TO: Mayor and Councilmembers

FROM: Jaime A. Valdez, Neighborhood Services Director

CONTACT: Michael Baris, Emergency Services Coordinator

SUBJECT: 2023 Update to the City's Emergency Operations Plan

RECOMMENDATION:

Receive a report on the updated 2023 Emergency Operations Plan and the changes made to the document.

BACKGROUND:

All jurisdictions are required to have an Emergency Operations Plan (EOP) that governs emergency operations during a disaster and Goleta has had an EOP since 2006. To stay compliant with the California Office of Emergency Services (CalOES) and the Federal Emergency Management Agency (FEMA), an EOP must be updated every two (2) years or after every activation of the plan.

In October 2019, the City Council adopted a significant revision to the City's EOP. The plan was adopted via resolution 19-65 and states that the City Manager is authorized to amend the EOP in accordance with changing best practices in emergency management. To keep the community and City Council informed, the City Manager has directed staff to present the changes made to the EOP during the past two (2) years.

The EOP was last updated in December 2021 and presented to City Council in March 2022.

DISCUSSION:

The 2023 update to the EOP began in July 2023 and was completed in November 2023. The updated plan will be submitted to CalOES after this staff report is delivered to the Council. There are no significant changes to the updated EOP (Attachment 1). A majority of changes made were to remove technical jargon and create an easier-to-use document for non-emergency management trained staff.

The list of changes is found below:

- Updated Section 0 to include clearer instructions.
- Included the newest Goleta Department, General Services, within necessary sections document wide.
- Updated Emergency Operations Center (EOC) Activation levels to be in line with Operational Area (OA) partners and State of California guidance.
- Improved emergency management terminology and removed jargon for clarity. The document reads clearer to non-emergency management trained personnel.
- Updated EOC Section responsibilities within Section 3.9 of the plan.
- Updated Section 4.4 related to the Action Planning Process. Inserted a guide to conduct the Action Planning Process.
- Updated citywide basic training requirement, Section 4.5.1, to include an annual ICS Refresher training.
- Included links to the 2022 Multi-Jurisdiction Hazard Mitigation Plan and its Goleta Annex.
- Updated 'Section 12 – Recovery' to be a more robust guide in the reimbursement process.
- Added responsibilities of Public Works and Planning and Environmental Review departments to Section 12.6 'Recovery Damage Assessment'. These responsibilities are not new to their respective departments but are now captured within the EOP.

FISCAL IMPACTS:

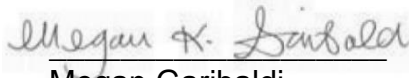There are no fiscal impacts associated with this item.

ALTERNATIVES:

The City Council can choose to end the current practice of authorizing the City Manager to make changes to the EOP and instruct staff to bring future EOP revisions to the City Council as a Discussion/Action Item. This will allow the City Council to be more hands on with emergency response activities but will inhibit the ability for small changes to be made between the two-year EOP life cycle.
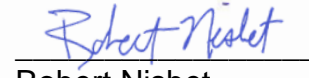
Reviewed By:	**Legal Review By:**	**Approved By:**
Kristine Schmidt	Megan Garibaldi	Robert Nisbet
Assistant City Manager	City Attorney	City Manager

ATTACHMENTS:

1.   2023 Updated City of Goleta Emergency Operations Plan

ATTACHMENT 1

2023 Updated City of Goleta Emergency Operations Plan

Basic Plan Table of Contents

SECTION 0 – A DISASTER JUST OCCURRED, START HERE

0.0 First Steps

This section uses informal language to guide new and experienced staff members alike in the first moments after a disaster has struck.

This document will help users navigate a disaster and will identify what needs to occur to respond correctly.   If you cannot contact the City's Emergency Services Coordinator immediately during the onset of a disaster, here are the first steps that need to be accomplished.

