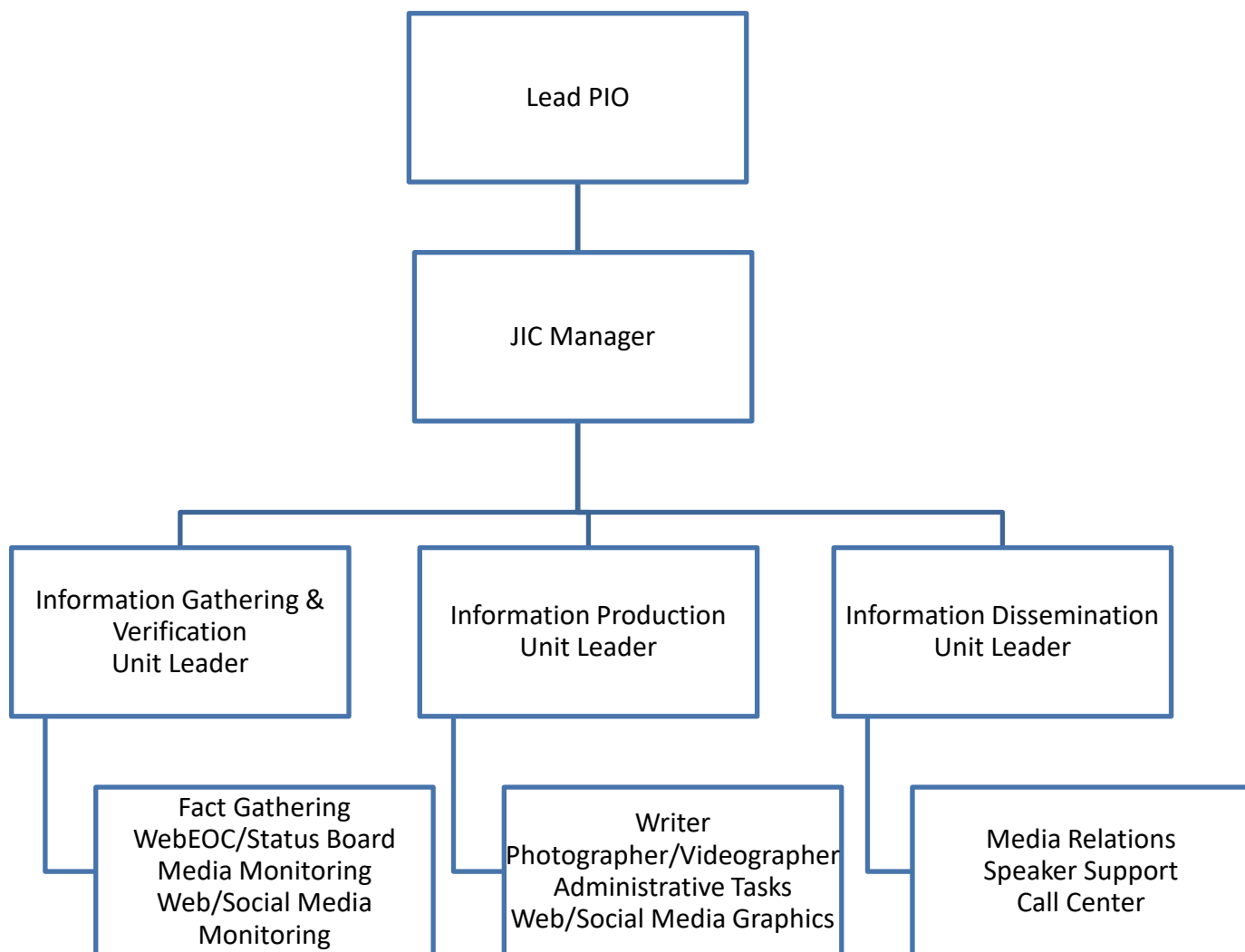
The following organizational charts depict the coordination and reporting structure of the OA JIS in relation to the OA EOC.

OA EOC ORGANIZATIONAL CHART

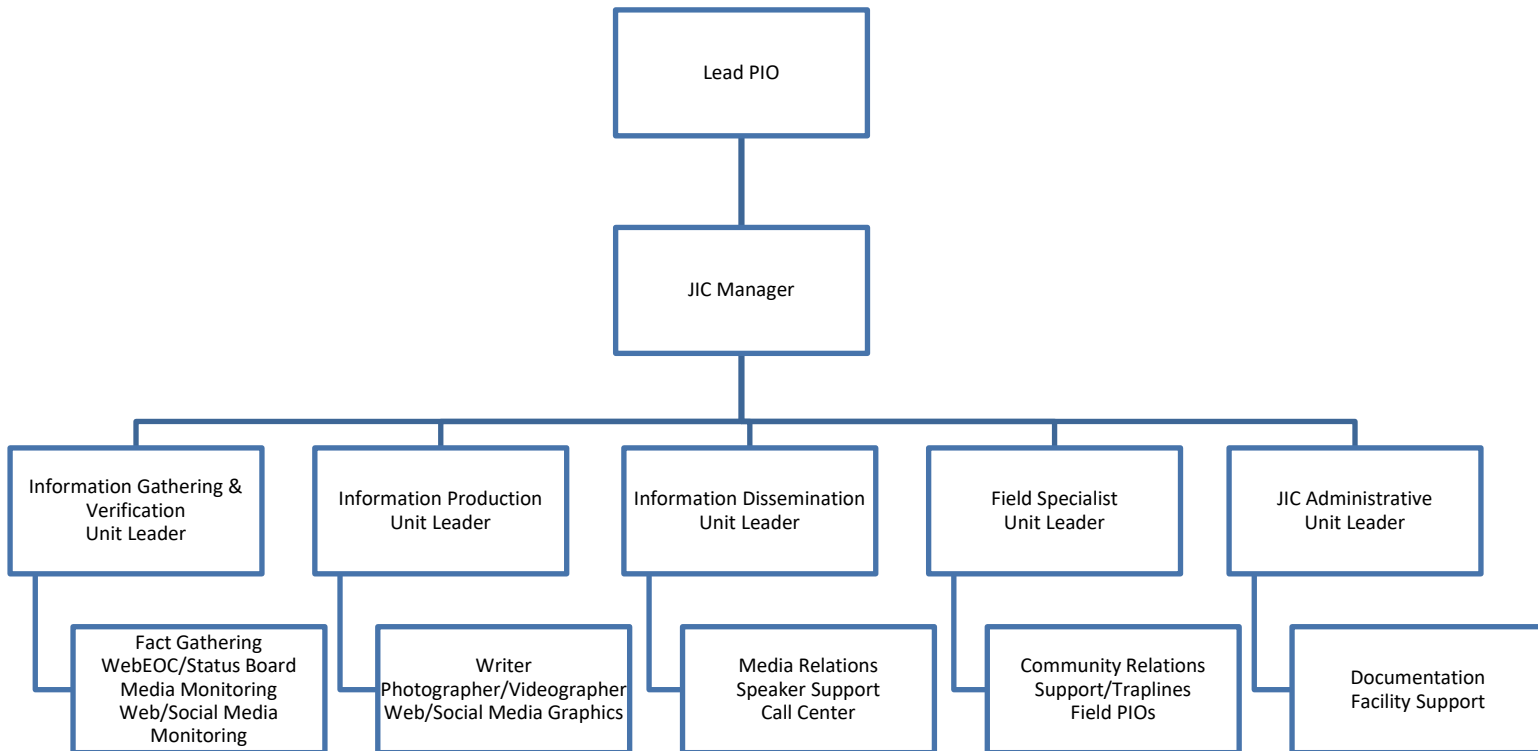




LEVEL THREE JIS ACTIVATION – Multiple impacted agencies coordinate public information through the lead PIO. In smaller incidents the use of the JIS may be informal and activated by any PIO requesting support to provide an effective public information response.



LEVEL TWO JIS ACTIVATION – Multiple jurisdictions are impacted. Response and recovery operations are expected to last for multiple operational periods. A physical JIC and/or OA public information hotline may be activated. During a Level Two Activation, the OA’s public information function also includes the activation of the OA’s public information hotline.



LEVEL ONE JIS ACTIVATION – Complex/Catastrophic incident involving multiple agencies and multiple operational periods. Level One establishes a physical JIC. Coordination among activated JICs at the city, tribal and/or state level is necessary.



4. Message Strategies

4.1 Public Awareness and Education

Educating the public to act prior to an event is the first step in building community resilience and increasing community preparedness efforts. Multiple agencies have public education campaigns committed to emergency preparedness outreach. Some of these campaigns include:

- RivCoReady – Countywide, all-hazards emergency preparedness campaign, maintained by EMD. RivCo Ready educates and empowers Riverside County residents and businesses to prepare for all emergency situations, take training courses and get involved through volunteer efforts
- Ready for Wildfire – CALFIRE’s statewide campaign regarding the current, elevated wildfire risk and how to take action to reduce the risk
- See Something, Say Something campaign – National campaign maintained by the Department of Homeland Security. The campaign teaches residents about personal situational awareness and reporting suspicious activity to authorities

During times of preparedness, or pre-incident, PIOs from OA stakeholder agencies maintain and disseminate public education specific to their jurisdiction or subject matter expertise. During activation of the JIS, time-appropriate and time-sensitive public education messages should be included in news releases and news conferences to reiterate the actions the public must take to reduce their risk.

In addition, the ‘Riverside County Joint Public Safety Agency Operations for Evacuations Evacuation Checklist’ was developed to assist field supervisors in the initial stages of a fire or other emergency requiring evacuations. The checklist is a guideline intended to facilitate the safe and efficient evacuation of the whole community including individuals with access and functional needs. The checklist is updated and maintained by EMD in collaboration with other agencies.

4.2 Message Mapping

During activation of the JIS, the use of message mapping provides focus and discipline. Message mapping increases message comprehension – from the media and public – and can be easily adapted for print, broadcast, radio, and social media. High-stress and emotionally charged situations reduce a person’s ability to process and comprehend information.

Use the 3 – 9 – 27 Rule:

- The average number of messages conveyed by reporters in stories in print and broadcast media is three
- The average duration of a sound bite in broadcast media is nine seconds
- The average length of a quote in print media is 27 words

This does not mean the JIS will limit media briefings to 27-words or less. The rule involves fundamental messages, the **Three Most Important**, that you must convey at a given time. Ensure the first statement is one of empathy and concern. Include interagency cooperation in the response efforts. End with a call to action. These messages might be used again or change as the situation evolves.



4.3 Media Relations and Coordination

Traditional media remains one of the key stakeholders in the JIS process. Positive working relationships with the media help tremendously during incidents. The media takes their role of disseminating emergency information seriously and they represent an important link to informing the community. On a regular basis, the County PIO will update media contact lists and share with the EMD PIO for JIS readiness. In addition, the County PIO will provide local media with a contact list with after-business hours contact information. The EMD PIO will update the OA PIO roster every six months. The PIO roster will include e-mail addresses, telephone numbers, social media accounts, websites, any available redundant communications systems, and bilingual or special skills.

To help build these relationships the JIS group will:

- Cultivate positive relationships through the regular response to media inquiries
- The JIS/JIC will coordinate with media outlets to ensure information provided by the JIC is presented in multiple accessible formats to ensure it reaches as many people as possible. This involves:
 - Including sign language interpreters in the frame next to spokespersons during media briefings and news conferences. Whenever possible, the OA will use American Sign Language interpreters who are also certified in disaster response language by the Governor's Office of Emergency Services (Cal OES)/ Access and Functional Needs Division. This certification is only a requirement if the Governor is attending the news conference. All ASL interpreters used by the OA during news conferences or community meetings, must be trained and certified by duly verified ASL interpretation provider
 - Ensuring television stations present important information in both video and audio formats. For example, instead of just showing the hotline number on the screen, it should be read aloud as well. Also, when showing a map there should be audible descriptions of the impacted areas
 - Ensuring crawling messages that often appear in the bottom of the screen do not interfere with closed captioning messages
- Provide escorted access for filming and photographing emergency operations that does not interfere with response or recovery operations
- The following must be adhered to regarding providing media access to shelters, reception centers and local assistance centers (LAC):
 - Post signs instructing members of the media to check in
 - Notify the Shelter Manager, Reception Manager or LAC Manager of such an arrival and escort them to explain operations and answer questions
 - Provide interviews outside of the shelter, reception center or LAC to prevent any intrusion of privacy or breach of private information among displaced residents and shelter workers
 - Identify residents willing to talk about their experiences, rather than allow media to randomly interview people in the shelter, reception center or LAC
 - Require permission from the displaced resident for close-up photos and videos
 - Do not allow media to film or record in dormitories or near the registration desk where



- personal, private information is exchanged between displaced residents and shelter workers/reception center workers/LAC workers
- Media may be provided access to LACs after normal operating hours when displaced residents are not present and exchanging personal information
 - In the event of a shelter, reception center or local assistance center in a geographically isolated area, media may be provided an area within the shelter/reception center for respite from extreme weather. Media should be provided a private area away from the dormitory and registration area

4.4 Social Media Strategy

The public's reliance on smartphones, tablets and computers creates higher interconnectivity and social connectedness. Residents use social media for official sources of information and to confirm information received through other networks. In addition, social media enables community members to function as citizen reporters by commenting on their observations, as well as posting photos and videos of response and recovery activities.

Effective social media use allows for the JIS to connect directly and quickly with community members using language agreed upon from the JIS. The communication must be accurate, actionable, timely, more direct, interactive, and transparent. Social media use should also include video, audio, graphics, and hashtags agreed upon through the JIS. Whenever possible, accessibility features should be included such as closed captioning on videos or American Sign Language (ASL) interpreters.

