



EF 5 – Management

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Tasked Agencies	
Primary County Agency(s)	County Office of Emergency Services
Supporting County Agency(s)	Sheriff's Office, Health and Social Services Agency
Primary City Agency(s)	Fire Department
Supporting City Agency(s)	Police Department
Community Partner(s)	N/A
State Agency(s)	California Governor's Office of Emergency Services
Federal Agency(s)	Department of Homeland Security/Federal Emergency Management Agency (FEMA)

1 Introduction

1.1 Purpose

Emergency Function (EF) 5 describes how the County and City will support incident information and planning needs to develop and maintain a common operating picture to support response and recovery activities.

Operational priorities for EF 5 include:

- Establish and maintain a common operating picture during response operations.
- Document incident-related information, including expenses, to support the public and individual assistance processes.
- Facilitate requests from local governments for additional response resources.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete these priorities are listed in Appendix B.

1.2 Scope

The following activities are within the scope of EF 5:

- Serve as a hub for the receipt and dissemination of emergency management–related information.
- Collect, process, analyze, and disseminate information to guide response and recovery activities.
- Coordinate with on-scene Incident Commanders and County, State, regional, and private-sector emergency management organizations to facilitate the flow of situational information.
- Collect and aggregate situational awareness and track local declarations.
- Coordinate incident planning and support in the Emergency Operations Center (EOC), including development of information products for public information, notification and messaging.

1.3 Policies and Authorities

1.3.1 Policies

The following policies are currently in place:

- California Government Code, Title 2, Division 1, Chapter 7 (California Emergency Services Act).
- Title 2, Division 1, Chapter 7.5 (California Natural Disaster Assistance Act).
- California Code of Regulations, Title 19, Division 2 (Standardized Emergency Management System Regulations).

1.3.2 Agreements

The following agreements are currently in place:

- California Emergency Management Mutual Aid Agreement

2 Situation and Assumptions

2.1 Situation

The following considerations should be taken into account when planning for and implementing EF 5 activities:

- The administration and logistics for emergency response and recovery operations will be provided by emergency services and support agencies that routinely manage these procedures during non-emergency operations. These agencies will be coordinated using established procedures expedited for administrative assistance and logistics support during emergency operations.
- During major emergencies or disasters, communication can be hampered by the loss of telecommunication infrastructure, requiring that procedures exist to capture and coordinate information and resources needed to effectively respond.

2.2 Assumptions

EF 5 is based on the following planning assumptions:

- For major emergencies and disasters requiring a multi-agency, multi-jurisdictional response, the Standardized Emergency Management System (SEMS) and, in some instances, a Unified Command may be implemented immediately by responding agencies and expand as needed.
- In the event of a major emergency or disaster, there will be an immediate and continuing need to collect, process, and disseminate situational information. It will be essential to identify urgent response requirements before, during, and immediately following such an event in order to plan for continuing response, recovery, and mitigation activities.
- Assessment of damage impacts and EOC operations may be delayed due to minimal staffing.
- Information may be sparse, vague, and incomplete during the early stages of an incident, and the need to verify this information may challenge response support.

- Normal forms of communications may be severely delayed or interrupted during the early phases of an emergency or disaster.
- Transportation to affected areas may be cut off due to weather conditions or damage to roads, bridges, and other transportation means.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

Plans and procedures developed by the primary and supporting agencies provide the framework for carrying out emergency management activities. Requests for assistance with emergency management resources will be generated one of two ways: they will be forwarded to the EOC, or they will be issued in accordance with established mutual aid agreements.

The EOC will provide guidance for the coordination of emergency management resources. Emergency management support requirements that cannot be met at the local level should be forwarded to the State for assistance. If needed, federal assistance may be requested by the Governor.

4.2 Developing Incident and Planning Objectives

Objectives are the backbone for conducting all planning, response, and recovery activities. The first step in developing good objectives for an incident response is to understand the priorities, as follows:

- Priorities define overarching requirements—what to accomplish in order of importance.
- Objectives must be based on incident priorities.
- Priorities guide the precedence by which objectives are addressed.
- Initial priorities may be driven in part by the delegation of authority.
- Every plan, incident, response, and recovery situation has its priorities. Priorities should be based on the whole community's core capabilities.

The next stage of developing good objectives involves the following steps:

- Frame the problem—what are the essential elements of the issue to be addressed?
- Use the objective to describe what is to be accomplished—and where, if possible—but not how or by whom.
- Provide enough detail to make the objective meaningful.
- Allow the necessary flexibility—ensure that the objective and its results can be used as a metric.
- Ask, “is the objective attainable?” Determine whether the objective can be met with available resources.
- Ask, “what is the objective's priority when compared to other identified issues?” Order the objectives based on the order of priority or urgency.

Adapted from FEMA's Incident Action Planning Guide.

4.3 Incident Management Software

CalEOC software is utilized in the EOC to help gather, analyze, and disseminate information in the EOC. The County Emergency Services Chief is responsible for training EOC staff on the use of software, and a user's manual is maintained in the EOC.

4.4 Access and Functional Needs Populations

Provision of information and planning-related activities will take into account populations with access and functional needs. Access and Functional Needs Populations shall be identified and planned for as directed by policy makers and according to State and federal regulations and guidance.