The JIS will determine which account(s) will post on the incident based on the primary agency of the Lead PIO or IC/UC. See section 5.3.2 Social Media for more information.

4.5 Whole Community Strategy

Every effort will be made to communicate with members of the diverse segments of the community within the county, which may include, but are not limited to, people with disabilities and those with access and/or functional needs, those with limited English proficiency, and those who may not have access to traditional means of communication (e.g. TV, internet).

The communication needs of diverse populations are specific to the community's demographics and available support. News releases and information provided in shelters and local assistance centers will be tailored to meet the needs of people with disabilities and those with access and/or functional needs and language differences.

Many people with disabilities and those with access and/or functional needs rely on information, or verification of information, from organizations with which they already have an affiliation. Providing appropriately tailored information through these organizations will assist with more direct messaging. This may include providing a list of open shelters with the Inland Empire Disability Collaborative (IEDC) for distribution to service providers. EMD personnel co-chair the IEDC and will disseminate information to service providers, at the request of the JIS.



Some broad ways to define difficult to reach populations include:

- Physical, cognitive, or sensory disability
- Access and/or functional needs
- Limited language competence
- Cultural and/or geographic isolation
- Age considerations
- Transient populations

Reaching all constituents requires knowing what languages are spoken in the community. PIOs can identify resources and develop policies to address the language needs of their jurisdiction.

To meet the needs of those with limited English proficiency:

- PIOs should develop language access policies and protocol guidance. The County of Riverside Human Resources Department contracts with translation services. During imminent emergency situations, such as door to door evacuations, the Public Safety Answering Points (PSAPs) have translation services that can be used over the phone
- Documents communicating vital information to the public should be translated into the most prevalent languages spoken by the impacted community. For Riverside County these include Spanish, Korean and Chinese (both Mandarin and Cantonese)
- Translations should be reviewed and validated by native language speakers to ensure cultural competency
- Include messages that legal immigration status is not necessary to receive services from emergency services
- PIOs can pool resources and leverage assets with other agencies and services to meet translation needs
- If the OA Joint Information Center (JIC) is activated, The JIC will request a qualified American Sign Language (ASL) interpreter to be present at all news conferences and community meetings held by public officials. In addition, members of the JIC will request that media representatives include the ASL interpreter in the video frame. This requires the ASL interpreter positioned as close to the speaker as possible
- The JIC will also arrange for multi-lingual agency representatives to be present for foreign language media (e.g., Spanish speaking spokesperson to address the Spanish media market).
- Pictures, pictographs, and diagrams are easier to understand and interpret than verbal communication
- The JIS will work with audio/visual and graphics experts to have pictographs or infographics available for news conferences with significant contrasting colors. Pictures, pictographs, infographics, and diagrams are easier to understand or interpret than verbal communication.
- The JIS will request television stations present important information in both video and audio formats. For example, instead of only showing the hotline number on the screen, it should be read aloud as well. Also, when showing a map there should be verbal descriptions of the impacted



areas. This ensures the descriptions are included on the closed captioning services used by the deaf or hard of hearing community

- Ensure responder agency social network accounts also convey video, audio and accessibility features whenever possible. Pictures with captions, pictographs and infographics should be disseminated on social media and posted on responder agency websites
- Ensure that all relevant websites are compliant with ADA requirements
- Ensure that all Public Information products comply with applicable state and federal requirements for public messaging

Bilingual personnel will be used to conduct community outreach and build relationships between the response agencies and LEP residents. EMD, along with many other agencies in the OA, have Spanish language interpreters on staff who are available to translate written communications. In addition, the OA PIO roster will denote which PIOs also speak and write another language

4.6 Intergovernmental Affairs, Elected Officials, and VIPs

An effective JIS requires partnerships with:

- Impacted jurisdictions
- Responding agencies
- Utility companies
- Nongovernmental Organizations (NGOs)
- Elected Officials
- Very Important Persons (VIPs)

Many private-sector organizations are responsible for operating and maintaining portions of the county's critical infrastructure, including private utility agencies. In addition, these agencies must also provide for the welfare and protection of their employees in the workplace. Government and public affairs representatives for these impacted organizations have a role in the OA EOC. These agencies also play a role in the JIS to ensure public information specific to utility response and recovery operations is included in media releases. This may include, if available, an estimated timeframe for utility restoration.

NGOs provide shelter, emergency food supplies, counseling services, and other vital support services to support response and recovery of impacted and/or displaced residents and provide additional situational awareness from staff positioned in the field. This information will be relayed into the JIS through either the OA EOC or the Field Specialist who works with the NGOs, response partners, and private-sector organizations supporting relief efforts.

Elected officials play an important role in the JIS process by providing additional authority to the response and recovery efforts and serving as the elected official spokesperson during media interviews and news conferences. Community members look to elected officials for assurance on the response and recovery process. Elected officials selected to speak at news conferences will be the most appropriate elected official for the impacted jurisdiction(s). The number of elected officials providing comments at news conferences should be limited. Other elected officials may be present at the news conference, however,



not requested to speak. Other elected officials may, however, provide one-on-one interviews at the media's request.

Visits or requests for visits from elected officials and VIPs are managed by the JIC. The JIC will ensure for the following regarding elected officials and VIPs:

- Verify identities and determine their role/s for the event
- Determine the resources needed for tours, escorts, security, or media events
- Request resources from the EOC needed for tours, escorts, security, or media events
- Inform elected officials on their role/s as appropriate for the event
- Inform VIPs on community concerns and communication matters as related to the incident and the VIP visit.
- Prepare statements, arrange for news conferences, and coordinate news conference resources as appropriate for their role/s in the event/s



5. Message Dissemination

During an activation of the OA EOC and/or JIS, all news releases will be emailed to a pre-established Outlook email distribution list, as well as posted to WebEOC under the Joint Information System Board. This distribution list includes all OA contacts (e.g., jurisdiction and agency emergency management contacts), the OA PIO Roster, as well as media contacts.

News releases and pictographs may also be distributed to service providers for the disabilities, access, and functional needs community for distribution to their clients via the Whole Community Coordinator at the OA EOC.

5.1 Spokespersons

When possible, the lead agency for the incident will provide the spokesperson(s) for the JIS. The Information Dissemination Unit Leader will schedule and prepare lead agency spokespersons prior to any news conference. Depending upon the incident, multiple spokespersons may be required from both primary and supporting agencies to share the key messages of the JIS. Spanish speaking spokespersons will be identified for Spanish media interviews.

The following outline is a guide for news conferences:

- Elected officials' statement
 - Offer assurance, statement of empathy
 - Collaborative response/recovery effort
- Primary agency(ies)
 - Provide public safety update (e.g., timeline, latest information on response efforts, field resources working on the incident, numbers injured/deceased, number of homes damage/destroyed)
 - Collaborative response/recovery effort
- Supporting agency(ies) statement
 - Community update (e.g., services available to impacted residents, roads closed/reopened, government services closed/reopened, schools closed/reopened)
 - Collaborative response/recovery effort

5.2 Media Outlets

A list of media outlets for Riverside County, including both the Los Angeles and Coachella Valley broadcast media markets, is maintained as a separate list by the County PIO, and shared with EMD. The JIS will disseminate information to as many media outlets as determined as needed by the incident, with specific attention to include Spanish speaking outlets. During level one or two activations of the JIS, news releases will be translated into Spanish for the Spanish media outlets.

5.3 Communications Systems

The OA has a multitude of tools available to assist in the dissemination of emergency public messages. It



is the responsibility of the lead PIO to initiate the use of all applicable communication platforms to reach the intended audience for the response. The tools listed below are intended to complement each other in distributing emergency public messaging. A consistent message should be distributed across all channels and altered to accommodate the tool being used to minimize any confusion due to conflicting information.

5.3.1 Websites

The County of Riverside Emergency Management Department maintains a website, www.RivCoReady.org, for the general public with a response page listed under Active Incidents. During an activation of the OA EOC, the RivCo Ready site serves as a place for news releases, fact sheets and pictographs. Additionally, OA jurisdictions maintain and update their own websites with important activation information. The Lead PIO will determine which website(s) will be included in news releases and act as the official source for all JIS information.

5.3.2 Social Media

Social media is a powerful tool in timely, information dissemination. The JIS will have access to the Lead Agency(ies) social media accounts to include information for all supporting agencies. Social media posts will include information from approved news releases or information available to the established information line.

The JIS will determine which account(s) will post on the incident based on the primary agency of the Lead PIO or IC/UC. All other responding agencies will retweet information posted from the primary accounts, or post which social media accounts to follow for accurate information.

5.3.3 Alert RivCo

Alert RivCo is the county's mass notification system, coordinated by the Public Information Officer to rapidly notify residents, businesses and visitors in Riverside County of important protective actions. The system is maintained by EMD, in partnership with the Riverside County Sheriff's Office and CALFIRE/Riverside County Fire Department. Alert RivCo may be used to contact residents by phone or text message. Landline phone numbers are purchased from E911 database vendors, but other phone numbers, including cell phone and Voice Over Internet Protocol (VOIP) numbers must be registered using the Alert RivCo registration page at www.RivCoReady.org/AlertRivCo.

Several cities also use mass notification systems including: Corona, Moreno Valley, Palm Springs, Riverside and Temecula. If one of these cities is impacted, the city emergency services coordinator and county Alert & Warning Coordinator will determine if the city or the county (or both) will issue the alert through their respective systems.

See Attachment I for Alert and Warning message templates.



5.3.4 Emergency Alert System

The Emergency Alert System (EAS) provides the public with immediate messages that affect life and property. This network of radio, television broadcast stations and cable television entities cooperate on a voluntary, organized basis to broadcast local and state warnings. Federal warnings are mandatory to broadcast.

Messages normally enter the system via specialized equipment at three points: (1) EMD. The EAS standard operating procedures are in the EOC, (2) the National Weather Service (NWS) office in San Diego and (3) California Highway Patrol (CHP). These messages are received by all Local Primary 1 (LP-1) stations and then relayed to all other radio, television broadcast stations and cable companies within the county. Any message transmitted from either EMD or NWS will be broadcast countywide via all the stations and cable companies within the county.

EAS should only be used in situations where other means of notification will either be too slow or not cover a broad enough area. EAS should be used for acute situations that affect, or could affect, the safety or well-being of the public. Because of the widespread coverage of this system, best judgment is required when requesting the issuance of an EAS.

5.3.5 Wireless Emergency Alerts

Riverside County may also send Wireless Emergency Alerts (WEA) to all cell phones from participating cell phone carriers within a designated geographical area. Since WEA alerts are selected through affected cell phone towers, this system has the potential to reach more transient populations, including visitors and commuters. There is no registration required to receive WEA messages, however, community members can opt out directly on their cell phones under settings.

WEA messages are not affected by network congestion like phone calls and text messages; however, they are limited to 90 characters. A WEA message should show the type and time of the alert, the action required and where to get more information. WEA messages should complement Alert RivCo messages, not used in placement of Alert RivCo. Oversight of this program is performed by the Federal Communications Commission (FCC) and the FEMA.

5.3.6 Public Information Lines

Constantly available, live phone service is essential to county residents in the event of a local or state emergency. The EOC, as well as the other agencies, such as the Riverside County Fire Department, operate public information lines for residents to find out the latest information related to the disaster.

The information line activated and published for residents will be determined by the Lead PIO, with approval from the IC or UC. Impacted jurisdictions are expected to send personnel to the established information line for surge capacity.

Information Line call takers the most current information from the Information Dissemination Unit Leader. This ensures call takers relay accurate information to community members. Call takers may also forward calls back to the OA EOC or local jurisdictions' EOC if there are specific requests beyond the



information available to them.

Call takers will be trained on relay services and video relay services that are primarily used for deaf or hard of hearing residents. There will always be a Spanish-speaking call taker available for primary Spanish-speaking callers. Call takers will be trained on how to respond to residents requesting accommodations for access and/or functional needs.

5.3.7 Recorded Message Public Information Lines

The OA has established public information lines that are available for media and/or community information. The recorded message line will alleviate significant call volume from the established call center from members of the public who want to listen to the latest information and do not have specific questions requiring a live person. The phone numbers and recording instructions are available from the OA EOC and/or EMD PIO.

Likewise, specific recorded message lines for the media will slightly curtail call volume into the JIS from media outlets. Non-local media outlets that are not sending representatives to Riverside County to cover the story may be sufficiently served by the recorded message line. The recorded media line is particularly beneficial during slower moving events, such as public health emergencies or sustained operations.

The Message Dissemination Unit Leader will record, or assign a PIO in the JIS, to record updates to the automated recording. The message should state information is current “as of ____ a.m./p.m.” A schedule to update the recorded lines should be in conjunction with media briefings, news conference schedules or when evacuation status changes.

5.3.8 Translation Services

Translation services are available through EMD and county contracts as well as a language line via the public safety answering points (PSAPs). Spanish speakers will always be made available for the Alert & Warning unit and the EOC Information Line.

Foreign language media outlets covering Riverside County include Spanish speaking outlets. An effort will be made to disseminate news releases in Spanish to these outlets, as well as identify Spanish speaking spokespersons. The OA PIO Roster will aid in this effort by identifying PIOs who are bilingual in other languages. Additional Spanish speaking translators work within EMD and are available for translation upon request.

5.3.9 News Conference, Public Forums and Community Meetings

News conferences are an integral part of the public information function before (when possible), during, and after an emergency. A well-crafted news conference needs to identify important facts to share with the public, such as public resources, the importance of following protective actions, and what to expect in the immediate future.

There may be multiple spokespersons participating in a news conference, public forum, or community meeting. For example: the fire spokesperson will be the expert on fire-driven incidents, the law



enforcement spokesperson will be the expert regarding evacuation orders, and public works will be the expert on debris and mud flows. There may be times when one spokesperson for all aspects of the incident is sufficient. In complex incidents, a unified approach with multiple spokespersons is acceptable.

The JIS will request a qualified American Sign Language (ASL) interpreter to be at all news conferences. When possible, ASL interpreters should have credentialing in the Cal OES Disaster Response Interpreter Program, offered from the Cal OES Access and Functional Needs Office. This certification, however, is only required if the California State Governor attends an OA news conference. Should the Governor plan to attend an OA news conference, the JIS will attempt to locate this resource. If none are available, however, the resource will be filled by Cal OES. Whenever using ASL interpreters, the interpreter must be employed by a trusted and verified ASL translation service.

Including elected officials in news conferences is important to demonstrate unity and a common purpose during an emergency. Elected officials offer assurance to the community, statements of empathy and an understanding that many agencies are involved in the response efforts.

The JIS Information Production Unit Leader will provide tools or guidance for all spokespersons and elected officials with a speaking role at the news conference, such as:

- Prepare talking points and key messages
- Coordinate talking points among all speakers at the news conference
- Anticipate questions and prepare appropriate answers
- Highlight public resources

5.3.11 Traplines and Sandwich Boards

Traplines are established in Level One JIS activations. Trapline locations in high foot traffic areas where current public information is posted for impacted residents, visitors, and business owners to read. Trapline locations may be reception centers, shelters, local assistance centers, community centers, homeowners' association clubhouses, houses of worship, post offices, libraries, grocery stores, motels, and convenience stores.

Considerations to be taken into account when establishing traplines are locating areas with better air quality, areas people can access (i.e., roads are open leading in and out of the trapline), if there are any established community boards/traplines already in existence in the area.

Content posted on traplines should mirror what is posted on social media and primary agency websites. Content includes updates on the response and recovery efforts; open reception centers, shelters, and local assistance centers; road and school closures; community services available; government services available; call center phone numbers; maps with road closures and available services. If PIO resources are available, a PIO should stay at the trapline to answer community questions in person.



6. Position Guides

6.1 Operational Area EOC Public Information Manager

The Operational Area EOC Public Information Manager is responsible for all the following activities (may be delegated as necessary):

- ☐ Check-in upon arrival at the EOC
- ☐ Report to EOC Director and obtain a briefing on the situation
- ☐ Coordinate public information with local primary response agencies, including clarifying authority for public safety concerns
- ☐ Establish what websites will post information
- ☐ Establish what social media accounts will be the primary agencies
- ☐ Establish uniform hashtags for social media use
- ☐ Establish a deadline for the first official news release to the public if release has not already occurred.
- ☐ In a level one activation: Conduct conference call to determine if physical JIC location is necessary. If there is a determination to establish a JIC:
 - ☐ Determine operating location, use Attachment A as a resource for potential locations.
 - ☐ Coordinate with OA EOC Logistics for necessary equipment
 - ☐ Determine required positions and make calls to staff JIC
- ☐ Establish communication plan to include:
 - ☐ Key messages
 - ☐ Target audiences
 - ☐ Methods of communication
 - ☐ Establish media briefing schedule (consider 24-hour media cycles)
- ☐ Meet with Communications Unit Leader in OA EOC to ensure logistical support:
 - ☐ Obtain briefing of communications capabilities and restrictions, including Alert RivCo, EAS messages, and IPAWS/WEA messages
 - ☐ Establish operating procedure with Communications Unit for use of telephone,



computer, and radio systems. Make any priorities or special requests known

- ☐ Establish content for Alert RivCo, EAS and IPAWS/WEA releases, coordinated with primary agencies involved in response
- ☐ Determine 24-hour staffing requirements and request additional support as required
- ☐ Coordinate with state and federal agencies on message development and dissemination
- ☐ Assist in planning with adjacent jurisdictions for media visits
- ☐ As required, periodically prepare briefings for the government liaison, jurisdiction executives or elected officials
- ☐ Ensure that a rumor control function is established, including social media monitoring
- ☐ Monitor broadcast, online, print and radio media outlets
- ☐ Ensure that file copies (e.g., hard copies with signed approvals) are maintained of all information released
- ☐ Provide copies of all releases to the EOC Director
- ☐ Keep the EOC Director advised of all unusual requests for information, rumors and trends, or politically sensitive media comments
- ☐ Conduct shift change briefings in detail. Ensure that current objectives are identified
- ☐ Ensure that all required forms or reports are completed prior to release and departure when authorized by the EOC Director
- ☐ Maintain reports and records, as needed, regarding the operation of a JIC. Such reports may be included after action reports or incident response briefings
- ☐ Provide invoices for and/or estimates of expended resources to the appropriate staff following the deactivation of a JIC
- ☐ Provide input to the after action-corrective action report



6.2 JIC Manager

The JIC Manager is responsible for all the following activities (may be delegated as necessary):

- ☐ Execute plans and policies as directed by the Lead PIO and OA EOC Public Information Manager
- ☐ Supervise all operational and administrative activities, including staffing and inter-office communications
- ☐ Ensure proper set up of JIC
- ☐ Oversee all operations of the JIC
- ☐ Set staff work hours and daily operating schedule
- ☐ Develop a daily operating schedule with communication priorities and media briefing schedules
- ☐ Brief the first shift of JIC personnel
- ☐ Gather Command Message(s) from the PIO for the Production and Dissemination Sections
- ☐ Coordinate with the PIO and JIC staff on messages and strategies for researching target audiences
- ☐ Ensure preparation for news briefings and news conferences
- ☐ Debrief JIC personnel at the end of the shift
- ☐ Edit and obtain approval from the PIO for news releases and other documents
- ☐ Assume responsibilities of the Lead PIO and OA EOC Public Information Manager as directed



6.3 Information Gathering and Verification Unit Leader

The Information Gathering and Verification Unit Leader – Responsible for all the following activities (may be delegated as necessary):

- ☐ Compare and verify facts and other information with all PIOs supporting the JIS/JIC
- ☐ Collect and verify facts and other information from relevant sections within the OA EOC for clear communication with operations in the field
- ☐ Collect and verify facts and other information from on-scene command for ongoing, official information on the response and recovery effort
- ☐ Display facts on all status boards in the JIC and within WebEOC
- ☐ Monitor local television, radio stations and internet for accuracy, content, and trends regarding the incident
- ☐ Monitor social media platforms to see what the community is publicly sharing about the incident
- ☐ Gather information about the incident and display it in the JIC so that it is easily accessible.
- ☐ Collect all incident-related news and editorial items from print and electronic media
- ☐ Analyze information gathered through news clips, telephone conversations, internet, community meetings and news conferences
- ☐ Distribute incident-related news, editorial items, fact sheets, etc. to appropriate personnel



6.4 Information Production Unit Leader

The Information Production Unit Leader – Responsible for all the following activities (may be delegated as necessary):

- ☐ Produce written news releases, media advisories, public service announcements, fact sheets, briefing packets, and other publications
- ☐ Route all documents, photos, video, and other materials to PIO for approval (accurate information is essential in preventing public confusion, loss of credibility and/or adverse publicity)
- ☐ Update and manage incident website
- ☐ Update and manage incident social media sites
- ☐ Take and disseminate news photos and video of the incident
- ☐ Produce and gather graphics and logos for the incident
- ☐ Communicate with Whole Community Coordinator at the OA EOC
- ☐ Obtain approval from IC/UC or DES for all releases, advisories, and other materials



6.5 Information Dissemination Unit Leader

The Information Dissemination Unit Leader— Responsible for all the following activities (may be delegated as necessary):

- ☐ Determine primary media outlets for disseminating releases, including local and national media
- ☐ Responsible for maintaining:
 - ☐ Media lists
 - ☐ Media logs
 - ☐ Community leaders
 - ☐ Logs of all information released
- ☐ Coordinate community outreach programs
- ☐ Determine need to organize community or town hall meetings
- ☐ Prepare appropriate personnel for speaker presentations, news conferences, community meetings, single media interviews, and special events
- ☐ Schedule appropriate spokesperson necessary to conduct interviews with the media, community, and distinguished visitors
- ☐ Advise the Lead PIO and OA EOC Public Information Manager of times for news conferences and community meetings



6.6 Field Unit Leader

The Field Unit Leader – Responsible for all the following activities (may be delegated as necessary):

- ☐ Coordinate with the Safety Officer to ensure it is safe to escort others to the incident scene
- ☐ Ensure media are properly equipped and informed
- ☐ Escort media to incident scene or other field locations
- ☐ Take photos and video of incident scene and provide to Information Production Unit Leader
- ☐ Gather facts from incident scene and provide to Information Gathering and Verification Unit Leader
- ☐ Disseminate approved incident information to members of the media and public, provided by the Information Dissemination Unit Leader.
- ☐ Update and maintain approved information posted at trapline locations
- ☐ Ensure information posted in traplines is current and free from discrepancies or inaccuracies
- ☐ Ensure no conflicting information is posted on traplines from outside groups
- ☐ If possible, stay at trapline to answer community questions and concerns



6.7 JIC Administration Unit Leader

The JIC Administration Unit Leader – Responsible for all the following activities (may be delegated as necessary):

- ☐ Create and maintain JIC documentation, including daily JIC assignments, daily sign in sheets and staffing schedules
- ☐ Create and maintain a casebook with all public information about the incident that can be used for post-incident information requests and evaluations. The casebook should contain:
 - ☐ All news releases, fact sheets, talking points and key messages generated by the JIC, with signed approvals from the IC/UC or DES
 - ☐ Copies of all news clips
 - ☐ Copies of all JIC-produced videos, photographs, maps, and other visuals
 - ☐ Media contact log
 - ☐ Copies of legal notices
 - ☐ Copies of all incident-specific reports that contain daily updates, pollution reports, air quality reports, situation reports, public health reports, etc.



7. Planning Assumptions

- Emergencies and disasters may occur anytime with little to no warning, and may result in extensive injuries, deaths, and damage
- An effective public education campaign that focuses on actions the community must take to prepare for disasters will help save lives and property
- In an emergency, there will be a high demand for timely and accurate information regarding the entire incident response and any specific protective actions the community must take for their safety and well-being
- The local media plays an essential role to broadcast, publish, and post on all available platform's disaster-related instructions for the community
- Depending on the severity of an emergency, regional and national media may also cover the story and increase substantially the demand for information and comment from local officials
- Normal means of communication in the affected areas may be extensively damaged or unavailable; therefore, limited, and incomplete information from the incident response is anticipated until redundant communication systems are established
- Information is often incomplete during a disaster. Rumors spread quickly on traditional and social media and it may be hours before officials validate complete information. The lack of information, contradictory information, or rumors may cause unnecessary fear and confusion
- Upon activation of the OA EOC, a standing objective is to establish, maintain and support the JIS. Responding agencies will provide information to the JIS to address community concern about the incident, response activities and necessary protective measures for the public. A functioning JIS ensures the same accurate information is disseminated to the public
- During a countywide or large disaster, a Joint Information Center (JIC) may be established to coordinate the dissemination of information about all city, special district, tribe, county, State and Federal disaster response and recovery programs
- An activated JIC will disseminate information to the community faster, more accurately, more thoroughly, and with less risk of conflict compared to when it is segregated among different agencies
- The JIS and OA JIC may be activated with or without the activation of the OA EOC. Cities within Riverside County may also activate city specific JICs. The State of California may also activate a JIC for state agency information
- The activation of the JIS and OA JIC, if necessary, will result in the pooling of public information resources so that each agency is coordinating together with far greater efficacy than if it was functioning alone
- Trained support personnel will be sufficiently available from both impacted and non-impacted jurisdictions to support the activities of the JIS. Should the needs of the incident be greater than the available PIOs within the OA, the OA will request Emergency Management Mutual Aid (EMMA) from throughout California, and if necessary, Emergency Management Assistance Compact (EMAC).
- The demand for information from the media will be significantly increased in a disaster, and will likely include national and international media outlets, in addition to established local media relationships
- News releases from State of California agencies shall be coordinated with the designated County PIO and/or JIS so as not to conflict with local releases originating from the IC/UC or EOC
- Rumor control procedures directed by the designated County PIO, and/or Lead PIO within the JIS, should prevent incorrect information from affecting emergency response activities
- Response agencies within the OA maintain listings of media contacts and rely on those contacts and networks for the dissemination of emergency public information. The OA EOC and JIC will have access to these media contact lists during activations



- The County of Riverside Emergency Management Department maintains multiple alerting tools to communicate directly with the public during an incident to inform them of protective actions they must take for their safety and well-being, reference ESF 16: Alert & Warning. Multiple city jurisdictions also maintain city-specific alerting tools to communicate directly with impacted community members. The JIS will have the ability to disseminate coordinated information using these alerting tools through the OA EOC and/or city EOCs
- Depending on the severity of the incident, telephone and internet communications may be sporadic, interrupted, or impossible. In addition, local radio, online media outlets and television stations without emergency power may also be off the air. During these situations, non-traditional means of communicating with the media and directly to impacted community members must be established and implemented. Non-traditional means of communicating include setting up trap lines in shelters or local assistance centers, town hall and community meetings, in addition to traditional news conferences and news releases
- The JIS will schedule regular conference calls among PIOs from impacted jurisdictions who are not able to physically collocate at the OA JIC. These conference calls will schedule news conferences and town hall meetings among all impacted jurisdictions to ensure they do not conflict with each other



8. Attachments

Attachment A – JIC Activity Log

JIC 214 – Activity Log		How to use this form: Purpose: - Record major decisions, activities, and products from your position during this operational period. Used as a means of documentation and to inform staff who work in the next operational period of past action. When to fill out: As major decisions, actions and products are made Completed by: - Everyone working in the JIC Signed by: - Person completing Send to: - Put original in Unit Leader folder for next shift to reference - Send one copy to the JIC Administrative Unit
1. Date	2. Time	
3. Operational Period:		
4. Section:		
Decisions, Major Actions, Documents/Products Developed and Policy Changes		
Time	Description	
Prepared by:		
Position:		



Media Inquiry Log

Date:

Emergency Support Function 15
External Affairs



General Inquiry Log

Date:

Emergency Support Function 15
External Affairs



JIC Sign in Sheet

Incident Name:

Date:

[illegible]



Rumors and Trends Log

Date:

Emergency Support Function 15
External Affairs



Attachment F – News Release Template

**RIVERSIDE COUNTY
OPERATIONAL AREA
NEWS RELEASE**

IMPACTED JURISDICTIONS LOGOS

FOR IMMEDIATE RELEASE

Contact: Media Relations Unit Leader
phone number, email

Title – 28 pt. font

NAME OF CITY – Body of text.