4.5 Coordination with Other EFs

The following EFs support information and planning-related activities:

- **All EFs.** All functions will provide situation status updates to EF 5 to guide incident action planning activities.

5 Annex Development and Maintenance

County OES will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 5 Resources
- Appendix B – Roles and Responsibilities

Appendix A EF 5 Resources

City

- None at this time

County

- None at this time

State

- Emergency Plan: EF 5 – Management

Federal

- National Response Framework

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Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for EF 5 – Information and Planning. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support the information and planning function. All tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place **before** an emergency and include plans or preparations to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 5 include the following:

- ☐ Maintain an inventory of personnel and resources available to support emergency operations.
- ☐ Maintain department-specific data, statistics, and plans that may inform incident planning and damage assessment activities.
- ☐ Develop plans and procedures for EF 5 activities, as appropriate.
- ☐ Identify any deficiencies in emergency plans and execute appropriate corrective action recommendations.
- ☐ Maintain continuity of operations for lines of succession.
- ☐ Participate in EF 5–related trainings and exercises as appropriate.
- ☐ Prepare a standard template for proclamations of emergency or disaster.
- ☐ Prepare standardized reporting formats and forms, and establish reporting procedures that include development of display boards.
- ☐ Maintain emergency management program, plans, and procedures.
- ☐ Advise and assist other agencies and local governments in the development of emergency or disaster plans and programs in compliance with applicable County, State, or federal laws, rules, regulations, and executive orders.
- ☐ Coordinate emergency- and disaster-related training and orientation to County and local officials to meet SEMS and National Incident Management System (NIMS)/Incident Command System (ICS) requirements and to familiarize them with emergency- or disaster-related responsibilities, operational concepts, and procedures.
- ☐ Establish and maintain systems for incident data management and information sharing.
- ☐ Establish and maintain an Emergency Public Information Program to disseminate information to the public and the news media regarding personal safety or survival, emergency response actions, and details of disaster assistance programs. After an emergency or major disaster declaration, local information programs should be coordinated with those of State or federal government.
- ☐ Establish and maintain capability to provide warning to the public through available warning systems such as the Emergency Alert System, radio/television, sirens, and telephone notification systems.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 5 include the following:

- ☐ Assess the status of and impacts to agency-specific systems, infrastructure, customers, etc.
- ☐ Provide situational updates to the EOC, if activated, as required to maintain situational awareness and establish a common operating picture.
- ☐ Provide a representative to the EOC, when requested, to support EF 5 activities.
- ☐ Support emergency response operations.
- ☐ Ensure that agency-specific data are entered into any utilized incident management software.
- ☐ Collect, display, and document the information provided to the EOC staff; this documentation is necessary for the recovery process.
- ☐ Assesses the information provided and share with the appropriate EOC representative or the State, as needed.
- ☐ Assesses the information provided and develop and recommend action strategies.
- ☐ Coordinate and prepare periodic situation reports and distribute them as required.
- ☐ Request special information from local governments and volunteer organizations, as necessary.
- ☐ Review Public Information Officer (PIO) statements for accuracy.
- ☐ Prepare the declaration of emergency and any needed amendments.
- ☐ Receive and process requests from local government for specific State and federal emergency- and disaster-related assets and services.
- ☐ Coordinate County assets to support local government and agencies in need of supplemental emergency or disaster assistance.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 5 include the following:

- ☐ Continue to provide situation status updates as requested by the Emergency Management Executive Committee or the EOC, if activated.
- ☐ Maintain incident documentation to support public and individual assistance processes.
- ☐ Support major emergency or disaster recovery operations.
- ☐ Participate in the damage assessment and disaster recovery processes, as appropriate.
- ☐ Provide technical assistance and resources to support recovery activities upon request.
- ☐ Track disaster-related expenditures.
- ☐ Participate in all after-action activities and implement corrective actions as appropriate.
- ☐ Continue to gather information and prepare and distribute situation reports, as needed. Review the PIO's statements for accuracy.
- ☐ Prepare the elected official's declaration terminating the declaration of emergency.

- ☐ Create and coordinate an ad hoc Recovery Task Force from local representatives to assist with recovery phase operations and continuity of operations plans.
- ☐ Coordinate public and individual assistance programs with local, State, and federal government as needed.
- ☐ Coordinate and conduct a post-disaster situation analysis to review and determine the effectiveness of the pre-established tasks, responsibilities, and reporting procedures and formats to document any crucial lessons learned and to revise plans as needed for future events.
- ☐ Procure all available documentation of event for archiving.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 5 include the following:

- ☐ Participate in the hazard mitigation planning process for the City.
- ☐ Provide agency and incident data to inform development of mitigation projects to reduce hazard vulnerability.
- ☐ Administer the local natural hazard mitigation program.
- ☐ Implement and administer federal and State disaster mitigation programs.
- ☐ Identify potential mitigation opportunities based on an analysis of damage assessment information, along with City, County, State, and federal mitigation priorities.
- ☐ Provide information and limited assistance to incorporated cities in developing and maintaining their mitigation plans.
- ☐ Apply for funding through federal and State pre- and post-disaster mitigation grant programs for prioritized mitigation projects identified in the Hazard Mitigation Plan.
- ☐ Upon grant approval, implement and administer federal and State pre- and post-disaster mitigation funds.
- ☐ Provide education and awareness regarding mitigation to the public sector, including businesses, private nonprofit groups, and the general public.

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