Attachment G – Fact Sheet Template

RIVERSIDE COUNTY
OPERATIONAL AREA
FACT SHEET

IMPACTED JURISDICTIONS LOGOS

FOR IMMEDIATE RELEASE

Contact: Media Relations Unit Leader
phone number, email

Title – 28

pt. font

NAME OF CITY – Insert applicable facts, charts, graphs, bullet point lists.



Attachment G – Message Map Template

Message Map Template
Risk Communication Workshop
Vincent T. Covello, Ph.D.
© 2002

Stakeholder:

Question/Concern/Issue:

Key Message 1.

Keywords:

Key Message 2.

Keywords:

Key Message 3.

Keywords:

Keywords:
Supporting
Information
1.1

Keywords:
Supporting
Information
2.1

Keywords:
Supporting
Information
3.1

Keywords:
Supporting
Information
1.2

Keywords:
Supporting
Information
2.2

Keywords:
Supporting
Information
3.2

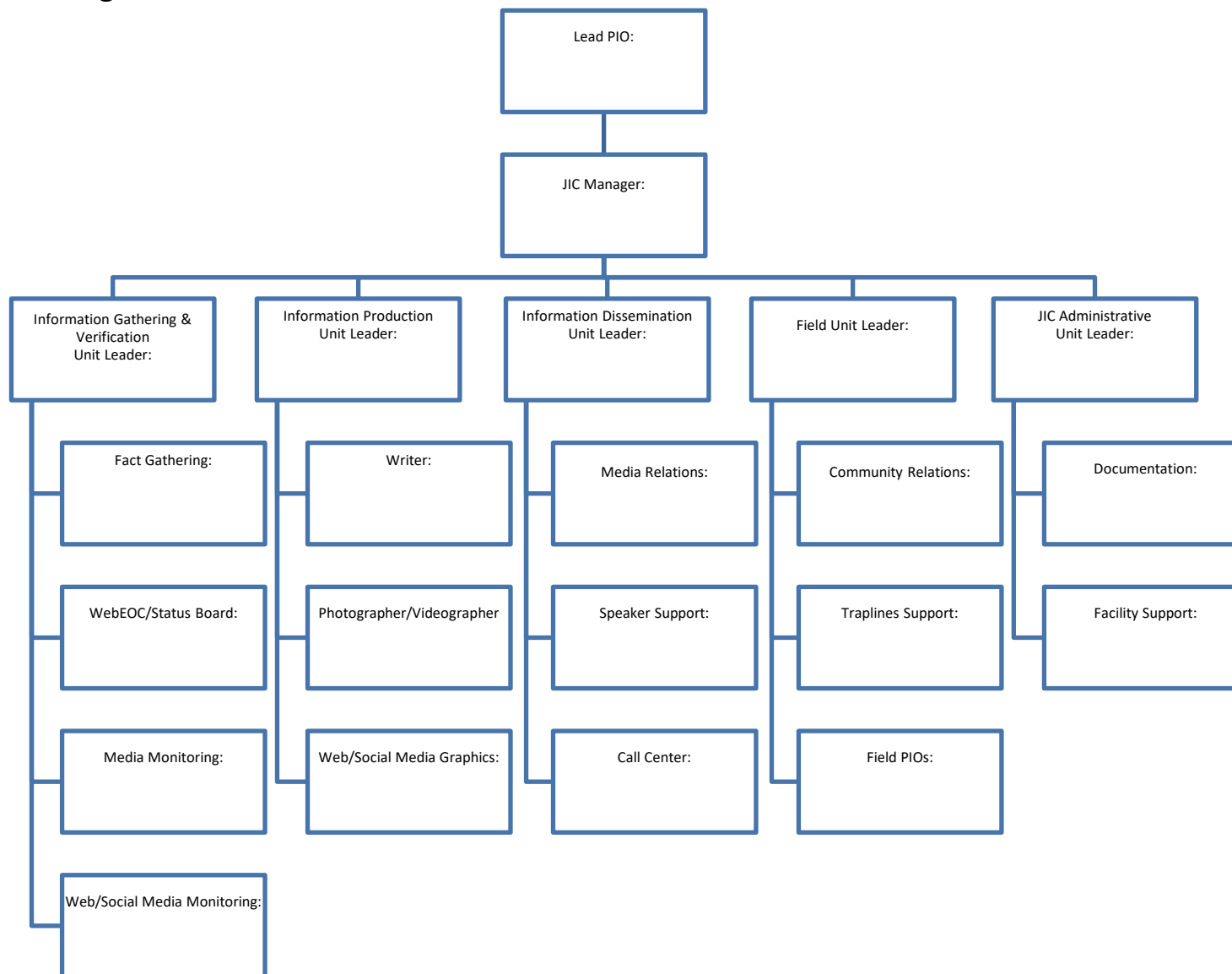
Keywords:
Supporting
Information
1.3

Keywords:
Supporting
Information
2.3

Keywords:
Supporting
Information
3.3



Attachment H – Organizational Chart





Attachment I – Alert and Warning Templates

1. Mandatory Evacuation - All Hazards

- a. **Voice message:** This is an alert from the *[jurisdiction name]*. _____ *[insert hazard, e.g. a fire]* is affecting the area(s) of _____. The following area is ordered to evacuate: *[list streets or easily identifiable communities, e.g., west of Main St, east of A St, North of B St, South of C St]*. A shelter is open at _____ *[list location name]*. For more information, please call *(provide jurisdiction phone number)* or visit *(insert responding jurisdiction's website)*. In case of emergency, dial 911.
- b. **WEA/IPAWS text-** *[Community name]* is ordered to evacuate. Shelter open at *[shelter location]*, call *[phone number]*
- c. **Approved by:** _____
(Name, position, date, time)

2. Voluntary Evacuation – All Hazards

- a. **Voice message -** This is an alert from the *[jurisdiction name]*. _____ *[insert hazard, e.g. a fire]* is affecting the area(s) of _____. The following area must prepare for evacuation: *[list streets or easily identifiable communities, e.g., west of Main St, east of A St, North of B St, South of C St]*. A shelter is open at _____ *[list location name]*. For more information, please call *(provide jurisdiction phone number)* or visit *(insert responding jurisdiction's website)*. In case of emergency, dial 911.
- b. **WEA/IPAWS text-** *[Community name]* must prepare to evacuate. Shelter open at *[shelter location]*, call *[phone number]*
- c. **Approved by:** _____
(Name, position, date, time)

3. Shelter in Place – All Hazards

- a. **Voice message -** This is an alert from the *[jurisdiction name]*. _____ *[insert hazard, e.g. a fire]* is affecting the area(s) of _____. You must stay or go inside, close all windows and doors. *[If applicable, add: Turn off heating and air conditioning systems.]* Wait for further instructions. For more information, please call *(provide jurisdiction phone number)* or visit *(insert responding jurisdiction's website)*. In case of emergency, dial 911.
- b. **WEA/IPAWS text –** Hazardous materials by *[Community name]*. Stay inside close windows doors and turn off AC.
- c. **Approved by:** _____
(Name, position, date, time)

4. All Clear

- a. **Voice message -** This is an alert from the *[jurisdiction name]*. The evacuation orders for the following areas have been lifted: *[insert areas where evacuations are lifted]*. Please use caution returning home. In case of emergency, dial 911.



- b. **WEA/IPAWS text** – Evacuation orders for [Community name] are lifted. Use caution returning home.
 - c. **Approved by:** _____
(Name, position, date, time)
- 5. **Boil water advisory**
 - a. **Employee call** - This is an official message from the Riverside County Public Health Department. A boil water advisory was issued. You are asked as a precaution to bring your water to a rolling boil for one minute and cool before drinking or cooking. This is a precaution and water tests are ongoing. For additional information, please call (*provide phone number*) or visit www.rivcoph.org. In case of emergency, dial 911. Thank you.
 - b. **WEA/IPAWS text** - Boil water advisory issued, bring water to a rolling boil for 1 min before drinking.
 - c. **Approved by:** _____
(Name, position, date, time)



Attachment J – Satellite Phone Directory



EMD Staff Satellite Phone Numbers

First Name	Last Name	Branch	Position	Satellite Phone Number
Bruce	Barton	BFD	EMD Director	8816-234-86286
Mark	Bassett	OPS	Emergency Services Manager	8816-234-40093
Dan	Bates	REMSA	Senior Emergency Medical Services Specialist	8816-234-17031
		OPS	Emergency Services Coordinator	8816-224-37854
Dennis	Day	OPS	Emergency Services Coordinator	8816-224-68710
Trevor	Douville	REMSA	Emergency Management Program Supervisor	8816-514-59246
		OPS	Emergency Services Coordinator	8816-234-40088
Michelle	Kelly	OPS	Emergency Management Program Supervisor	8816-234-49227
Ramon	Leon	BFD	EMD Deputy Director	8816-224-67997
Ralph	Mesa	OPS	Emergency Services Coordinator	8816-224-32375
Shane	Reichardt	OPS	Senior Public Information Officer	8816-224-37852
Diana	Rockett	OPS	Emergency Services Coordinator	8816-234-40071

Department of Public Health

First Name	Last Name	Branch	Position	Satellite Phone Number
Barbara	Cole	Disease Control	Program Chief II	8816-224-92092
Danielle	Huntsman	Public Health	Deputy Director	8816-224-92098
Cameron		Public Health	Public Health Officer	8816-224-92091
		Public Health	Deputy Director	8816-224-92095
Michael	Osuri	Public Health	Assistant Health Director	8816-224-92094
Errin	Rider	Public Health Lab	Program Chief II	8816-224-92093
Kim	Saruwatari	Public Health	Director of Public Health	8816-224-92096

California Office of Emergency Services

First Name	Last Name	Branch	Position	Satellite Phone Number
Jim	Acosta	CAL OES Southern Region	Senior Emergency Services Coordinator	888-816-5015
Karla	Benedicto	CAL OES Southern Region	Emergency Services Coordinator	877-276-9265
Sonia	Brown	CAL OES Southern Region	Senior Emergency Services Coordinator	888-823-4729
Cody	Gallagher	CAL OES Southern Region	Emergency Services Coordinator	888-823-4729
Doug	Huls	CAL OES Southern Region	Emergency Services Coordinator	888-816-5011
Sherryl	Jones	CAL OES Southern Region	Emergency Services Coordinator	Pending
Yolande	Love	CAL OES Southern Region	Emergency Services Coordinator	877-568-2796
Jenny	Novak	CAL OES Southern Region	Emergency Services Coordinator	877-314-5719
Joanne	Phillips	CAL OES Southern Region	Senior Emergency Services Coordinator	877-327-2166
Cruz	Ponce	CAL OES Southern Region	Emergency Services Coordinator	888-823-4738
Jeff	Toney	CAL OES Southern Region	Regional Administrator	877-469-2971
Dan	Weiss	CAL OES Southern Region	Deputy Regional Administrator	888-823-4735



Attachment K – Translation Services

The County of Riverside has contracts with the following providers for American Sign Language services:

1. Western Interpreting Services
2. RISE Interpreting, Inc
3. Dayle McIntosh

The JIS/JIC Manager must complete a Sign Language Interpreter Request Form found on the County of Riverside’s Human Resources website. The form must be complete and signed by the EOC Director and routed to the Logistics Section for processing. For increased chances to locate two qualified ASL interpreters in time for the news conference or community meeting, provide as much notice as possible to the interpreting agencies and note the event will be broadcasted and/or livestreamed on social media channels.

For Spanish translation, the EOC Alert & Warning section will staff a Spanish interpreter to translate all Alert RivCo messages and social media messages. When the EOC Information Line is active, a Spanish call taker will always be available. Spanish speaking responders to the EOC are regularly employed County of Riverside employees who receive bilingual pay.

Spanish speaking translators will also be available at all community meetings to assist with translation for Spanish-speaking residents.



Emergency Support Function 16: Evacuation and Re-Entry

County of Riverside Riverside County Operational Area (OA)



2025 Update

County of Riverside
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. Most of this annex is available for public review. Refer any request for a copy of this document to County of Riverside Emergency Management Department (EMD) (951) 358-7100.



Riverside County EOP Emergency Support Function #16: *Evacuation and Re-Entry*

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	~~Riverside County Sheriff's Department~~ /Riverside County Sheriff's Office (RSO)
Supporting Agencies	Riverside Emergency County Department of Animal Services (DAS) County of Riverside Emergency Management Department (EMD) Riverside University Health System-Public Health (RUHS-PH) Riverside University Health System - Behavioral Health (RUHS-BH) Riverside County Department of Environmental Health (DEH) Riverside County Fire Department (RCFD) Riverside County Office on Aging Riverside County Agricultural Commissioner's Office California Governor's Office of Emergency Services (Cal OES) Law Enforcement Mutual Aid Region VI American Red Cross (ARC) Voluntary Organizations Active in Disasters (VOAD) California Highway Patrol (CHP) Transportation agencies

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
EOC Law Branch	▪ Establish evacuation strategy for impacted area(s) ▪ Ensure shelter locations and evacuation routes are aligned ▪ Communicate with the Operational Area Emergency Operations Center (OA EOC) Logistics Section to obtain required supplies, equipment, and personnel for evacuation ▪ Communicate evacuation transportation for people requiring additional or differently delivered assistance with the appropriate stakeholders ▪ Communicate with local transportation systems to provide assets for transportation ▪ Communicate the location for evacuation assembly points ▪ Ensure communications are available between key evacuation locations and evacuation vehicles ▪ Communicate animal evacuation resources ▪ Communicate with Hazardous Materials Team to determine evacuation versus shelter-in-place criteria ▪ Communicate with other local authorities, and the Regional Emergency Operations Center (REOC) as necessary, to ensure that the public is aware of the timeline, stages, and major routes and means of evacuation



Department	Responsibilities
	▪ Communicate public safety and security resources required to support the evacuation ▪ Communicate with specialty vehicles (e.g., Para-transit like vehicles) that will be required to support the evacuation ▪ Support evacuee re-entry strategy, which includes all tasks listed above
Supporting Agencies	▪ Provide direct support for the Riverside County Sheriff's Office field level and OA EOC evacuation response and re-entry operations ▪ Maintain communication with Riverside County Sheriff's Office representatives ▪ Provide regular situation status updates ▪ Provide transportation vehicles for evacuations ▪ Staff agency DOC and/or the OA EOC as required ▪ Activate and operate a shelter

1.3 Purpose

The Evacuation and Re-Entry Functional Emergency Support Function (ESF) provides an overview of evacuation functions, agency roles and responsibilities, and overall guidelines for the evacuation of people and animals from hazardous areas to areas of safety in incidents with and without warning. It describes the coordination of participating organizations and how the Riverside County Operational Area (OA) will manage the evacuation process before, during, and after the emergency. It is intended to be used as a template for the development of other jurisdictional evacuation plans and will support or supplement the evacuation plans prepared and maintained by each local jurisdiction.

1.4 Scope

This ESF applies to the OA, including all jurisdictions and special districts. It is intended to address the evacuation needs of the whole community. It is not intended to address the evacuation of any specific facility, such as a hospital, school, or assisted living center. Such facilities are required to have their own evacuation strategies. This ESF provides the following information:

- Criteria under which the County will support the evacuation process
- Agencies and organizations involved in supporting the evacuation function
- Roles and responsibilities of agencies in preparing for and conducting evacuations
- Concept of operations for carrying out an evacuation
- Guidelines to improve coordination when an evacuation is required



2. Concept of Operations (ConOps)

2.1 General Concepts

This ESF provides strategies to move large numbers of people out of harm's way in time to avoid being negatively impacted by an emergency. For most people, this will entail guidance to support their self-evacuation. For others who require additional or differently delivered response assistance the Riverside Operational Area Emergency Operations Center (EOC) will need to coordinate or support local jurisdictional plans for the mass transportation assets needed to assist in evacuations.

This Concept of Operations will outline the following elements of the evacuation and re-entry function:

- Evacuation and Re-Entry Primary Roles
- Evacuation Planning Considerations
- Law Mutual Aid
- Information Flow
- Organization and Structure
- Notification and Activation Procedures
- Designated Response Actions
- Deactivation Procedures

2.2 Overview

The ESF will follow basic protocols set forth in the OA Emergency Operations Plan (EOP) and the California Master Mutual Aid Agreement, which dictate who is responsible for an evacuation effort and how regional resources will be requested and coordinated. The overall objectives of emergency evacuation operations and notifications are to:

- Expedite the movement of persons from hazardous areas
- Institute access control measures to prevent unauthorized persons from entering vacated, or partially vacated areas. The Riverside County Sheriff's Office (RSO) or jurisdictional law enforcement agency may use discretion in allowing access for caregivers, personal care assistants, or other support personnel on a case-by-case basis as determined by the Incident Commander
- Provide for evacuation to appropriate transportation points, evacuation points, and shelters
- Provide/coordinate transportation for individuals who require assistance through specialized transportation capabilities and by means of mutual aid or other agreements.
- Control the flow and direction of evacuation traffic
- Account for the needs of individuals with household pets and service animals prior to, during, and following a major disaster or emergency
- Provide initial notification, ongoing, and re-entry communications to the public through the Joint Information Center (JIC)



- Assure the safe re-entry of the evacuated persons

The Riverside County Sheriff's Office (RSO) is the lead agency for executing evacuations of the unincorporated areas of Riverside County. In the incorporated cities, local law enforcement (or the Sheriff in contracted cities) will be the lead agency for executing evacuations. The RSO, as part of Unified Command (UC), assesses and evaluates the need for evacuations, and orders evacuations according to established procedures, which are outlined in this annex. Additionally, as a member of Unified Command, the RSO will identify available and appropriate evacuation routes and coordinate evacuation traffic management with the California Department of Transportation (Caltrans), the California Highway Patrol (CHP), other supporting agencies, and other jurisdictions.

The Decision to Evacuate

The decision whether to evacuate or shelter-in-place must be carefully considered with the timing and nature of the incident. This decision is made by first responders in the field by the established Incident Command (IC) or Unified Command (UC). An evacuation effort involves an organized and supervised effort to relocate people from an area of danger to a safe location. Tactical decisions, such as detailed evacuation areas, specific routes, road closures and temporary evacuation points are decided in the field by IC or UC based upon the dynamics of the incident.

Coordination of the Evacuation Process

If the emergency only impacts a local jurisdiction, the decision to evacuate will be made at the local jurisdiction level with regional collaboration.

- Based on the information gathered, local jurisdictions will make the determination on whether to evacuate communities as the need arises, on a case-by-case basis
- The decision to evacuate will depend entirely upon the nature, scope, and severity of the emergency, the number of people affected, and what actions are necessary to protect the public
- Local jurisdictions may activate their EOC and conduct evacuations according to procedures outlined in their EOP
- The OA EOC will support evacuation efforts
- The Evacuation Annex is automatically activated when an incident occurs requiring an evacuation effort that impacts two or more jurisdictions within the OA or when there is an evacuation in the unincorporated area necessitating response from the County

If the emergency impacts multiple jurisdictions within the OA:

- All impacted jurisdictions may activate their EOCs and the OA EOC will be activated, including the OA EOC JIC
- The OA EOC will begin obtaining situational awareness, understanding the severity of the incident
- The OA EOC will coordinate with fire, law enforcement, public health, and other



relevant support agencies to obtain recommendations on protective actions

- The OA EOC will coordinate with jurisdictional EOCs, emergency management personnel and other public safety personnel; the Policy Group within the EOC will coordinate with jurisdictional leaders across the OA to identify command decisions, including:
 - Gaining regional situational awareness
 - Determining response status
 - Reviewing status of initial protective actions
 - Considering additional protective actions
 - Evaluating public information needs
 - Determining next steps
 - Establishing a schedule for internal and external updates
- The OA EOC JIC will coordinate emergency public information to citizens in accordance with procedures established in ESF 15: External Affairs
- The OA EOC may support coordinating the evacuation response according to the OA EOP, including:
 - Providing transportation for those who need assistance through the activation of emergency transportation services agreements
 - Provide support for individuals requiring additional or differently delivered response assistance during the evacuation process, which may include, but is not limited to, helping with wayfinding, supervision, and language interpretation
 - Coordinate and communicate with the private sector, community-based organizations, and faith-based organizations to utilize services and resources available to support the response
 - Coordinate the provision of accessible care and shelter services



Evacuation Nomenclature

Evacuation orders should be issued when there is a clear and immediate threat to the health and safety of the population and it is determined that evacuation is the best option for protection. The County of Riverside will utilize nomenclature contained in FIREScope, to communicate evacuations:

Evacuation Warning: Alerts people in an affected area(s) of potential threat to life and property. An Evacuation Warning considers the probability that an area will be affected within a given time frame and prepares people for a potential evacuation order. Evacuation Warnings are particularly necessary when dealing with a variety of time dependent issues such as persons requiring additional time to evacuate themselves and/or large animals.

Evacuation Order: Requires the immediate movement of people out of an affected area due to an imminent threat to life.

Shelter-In-Place: Advises people to stay secure at their current location. This tactic shall only be used if an evacuation will cause a higher potential for loss of life. Consideration should be given to assigning incident personnel to monitor the safety of citizens remaining in place. The concept of shelter-in-place is an available option in those instances where physical evacuation is impractical. This procedure may be effective for residential dwellings in the immediately impacted areas, or for large facilities that house a high percentage of non-ambulatory persons (e.g., hospitals and skilled nursing facilities). Sheltering-in-place attempts to provide a safe place within the impacted area.



2.2 Evacuation Primary Roles

All agencies and organizations that will support the OA EOC Evacuation Re-Entry Unit are responsible for designating and training representatives of their agency and ensuring that appropriate agency specific standard operating procedures are developed and maintained. Agencies must also identify staff and maintain notification procedures to ensure appropriately trained agency personnel are available for extended emergency duty in the County EOC, agency DOC, or field command posts, as needed.

2.2.1 Riverside County Sheriff's Office Operations Center (DOC)

During any evacuation event that exceeds normal Riverside County Sheriff's Office capacity, the Riverside County Sheriff's Office Department Operations Center (DOC) will be activated. While the DOC is a specific location, elements of the DOC are performed concurrently by the Sheriff's Emergency Response Team regardless of the location. The law enforcement function, within Unified Command and supported by the Sheriff's DOC, will coordinate evacuation and re-population activities. In the event the OA EOC is activated, the EOC Law Enforcement Branch will activate to support the countywide evacuation and re-entry functions. The Law Branch will be staffed through the Sheriff's DOC. Incident information and resource needs will be communicated from the Sheriff's OOC to the OA EOC Law Enforcement Branch.

The following functions will take place at the Sheriff's DOC:

- Provide staff to fulfill the EOC Law Branch assignment
- Utilize the five (5) functions of the Incident Command System (ICS) and filling Planning, Logistics, and Finance sections; the Operations section will be under the direction of the IC
- Support Incident Command/Unified Command and identify ground transportation corridors in the Riverside County OA to use as primary evacuation routes during an evacuation
- Initiation of off-duty personnel recall
- Request and coordinate regional law enforcement resources under the California Master Mutual Aid Agreement
- Request mutual aid through the Operational Area Law Enforcement Mutual Aid Coordinator
- Staff resource staging areas
- Support the OA Law Enforcement Mutual Aid Coordinator in acquiring mutual aid resources, as necessary
- Complete and maintain status reports for major incidents requiring or potentially requiring OA, Federal, and/or State response
- Maintain the status of unassigned law enforcement resources
- Maintain expenditure records to facilitate reimbursement



2.2.2 Riverside Operational Area EOC (OA EOC) Law Enforcement Branch

During an activation of the OA EOC, evacuation and re-entry law enforcement functions will be performed by Unified Command and supported by the EOC Law Enforcement Branch. The evacuation mission of the OA EOC Law Enforcement Branch is to obtain Sheriff's DOC situation reports and requests, and coordinate requests for resource support that fall outside of the Law Enforcement and Fire and Rescue Mutual Aid Systems. Law enforcement mutual aid requests will be coordinated through the Sheriff's DOC. The branch will supply the Sheriff's DOC with information, situational awareness and countywide objectives developed in the OA EOC. The EOC Law Branch may expand, or contract based on the needs of the situation. The Law Enforcement Branch will link the OA EOC to the following:

- Sheriff's DOC
- Incident Command for incidents under the management of law enforcement services, as appropriate
- Evacuation teams
- Supporting law enforcement agencies

Overarching Responsibilities:

- Support law enforcement functions locally and regionally for evacuation and re-entry activities
- Base evacuation decisions on the specifics of the incident; factors such as characteristics of the populations affected, capacity to move or shelter people, roadway conditions, health and safety issues, and the duration of sheltering will be instrumental in making the decision to evacuate or to shelter-in-place
- Communicate and support regional evacuation efforts through the OA EOC
- Assist people at risk in evacuating when officials recommend evacuating
- Identify issues causing individuals to decide against evacuations and attempt to overcome barriers to promote protective actions by the whole community
- Arrange transportation to evacuees without access to personal vehicles through the EOC's support
- Consider evacuation complexities related to the following:
 - Evacuating individuals requiring additional or differently delivered transportation assistance by providing accessible transportation
 - Ensure any durable medical equipment is transported with the person
 - Evacuate service animals with their owner

2.3 Evacuation and Re-Entry Planning Considerations

Evacuation is a process by which people are moved from a place where there is immediate or anticipated danger to a place of safety, offered appropriate temporary shelter facilities, and when the threat to safety is gone, enabled to re-enter the evacuated area to return to their normal activities, or to make suitable alternative arrangements.

2.3.1 Evacuation Operations

An evacuation of any area requires significant coordination among public, private, and community/non-profit organizations. The event may or may not allow time for responders to



conduct evacuation notification in advance of immediate threat to life safety. Incidents may occur with little, or no notice and certain evacuation response operations will not be feasible. Every attempt will be made to assist residents with safe evacuation and risks to first responders is an additional important consideration. Residents are encouraged to help their neighbors, friends, and family to evacuate if doing so will not cause danger to themselves or others.

The County will coordinate with cities in the OA, the region, and the state concerning the destinations for evacuees and the flow of transportation assets. Coordination will ensure the jurisdictions receiving evacuees from an impacted area agree to accept these individuals prior to evacuation. Local jurisdictions will work with law enforcement agencies to identify and establish evacuation points. These evacuation points will serve as temporary safe zones for evacuees and will provide basic needs such as food, water, and restrooms. Some evacuation points may be converted into shelter locations if necessary. Coordination with any state and Federal support will be through the Operational Area.

If an action to evacuate is decided by Cal Fire and Law Enforcement Incident Commanders to preserve life, appropriate lead time must be figured into the planning. It may be necessary to activate evacuation plans as much as 72 hours prior to the time an evacuation is likely to be ordered. Resources may need to be mobilized as much as 48 hours prior to the start of evacuations to have sufficient capacity in place once the evacuation order is given.

There are limits in weather forecasting, including the variables in the track, intensity, and forward speed of weather systems. This makes it difficult for decision makers to commit costly resources in a timely manner.

There are interdependencies between shelters and transportation, such as the transportation assets needed to carry out evacuations are based on the number of people needing to be evacuated, the availability of privately-owned transportation vehicles, the number of evacuees with specific mobility and medical needs, the time available to conduct evacuation operations, and the distance to and the availability of shelters. If shelters are located too far away, transportation assets may be able to only make a singular trip. It is critical to identify shelters for the general population that are as close to these communities as safely possible. The designation and distance to shelters for household pets or shelters that will accommodate pets is also important.

The needs of children must be recognized and considered during evacuations. In a spontaneous evacuation, large numbers of children could be located away from their parents or guardians, in schools, childcare facilities, or other locations. Reunification of children separated from their parents will be a concern during evacuations, and planning must be given to accomplish this.

2.3.2 Law Enforcement Mutual Aid

The Riverside County Sheriff's Office is located within Mutual Aid Region VI and the Southern Administrative Region. The Riverside Sheriff serves as the OA Law Enforcement Mutual Aid Coordinator and is responsible for the overall coordination of law enforcement mutual aid in the Riverside County OA. If an evacuation response exceeds normal Riverside County Sheriff's Office capacity, a request for mutual aid assistance will be made through the Law Enforcement Mutual Aid System. When local law enforcement resources have been exhausted within the OA, the OA



Law Enforcement Mutual Aid Coordinator, or an alternate, will submit resource requests to the Region VI Law Enforcement Mutual Aid Coordinator. If the Regional Law Enforcement Mutual Aid Coordinator determines resources are insufficient within the region, he/she will then contact the Cal OES Law Enforcement Mutual Aid Coordinator who will contact all necessary regions within the state. The Cal OES Law Enforcement Branch Chief serves as the State Law Enforcement Mutual Aid Coordinator and manages the statewide response. The Cal OES Law Enforcement Branch can also assist a local agency in seeking the assistance of federal law enforcement agencies or resources, e.g., the Federal Emergency Management Agency (FEMA), the US Department of Justice, or other agencies.

2.3.3 Evacuation and Care of Animals

The Pets Evacuation and Transportation Standards Act of 2006 amends the Stafford Act, and requires evacuation plans to consider the needs of individuals with household pets and service animals, prior to, during, and following a major disaster or emergency. The Riverside County Department of Animal Services has plans in place to transport and shelter pets in a disaster. Supporting organizations, such as the Riverside Emergency Animal Rescue System (REARS) and the Riverside Humane Society, and private animal care shelters will assist in the rescue, transport, and sheltering of small and large animals. MOUs need to be formalized with other agencies/organizations, especially for the transportation of large animals, such as horses. Owners of livestock are responsible to transport their own farm animals, however the Riverside County OA will assist in identifying locations to house the evacuated stock. Only non-emergency resources and personnel, such as public and private animal services agencies, will be used to rescue and transport animals during an evacuation effort.

It is assumed that residents that have their own means of transportation will evacuate with their small household pets. Residents that do not have access to vehicles will need to secure their pets in cages or carriers as they arrive at the transportation points. Animal Control Officers will work with animal services agencies and volunteers to develop an animal tracking methodology. If these residents do not have the required cages or carriers, they will be asked to secure their animals in their homes. This strategy places responsibility upon individual owners and will require a public education component that informs the public that carriers or cages will be required for pet evacuations and recommends that pet owners microchip their animals for identification purposes. It is recognized that owners may refuse to evacuate their homes if they are required to leave their pets behind. Individual jurisdictions will need to identify strategies to address pet evacuations.

2.3.4 Sheltering of Evacuees

The decision on whether to evacuate or shelter-in-place must be carefully considered with the timing and nature of the incident. An evacuation effort involves an organized and supervised effort to relocate people from an area of danger to a safe location. Although evacuation is an effective means of moving people out of a dangerous area, due to its complexity and the stress it puts upon the population, it is considered as a last resort option. Sheltering-in-place is the practice of going or remaining indoors during or following an emergency event.

This procedure is recommended if there is little time for the public to react to an incident and it is safer for the public to stay indoors for a short time-period rather than travel outdoors.

Sheltering-in-place may be a more effective protection measure than an evacuation, especially following a chemical, radiological, or biological incident. Sheltering-in-place also has many



advantages because it can be implemented immediately, allows people to remain in their familiar surroundings, and provides individuals with everyday necessities such as the telephone, radio, television, food, and clothing. However, the amount of time people can stay sheltered-in-place is dependent upon availability of food, water, medical care, utilities, and access to accurate and reliable information.

Sheltering-in-place is the preferred method of protection for people that are not directly impacted or in the direct path of a hazard. This will reduce congestion and transportation demand on the major transportation routes for those that have been directed to evacuate by police or fire personnel.

When it is not possible to have citizens shelter in place, the population will need to be evacuated and transported, as necessary, to shelters. The County of Riverside has planned for shelters in collaboration with the American Red Cross (ARC). The ARC approved shelter sites only represent potential sites that may be activated during an evacuation. During an emergency, shelters are activated once an initial safety assessment is conducted to determine which sites are not in an unsafe location. It is probable that other unofficial shelters will be activated by faith-based organizations and other public and private agencies. Jurisdictions should recommend that residents work with authorities to identify shelter locations.

In a large event, spontaneous or non-traditional shelters are likely to appear in the OA. Spontaneous shelters are sites that are not requested or physically supported by the ARC, OA, or local jurisdictions. Moreover, the OA may not be aware that these shelters are in operation. The spontaneous shelters may be operated by volunteer organizations that may not be known to response agencies or formally established.

The shelter organizations can manage and equip the shelter on their own or may request support from the OA and the ARC. When a spontaneous shelter receives operational support from the ARC or the OA, it becomes a government-sanctioned shelter. As such, it must follow the guidance and information needs of the OA, including adherence to operating policies and procedures, providing standardized services, and submitting daily status reports.

2.3.5 Special Evacuation Considerations

It is essential that accurate and timely information is provided to evacuees during an evacuation effort. Evacuees must be provided real-time and accessible information updates regarding road conditions, evacuation routes, and availability of shelters, evacuation times, and other vital information. Travel and evacuation information can be provided through the Emergency Alert System (EAS) or the Alert Rivco, portable electronic messaging signs.

It is recommended that local jurisdictions consider posting signs along major evacuation transportation corridors that provide information about emergency numbers or radio stations that can be used during an emergency.

Evacuees may need practical and/or functional assistance in communication, mobility, maintaining independence, transportation and medical care. Individuals may require additional or differently delivered support or assistance during an evacuation.



The tracking, embarkation, transportation, care, feeding, and sheltering of household pets can significantly impact the ability to safely evacuate the general population. The County will consider alternative methods for owner and pet evacuation, such as identifying and providing locations to which household pets may be evacuated; providing logistical support for the care, immunization, and quarantine of household pets; providing specifications for vehicles that can be used to evacuate household pets; coordinating with private industry for household pet evacuations; and, planning for the co-location of pet shelters near general populations when possible. Service animals will be evacuated with their owners.

If evacuation of public schools is required, students will normally be transported on school buses to other schools outside the risk area. It is essential that the public is provided timely information on where parents or guardians can pick up their children and the security procedures that are in place to ensure their protection. In addition, it is assumed that transportation arrangements can be made with hotels/motels for the evacuation of tourists.

Evacuation efforts may be impacted when they are done in response to a large-scale hazardous materials (HazMat) incident. Evacuation decision makers will consult with available local HazMat officials as appropriate regarding the location of embarkation sites and evacuation routes. Riverside County will retain primary responsibility for victim screening and decontamination operations in response to HazMat incidents when necessary. Appropriate personnel and equipment must be available.

An evacuation could present a range of implications for many of the critical infrastructure and key resources (CIKR) sectors within the impacted area. The evacuation could directly affect CIKR operations, supply lines, and/or distribution systems.

2.3.6 Access and Control Security

Once an area is evacuated, it needs to be kept clear for security reasons, the safety of responders, and to keep individuals out of hazardous areas. Perimeter control is normally accomplished by establishing Access Control Points, roadblocks, or road closures supplemented by suitably equipped mobile patrols.

After people have been evacuated, access back into the damaged areas will be controlled to secure the area and protect public safety. Access Control Points will be established through staffed checkpoints, roadblocks, or road closures and can be used to establish outer and inner perimeter controls. The outer perimeter control will be used to provide information and reduce sightseeing traffic. The inner perimeter control will function to restrict traffic to emergency response vehicles and personnel only. When possible, law enforcement personnel will also conduct periodic patrols within the secured areas, to deter theft and looting of abandoned residences. Access back into the evacuated areas should initially be limited to:

- Emergency service and public works personnel
- Utility companies engaged in restoring utility services
- Contractors restoring damaged buildings, clearing roads, and removing debris
- Commercial vehicles delivering food, essential supplies, life support equipment, construction supplies, and other related materials
- Media representatives



Law enforcement will be present at designated evacuation and transportation points and shelter sites for security, crowd control, and to deter criminal activity. Local law enforcement agencies can request mutual aid from the Riverside County Sheriff who serves as the OA Law Enforcement Coordinator.

Law enforcement personnel should establish protocols for allowing critical employees, including essential medical and volunteer staff, through roadblocks. Law enforcement should also consider making allowances at blockades, shelters, and other impacted areas for attendants, home health aides, visiting nurses, guide animals, and other individuals that are crucial to the immediate health care needs of evacuees.

2.3.7 Re-Entry Planning Considerations

Evacuation coordination will include considerations to facilitate return of evacuated residents. Unified Command will initiate re-population activities, based on clearance from the Incident Commander, in consultation with the Operations Section Chief at the OA EOC. The Law Branch will communicate the re-entry procedures with all involved agencies and ensure effective collaboration. In the event the OA EOC has been deactivated, the Incident Commander will initiate re-entry procedures. Priorities for re-entry include:

- Safety
- Security
- Damage Assessment
- Restoration of Services
- Communication of Information

The impacted areas must be thoroughly investigated to ensure it is safe for residents to return and normal operations have been restored. This assessment will include verification that:

- Structures and trees are deemed safe
- Damage and safety assessment have been completed
- There are no leaking or ruptured gas lines or downed power lines
- Water and sewer lines have been repaired
- Search and rescue operations have been completed
- There are no hazardous materials that can threaten public safety or appropriate warnings have been issued
- Water has been deemed safe or appropriate warnings have been issued
- Major transportation routes are passable, and debris has been removed from public right-of-way
- There is no threat to public safety and other significant hazards have been eliminated

The public will be notified of the re-entry status through emergency broadcast radio, television, press releases, internet, 211, Alert RivCo, community briefings, and informational updates at shelters. Once evacuees are permitted to return, it is important that procedures are established to properly identify residents and critical support personnel as well as ensure the legitimacy of contractors, insurance adjustors, and other personnel. Law enforcement personnel should staff re-entry points.

Transportation resources will have to be coordinated to return evacuees that require transportation assistance from evacuation points or shelters back to their communities. Traffic



management plans will need to be established for the return of evacuees, which include the identification of preferred travel routes. Relief agencies such as the American Red Cross and the Riverside University Health System-Public Health will also need to work closely with residents to provide information material and assistance.

When permitted to leave the shelters and return to their homes, there is a potential that people may not be able to enter their dwellings, especially if required ramps or other means of access have been destroyed. Due to these considerations, short-term accessible housing must be identified. Potential sites could be hotels or motels, apartment buildings, or portable trailers with ramps. It is also important that these temporary housing sites are in proximity to necessary support networks.

Each local jurisdiction EOC will be responsible for making the determination that re-entry has been completed for its jurisdiction, and promptly informing the OA EOC. Following confirmation from all affected jurisdictions that the re-entry process is complete, the OA EOC will notify every local EOC in the affected area of the date and time of completion.

2.4 Information Flow

Evacuation and Re-Entry ESF operations include communication across several coordination levels during an incident requiring evacuations. The following information provides an overview of the coordination levels that maintain communication during a law enforcement event, showing the relationship between the coordination levels.

Field Operations

- Conduct necessary activities to evacuate the population from a hazardous area and secure the area until the evacuation order is cancelled, and re-entry of the population is complete
- Submit situation status reports to the Sheriff's DOC or OA EOC

Incident Command Post/Unified Command (ICP/UC)

- Coordinate field operations and resource utilization
- Maintain communications with Sheriff's DOC (~~SDOC~~)

Branches (if activated)

- Maintain contact with field divisions

Sheriff's DOC

- Maintain constant communication with Incident Commander and/or branches regarding the status of field operations
- Receive requests for resources from the field; fulfill requests internally or coordinate requests with the OA EOC or mutual aid as necessary
- Provide situation status reports to the OA EOC Evacuation and Re-Entry Unit in the Law Enforcement Branch

OA EOC Law Enforcement Branch



- Gather information from field and/or Sheriff's DOC representatives on a continual basis
- Submit frequent situation status reports to the OA EOC Planning Section
- Coordinate with regional, state, or federal entities as necessary
- Submit information about support operations, needed resources, and field situation status to the Operations Section Chief

2.5 Organization and Structure

The Operational Area Emergency Operations Center is organized for SEMS and NIMS compliance as outlined below.

2.5.1 Organization

The organization chart in the base plan depicts the relationship between the OA EOC Fire and Rescue Branch, its functional units, and the various involved departments, as well as its coordination within the OA EOC. Reference the EOC organizational Chart in the EOP base plan for any questions.

2.5.2 Roles and Responsibilities

The following table identifies the overall roles and responsibilities of each entity that may be involved with Evacuation and Re-Entry ESF implementation. Entities needed to support evacuation and re-entry operations will vary and will be determined according to the needs of the incident.

Entity	Responsibility
County/OA Entities	
OA EOC Law Enforcement Branch Coordinator	▪ Identify and communicate evacuation efforts with local jurisdictions that may be affected by the evacuation ▪ Report situation and damage assessments to the EOC ▪ Support and maintain files of all initial assessment reports ▪ Communicate and support the development of after-action reports ▪ Provide initial field situation reports and updates from field units and Aerial Support to Regional Enforcement Agencies ▪ Communicate with the EOC to request the American Red Cross for potential and confirmed evacuation and shelter needs of displaced population ▪ Coordinate the provision of transportation resources to evacuees requiring transportation assistance ▪ Participate in OA EOC briefings



Entity	Responsibility
	▪ Contribute to the EOC Action Plan ▪ Collect Situation Reports from the Sheriff's DOC to support the OA EOC ▪ Communicate response activities with supporting agencies and other ESFs ▪ Establishing and maintaining communications with law enforcement branches at local EOCs and the Cal OES Regional EOC (REOC) ▪ Coordinating and tracking the use and availability of local jurisdiction and field law enforcement resources from the OA EOC ▪ Receiving requests for non-law-enforcement resources from the Operational Area Law Enforcement Mutual Aid Coordinator and transmitting those requests to the appropriate Operational Area EOC personnel ▪ Facilitate Sheriff's OOC to OA EOC communications ▪ Provide frequent situation status updates to the OA EOC Planning Section ▪ Coordinate law enforcement activities with other departments represented in the OA EOC
Emergency Management Department	▪ Provide support to the OA EOC during any large-scale incident in the Riverside County OA involving law enforcement response activities ▪ Assist in acquiring mutual aid resources, if needed ▪ Assist in acquiring regional, State, and Federal resources, as needed ▪ Coordinate evacuation efforts with local jurisdictions that may be affected by the evacuation ▪ Direct and coordinate resources in support of evacuation efforts ▪ Approve release of warnings, instructions, and other emergency public information related to the evacuation effort ▪ Report situation and damage assessments ▪ Maintain expenditure records to facilitate reimbursement ▪ Coordinate and maintain files of all initial assessment reports ▪ Coordinate the development of after-action reports



Entity	Responsibility
Mutual Aid Law Enforcement Agencies	▪ Provide resource and/or staffing support to law enforcement operations during events that exceed Riverside County Sheriff's Office personnel or equipment capabilities
Riverside County Fire Department	▪ Assist with evacuations and medical response ▪ Coordinate urban search and rescue operations ▪ Provide fire protection and rescue in the vacated areas. Support public safety in the evacuation execution
OA Law Enforcement Mutual Aid Coordinator	▪ Confirm an emergency or anticipated emergency exists ▪ Establish that the involved local agency's resources are inadequate to meet the demands of the incident (and meet the criteria for a mutual aid request) ▪ Obtain the mission(s) for responding personnel ▪ Through coordination with the Incident Commander, determine the quantity and type of resources needed to accomplish the mission(s) ▪ Determine where to stage the incoming mutual aid resources ▪ Identify the Liaison Officer of the requesting agency who will serve as the point of contact ▪ Ensure all agencies establish appropriate documentation procedures ▪ Ensure responding resources are demobilized as soon as they are no longer needed
Animal Services	▪ Direct emergency animal control operations during a disaster within the unincorporated areas and contracted jurisdictions ▪ Coordinate emergency animal control operations during a disaster if more than one jurisdiction is impacted ▪ Develop and implement a system to identify and track animals received during a disaster ▪ Coordinate the transportation of animals to animal care facilities as requested ▪ Request REARS to assist in animal evacuations as needed



Entity	Responsibility
Regional/State/Federal Entities	
Cal OES	▪ Coordinate state and federal resources to aid in disaster recovery for individuals, families, certain private nonprofit organizations, local and state government ▪ Coordinate requests for state and federal emergency declarations ▪ Participate in damage assessments ▪ Provide environmental/historical, engineering and technical assistance ▪ Administer State and Federal Public Assistance and hazard mitigation grants, including payment and processing ▪ Provide program oversight of other state-administered disaster recovery ▪ Lead community relations elements in times of disaster ▪ Coordinate the establishment of Joint Field Offices, Disaster Resource Centers, and Local Assistance Centers
CHP	▪ Provide initial reports on damage to roads, highways and freeways ▪ Coordinate with Caltrans and local jurisdictions as applicable to barricade or secure unsafe sections of roadway ▪ Assist emergency vehicles and equipment in entering or leaving hazardous areas ▪ Monitor truck traffic to ensure safe transport of debris during debris removal and demolition operations ▪ Coordinate the Interstate traffic during the evacuation ▪ Coordinate re-entry of displaced populations per the County's Re-Entry Protocol



2.6 Notification and Activation

2.6.1 Notification

In the event of a large-scale incident with the potential for evacuations, the Riverside County Sheriff's Office Incident Commander(s) and the OA EOC Director will assess the situation and determine the activation of the Evacuation and Re-Entry ESF. If it is necessary to activate the Sheriff's DOC and/or the OA EOC, notification will be issued to the EOC Deputy Director and all relevant supporting departments. Notification will be distributed via the most appropriate communications method for the event requirements, and will detail event information, reporting instructions, and any relevant coordination information.

2.6.2 Activation

The Riverside County Sheriff's Office or the OA EOC Director may implement the Evacuation and Re-Entry Functional ESF when an incident has occurred requiring evacuation of the population. The level and area of evacuation will be determined according to damage assessment and the dangers within the community.

Step 1: Conduct Initial Assessment

- Determine if event requires an evacuation:
 - Conduct initial damage assessments and potential for further hazards
 - Determine the evacuation and boundaries of the evacuation area and the resources needed to conduct the evacuation

Step 2: Activate Sheriff's DOC; Provide Staff to the OA EOC

- If appropriate, activate Sheriff's DOC
- If EOC is activated, designate department representatives to staff the Evacuation and Re-Entry Unit and the following OA EOC Law Enforcement Branch positions:
 - Law Enforcement Branch Coordinator
 - Traffic Management Unit
 - Fatalities Management Unit
 - Facilities Security Unit
- Notify and request assistance from supporting departments

Step 3: Analyze Information and Coordinate Response

- Gather information from:
 - Response personnel in the field
 - Other responding departments
 - Media (via broadcast, web information, blogs, print)
 - State and federal agencies, as appropriate
- Assess situation based on current information
 - Determine tactical requirements



- Prioritize response actions and resource allocation
- Dispatch units

Step 4: Obtain Resources, Release Public Information

- Coordinate resource requests through the Sheriff's DOC Logistics Section and the OA EOC Logistics Section
 - Determine transportation needs
 - Assess the need for shelters
 - Release alert and warning information and notice of evacuations through the Public Information Officer (PIO) and the JIC
 - Request mutual aid, if needed, through the OA Law Enforcement Mutual Aid Coordinator; if additional mutual aid is necessary, notify Law Enforcement Region VI Mutual Aid Coordinator of requests
- Disseminate accessible emergency information and guidance to public, private, and government organizations
- Ensure emergency information is coordinated with other responding departments and the JIC
- Notify and request assistance from supporting departments
- Initial public information includes, but is not limited to, the following:
 - Damage assessment and estimated/anticipated duration
 - Evacuation routes, streets and road corridors
 - Actions that businesses, industries, and residents should take
 - Notification of the cancellation of the evacuation order when appropriate
 - Instructions to evacuees regarding re-entry and transportation assistance
 - Information to people that need long term sheltering due to damage at the home or place of residence
 - Overall steps to be taken by the government and citizens to return to normal operation after the event

Step 5: Continue to Monitor, Track, and Inform

- Maintain communication between field operations, the Sheriff's DOC, and the OA EOC
 - Provide frequent situation status reports from the Sheriff's DOC to OA EOC Law Enforcement Branch, and
 - From the OA EOC Law Enforcement Branch to Planning Section, Situation Status Unit
- Ensure that resources are appropriately accounted for and tracked
- Implement Law Enforcement ESF priorities of the EOC Action Plan assigned to the Law Enforcement Branch



- Notify and consult with subject matter experts from federal, state, regional, and local authorities as needed
- Continue the coordination, collection, and reporting of event information through JIC

2.6.3 Deactivation/Demobilization

The Evacuation and Re-Entry ESF will be deactivated when the need for evacuations has diminished or ceased. Deactivation of the Evacuation and Re-Entry ESF may occur incrementally according to the need or lack of need for specific functions and may be deactivated or scaled back at the discretion of the Sheriff's DOC, OA EOC Director, and/or Operations Section Chief, as appropriate.



3. Hazards Potentially Requiring Evacuations and Cross References

Evacuations are anticipated by Riverside County jurisdictions as indicated in the 2023 Local Hazard Mitigation Plan. The table below outlines the most common hazards with the most potential to cause an evacuation in the OA and the jurisdictions which are most likely to be affected by these hazards.

Major Hazards in the OA Potentially Requiring an Evacuation					
Jurisdiction	Earthquake / Power Failure	Wildfire / Structure Fire	Flood	Dam Failure	Terrorism
Banning	X	X	X		X
Beaumont	X	X	X		X
Blythe	X		X		X
Calimesa	X	X	X		X
Canyon Lake	X	X	X		X
Cathedral City	X		X		X
Coachella	X				X
Corona	X	X	X	X	X
Desert Hot Springs	X	X	X		X
Eastvale	X	X	X	X	X
Hemet	X	X	X	X	X
Indian Wells	X		X		X
Indio	X				X
Jurupa Valley	X	X		X	X
La Quinta	X	X	X		X



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Lake Elsinore	X	X	X	X	X
Menifee	X	X	X	X	X
Moreno Valley	X	X	X	X	X
Murrieta	X	X	X	X	X
Norco	X	X	X	X	X
Palm Desert	X	X	X		X
Palm Springs	X	X			X
Perris	X	X	X	X	X
Rancho Mirage	X	X	X		X
Riverside	X	X	X	X	X
San Jacinto	X		X	X	X
Temecula	X	X	X	X	X
Wildomar	X	X	X	X	X
County Unincorporated Areas	X	X	X	X	X

**Please refer to individual annexes for additional hazard priorities for participating jurisdictions.

County of Riverside Emergency Operations Plan /Annex Cross Reference.



During a response, the following functional support documents shall be used as deemed necessary:

- Hazard Specific Concept of Operations (ConOps) or plans including but not limited to the following:
 - Riverside County Evacuation, Safety Assessment and Re-Entry ConOps
 - County of Riverside Dam & Levee Failure Plan
 - Catastrophic Earthquake Plan
 - Civil Unrest ConOps
- Where County departments have tasks assigned relative to this Annex, please refer to that specific department's SOP



Emergency Support Function 17: Volunteer and Donations Management

County of Riverside Riverside County Operational Area (OA)



2025 Update

County of Riverside
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. Most of this annex is available for public review. Refer any request for a copy of this document to the County of Riverside Emergency Management Department at (951) 358-7100.



Riverside County EOP Functional Emergency Support Function #17: *Volunteer and Donations Management*

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency (Donations Management)	The County of Riverside Emergency Management Department (EMD) provides oversight to Riverside County Voluntary Organizations Active in Disaster (VOAD), a collaboration of nonprofit entities that serve the needs of the whole community before, during and after disasters. VOAD can accept, track, manage, and distribute donations.
Lead Agency (Volunteer Management)	Riverside County Human Resources (HR)
Supporting Agencies	Riverside County Counsel (COCO); Riverside County Office on Aging (OOA); Riverside County Department of Public Social Services (DPSS); Riverside County Sheriff's Office (RSO); Riverside County Transportation Land Management Agency (TLMA); Riverside County Veterans Services; Riverside University Health System-Public Health (RUHS-PH); California Governor's Office of Emergency Services (Cal OES); California Volunteers (CalVolunteers); Inland SoCal United Way 211+

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
EMD	- Based on the situation and identified needs, activate the VOAD Liaison position within the Operational Area Emergency Operations Center (OA EOC) to recommend volunteer and donations management actions. - Provide oversight of the volunteer and donations management system. - Assign a representative to serve as the VOAD Liaison. - Coordinate through the Whole Community Branch Director and VOAD Liaison to the Joint Information Center (JIC) to notify the contributing public of specific needs (e.g., funds, goods, materials, and services) to directly support affected residents. As appropriate, activate the OA EOC Logistics Volunteer Unit Leader position to support and manage



	county-affiliated volunteers

Supporting Agencies	▪ Support the receiving, sorting, storing, and distributing of donated items. ▪ Provide local governmental and non-governmental organization staffing support the management and distribution of donated funds, goods, materials, and services. ▪ When requested, activate volunteer groups and available resources to coordinate volunteers and receive monetary and in-kind donations. ▪ Outline the roles and responsibilities of key partners for the coordination of donated funds, goods, materials, and services.

1.3 Purpose

The Volunteer and Donations Management Emergency Support Function (ESF) to the Riverside County Operational Area (OA) Emergency Operations Plan (EOP) provides a system for the operation of a flexible OA-level volunteer and donations management system. This system is designed to receive, process, and distribute various donated funds, goods, materials, and services that are given or sought to assist disaster survivors. Cash donors are encouraged to donate to charitable organizations.

This ESF allows the OA to quickly connect disaster-affected individuals with necessary resources (funds, goods, and services) by activating relevant organizations and agencies.

In most cases, the OA EOC will rely on nonprofits (VOAD) to collect and distribute such funds, goods, materials, and services directly to affected residents.

Typically, spontaneous volunteers are not managed by the County; instead, such volunteers are referred to suitable non-governmental organizations.

1.4 Scope

This ESF is designed for use by all jurisdictions within the Riverside County OA. It outlines coordination at the OA level for managing volunteers and donations during a disaster's



response, relief, and recovery phases.

1.5 Definitions

Monetary Donations

Monetary donations are financial contributions from donors designated for disaster response, relief, and recovery. Most local and national organizations providing disaster relief and recovery services prefer this method of contribution. While the County doesn't solicit monetary donations on residents' behalf, some non-profits may request them to continue their support.

In-Kind Donations

In-kind donations are the contributions of goods and materials, both new and used, during/after a disaster. Most organizations only want new in-kind donations that are requested (e.g., baby formula, water, etc.) and can be provided in large quantities because of limited abilities to sort, organize, and disperse items. The County does not generally have the ability or intent to accept such donations. Generally, VOAD organizations or other community nonprofits or faith-based organizations will receive such donations and immediately distribute them to affected residents. In some limited cases, the County may accept in-kind donations like bottled water when residents arrive at a site and drop it off unannounced. These donations are directed immediately to the affected residents, and the County does not benefit from them.

2. Concept Of Operations (ConOps)

2.1 General Concepts

As the lead agencies, EMD and HR will coordinate with support agencies to evaluate the needs of disaster survivors and determine if all or portions of this ESF will be implemented:

- Activation depends on the type and level of assistance needed. In many cases, the level of assistance needed will not necessitate activation since organizations can handle some volunteer and donation requirements during disasters as part of normal disaster operations.
- Any time the ESF is activated, in whole or part, close coordination with the JIC is essential to ensure that donation needs, information on the availability of donated goods and materials, and services are provided to the media for accessible dissemination to the public.
- When cash donations are offered, donors are encouraged to contribute to a charitable organization. Cash donations are not accepted through EMD or the OA EOC. Coordination with the JIC will help to ensure messaging reaches the public.

2.2 Basic Functions

There are four basic functions of Volunteer and Donations Management:



2.2.1 Volunteer and Donations Hotline

Inland SoCal 211 United Way 211+ may serve as the dedicated Volunteer and Donations Hotline. The Hotline may receive and process offers of donations and volunteer services. It may also provide information on acceptable donations and disaster relief organizations accepting said donations.

2.2.2. Donation Warehouse and Resource Staging Area

In cooperation with the ESF lead agencies, OA EOC Director, Operations Section Chief, and Logistics Section Chief may determine the activation and deactivation of an OA Donation Warehouse. The decision will be based on the probability and volume of needs during the emergency event.

- VOAD organizations may be engaged to provide management and staffing for the warehouse during the event. County and OA member agency staff may be required to provide temporary supervision and staffing, depending on volunteer availability.
- The primary Donations Warehouse should be in a facility away from the disaster area but centrally located. Parking areas adjacent to the warehouse should be used as staging areas to manage traffic of inbound loads..
- The HR Safety Officer may be requested to inspect warehouses planned for use.
- The Donations Warehouse should be capable of receiving solicited and unsolicited donations. Unsolicited shipments should be directed to the staging area adjacent to the Warehouse for inspection, inventory, acceptance, and delayed unloading so as not to interrupt scheduled donations.
- Warehouse operations include, but are not limited to, receiving, sorting, processing, recording, inventorying, and distributing donated goods and materials to disaster survivors. Sorting will determine whether items are usable or not. Unusable and/or unsanitary items will be discarded.
- The OA EOC may coordinate security at such sites if determined to be necessary.

2.2.3. Long-Term Recovery Group

- Post-incident, operations will shift to engage an OA-level Long Term Recovery Group. The Long-Term Recovery Group will support disaster survivors who need assistance beyond the scope of this ESF.
- A Long-Term Recovery Group (LTRG) is a cooperative body that is made up of representatives from faith-based, non-profit, government, business, and other organizations working within a community to assist individuals and families as they recover from disaster. The National VOAD has guidance available – Long-Term Recovery Guide (2023).



2.2.4. Volunteer Reception Center

A Volunteer Reception Center serves as a location to process and register volunteers and match their skills to agencies needing assistance responding to a disaster effectively and efficiently. Affiliated and trained volunteers are individuals associated with a service agency or disaster relief organization, while unaffiliated or spontaneous volunteers are not associated with a specific disaster relief organization or government entity. The Center provides an efficient way to document volunteer registration, requests for volunteers, volunteer service hours, staffing costs, and incurred expenses.

- The OA EOC Director, Operations Section Chief, and Logistics Section Chief may determine the need to activate an OA-level Volunteer Reception Center.
- The Center will work with other agencies to process and refer spontaneous volunteers and may serve as the check-in site for trained volunteers.
- Depending on the situation and need, a Volunteer Reception Center may be activated to process and screen trained medical volunteers through the Riverside County Medical Reserve Corps.
- If EMD determines a Volunteer Reception Center should be activated but there is no local capability to establish one, the OA EOC Director will request state-level assistance from Cal OES.

2.3 Volunteer and Donations Management Activities by Phase

Volunteer and donations management primarily occur during a disaster's response phase; however, some activities may occur during the recovery phase.

2.3.1. Preparedness

- Review and update this ESF annually.
- Encourage local faith-based, non-profit, and government partners to participate in VOAD meetings and activities.
- Brief media representatives to provide information on volunteer and donations management processes.
- Offer volunteer and donations management-related training
- Include volunteer and donations management in exercises.

2.3.2. Response

- Determine appropriate activation level. Activate the program based on available information and anticipated needs.
- Through the JIC, provide the media with information regarding donation needs and procedures, and provide regular updates.

2.3.3. Recovery

- Determine which volunteer and donations management facilities should open.
- Staff donations management facilities.
- Through the JIC, provide regular updates to the media regarding volunteer and



donation procedures, progress, and status.

- Assess volunteer and donations management operations to determine when the donations management facilities and programs should be consolidated and terminated. Coordinate with the Long-Term Recovery Group as needed to provide continuing assistance to affected populations.

2.4 Responsibilities by Level of Government

2.4.1. Federal

The federal government may provide technical, logistical, managerial, resource, and workforce support for state volunteer and donations management.

2.4.2. State

The state may provide technical, logistical, managerial, resource, and manpower support for managing OA volunteers and donations.

2.4.3. Local

The OA EOC will activate this ESF and request, activate, and oversee the volunteer and donations management operations within the OA with the assistance and support of the VOAD

2.4.4 Non-governmental Organizations

VOAD does not deliver services to the emergency site, but individual member organizations may do so. Member organizations provide a wide variety of emergency assistance. VOAD provides the overall coordination necessary to ensure that redundant or conflicting services are avoided, that needed volunteer resources are located, and that offers of financial resources, donated goods, materials, and services, are handled expeditiously.

2.5 Organization and Structure

2.5.1 Organization

The Riverside County OA Logistics Section is where the Volunteer Unit Leader is assigned. The VOAD Liaison is situated within the Operations Section.

2.5.2 Volunteer and Donations Management ESF Responsibilities

The following organizations are designated to assist the primary agencies with available resources, capabilities, and expertise in support of response and recovery operations under the Volunteer and Donation Management ESF entities. The entities needed to support Volunteer and Donation Management ESF operations will vary and will be determined according to the needs of the event.



Entity	Responsibility
Emergency Management Department	▪ Provide operational support. ▪ Determine areas of greatest need and specific resources that are needed. ▪ Assist VOAD and other nonprofits with establishing and operating Volunteer Reception Centers. ▪ Coordinate with VOAD and voluntary organizations ▪ Serve on the Long-Term Recovery Group.
Riverside County Department of Human Resources	▪ Provide policy guidance and general direction for the volunteer program. ▪ Inspect facilities intended for use as Volunteer Reception Centers. ▪ Inspect warehouses intended for donations management.
Riverside County Department of Public Social Services	▪ Provide policy guidance and general direction for the donations program. ▪ Determine if donations given can be used for Mass Care and Shelter responsibilities for the direct benefit of residents. ▪ Serve on the Long-Term Recovery Group.
Riverside County Sheriff's Office	▪ Coordinate security for the Donations Warehouse through the ESF 13 Public Safety and Security.
Riverside University Health System-Public Health	▪ Provide resources to coordinate the activities of local health departments. ▪ Assist in the determination of volunteer needs. ▪
Office on Aging	▪ Determine areas of greatest need and specific resources that are needed for older adults and persons with disabilities.
Public Information Officer	▪ Advise the public on volunteer and donation management needs. ▪



Riverside County VOAD	▪ Activate and staff the warehouse and provide additional support as needed. ▪ Notify member organizations when activated by EMD during emergencies. ▪ Keep the OA EOC notified of member organization activities throughout an emergency. ▪ Tracks volunteer hours and donations .
Riverside County Counsel	▪ Provide legal advice and counsel to the Board of Supervisors, the Executive Office, and other county departments, including EMD.

2.6 Notification and Activation

2.6.1 Notification

In the event of an incident requiring activation of the Volunteer and Donations Management ESF, notification will be issued to relevant supporting entities and to any additional departments or agencies as required. Notification will be distributed via the most appropriate means for the event requirements and will detail incident information, reporting instructions, and any relevant coordination information.

2.6.2 Activation

Activation will be concurrent with any incident that would prompt the public to generate volunteers to respond to the disaster area and/or make donations. The activation level will be determined according to the needs and magnitude of the event. Coordination between the Donations Warehouse, the Volunteer Resource Center, the PIO, and the OA EOC Volunteer Unit, and the VOAD Liaison may be necessary throughout the incident.

Step 1: Initial Assessment

- EMD will assess the need for activation of the Volunteer and Donations Management ESF.

Step 2: Provide EOC Staff

- If the OA EOC is activated, representatives should be sent to staff the VOAD Liaison, Volunteer Unit Leader, and Whole Community Branch Director positions,



as requested.

- Notifications will be made to appropriate agencies and departments.

Step 3: Gather Information

Obtain continual situational awareness regarding the need for volunteers and donations for the incident. Information will be gathered from the following sources:

- County and OA law enforcement and fire-rescue personnel in the field.
- Other responding departments.
- Public social service and public health agencies; DPSS shelter staff.
- State and federal agencies, as appropriate.
- Media (via broadcast, web information, blogs, print, social media).

Step 4: Coordinate Response Activities

- Identify potential personnel, facilities, and resource shortages that would require activating the Volunteer and Donations Management ESF.
- Identify temporary facilities to serve as the Donations Warehouse and Volunteer Processing Center:
 - Alert supporting agencies of intent to activate the ESF.
 - Notify supporting agencies of the need to commit personnel and resources to the activation of the ESF.

Step 5: Coordinate/Obtain Resources

- Arrange and acquire needed resources such as cargo vehicles, vehicle operators, and support personnel.
- Notify and request assistance from supporting departments as needed.
- Determine additional resource needs and request mutual aid assistance as necessary.
- Track all costs, including personnel time, lease agreements, fuel, repairs, and resources for reimbursement and cost expenditure records.

Step 6: Release Public Information

- A The JIC will release any information or instructions regarding volunteers and donations to the public.
- Disseminate accessible emergency information and guidance to the public, private, and government organizations.
- Initial public information includes, but is not limited to, the following:
 - Damage assessment and estimated/anticipated duration.
 - Specific volunteer and donated needs.



- Collaborative community efforts from businesses, industries, and residents.

Step 7: Continue to Monitor, Track, and Inform

- Monitor and report the status of volunteer resources and donations to the OA EOC.
- Receive and respond to requests for information.
- Provide situation updates as necessary.
- Obtain continual situational awareness of the entire volunteer and donations system for specific impacts on the incident.

2.7 Demobilization

- Demobilization begins when demand for volunteers and donations slows.
- The Volunteer and Donations Coordination Teams will make a joint decision regarding demobilization of Volunteer Reception Centers and Donation Warehouses.



3. Planning Assumptions

This ESF is based on the following assumptions:

- People inside and outside the devastated area will want to donate to local response, relief, and recovery efforts.
- The need for monetary donations will exist well into the long-term recovery phase as unmet needs are identified after other resources are exhausted.
- Media coverage will affect the outpouring of aid to a devastated community and can be used to provide messaging to the public.
- The preferred method for donating money is through a non-profit organization set up to receive monetary donations for the disaster.
- Donations management should coordinate closely with the private sector and business community.
- There is a well-known phenomenon of unsolicited and often unusable donations, which pour into a community and overwhelm the recovery effort.
- Warehousing, inventorying, tracking, and dispersing donations may be needed.
- FEMA, National Voluntary Organizations in Disaster (NVOAD), and state efforts will support local programs and policies.
- It is the intent of the County, its employees, contractors, and partners to ensure a whole community response and recovery operation in a timely, efficient, and professional manner.