	Steps	**Contact**
1.	The person reading this document should contact the Emergency Services Coordinator, who will inform the City Manager and the Neighborhood Services Director of the emergency. The City Manager will hold the role of Director of Emergency Services. The Neighborhood Services Director will be the Asst. Director of Emergency Services	[Personal Information Removed from Public Version]
2.	If the person reading this is unable to reach the Emergency Services Coordinator, contact the Director of Neighborhood Services and recommend that they contact the City Manager. Explain that you have activated the City's EOP will be contacting County Office of Emergency Management next.	[Personal Information Removed from Public Version]
3.	The Emergency Services Coordinator will call the County OEM Duty Officer and explain the emergency. If the Coordinator cannot be reached, the person reading this will call the OEM Duty Officer and leave contact information so they can respond to you. The Duty Officer number is for public agencies only. Do NOT share the number with non-government agencies or persons.	[Personal Information Removed from Public Version]
4.	The Director of Emergency Services should contact the City Attorney and say that an emergency may need to be declared.	[Personal Information Removed from Public Version]
5.	Any Director may assign EOC roles to the staff immediately available according to ICS. Section 3.9 of this plan will help this process. Trained EOC staff can be contacted in full by sending an email to the 'EOC	

	Core Team' group within Outlook.	
6.	The Assistant Director of Emergency Services should assign a phone number as the general EOC line and assign one person to always monitor that phone. It is best to not change this number after it has been set; should the number ever change, immediately contact the OEM Duty Officer.	

This plan is best used as a reminder for emergency response procedures and is not a substitute for training. Look to the leadership of the trained EOC staff and the Emergency Services Coordinator and utilize the experience of employees who are seasoned in emergency response to guide you. Use this EOP to help fill in the gaps in knowledge that will naturally come up and refer to the Table of Contents to look up a topic quickly.

Always update other agency partners, such as County OEM and other jurisdictions, concerning changing contact information for key City staff who are involved in inter-agency communications.

During an emergency incident, remember to be mindful of fatigue, make time for breaks and take care of yourself and each other. You will not be helpful to anyone else if you are burned out.

Direct staff in the field to take pictures of *everything* from multiple angles and have those pictures sent to the Planning Section to be organized.

A common pitfall mentality is 'complete the work now and sort things/documentation out later'. If you find yourself unable to handle the entire workload then request more staff within the EOC from the Director of Emergency Services/City Manager or EOC Director. An organized recovery operation starts at the same time as the response operation.

Good luck. You've got this.

SECTION 1 – BASIC PLAN EXECUTIVE SUMMARY

1.1 Purpose

The purpose of the City's Emergency Operations Plan (EOP) is to define the actions required of the City before, during, and after an emergency and to guide the City's response to major emergencies and disasters pursuant to state and federal requirements.

Because law enforcement and fire functions are contracted by the City or provided though a special district, aspects of this plan may be in conjunction with the plans of the Santa Barbara County Fire Department and/or the Santa Barbara County Sheriff's Department.   When emergency incidents occur in or near Goleta, City staff will ensure interagency coordination with the Santa Barbara County Fire Department, the Santa Barbara County Sheriff's Department, the Santa Barbara County Office of Emergency Management, the City of Santa Barbara Police, Fire, Airport and Emergency Services departments, and other applicable agencies as needed.

1.2 Scope

The City's EOP applies to all elements of the City's emergency organization during all phases of emergency management. The primary audience of this plan is the emergency management staff of the City. The EOP is also a reference for managers from other jurisdictions, as well as interested members of the public. It is intended to be an overview of emergency management and is not a detailed operational document. Specific operating procedures exist within each City Department's standard operating plan in support of the City's EOP.

1.3 Concept of Operations

Emergencies may occur in a variety of ways and with multiple levels of impact, from minor to major.   Some emergencies will be preceded by a build-up or warning period, providing sufficient time to warn the population and reduce loss of life and property. Other emergencies occur with little or no advance warning, thus requiring immediate activation of the EOP and commitment of resources. All agencies must be prepared to respond promptly and effectively to any foreseeable emergency.

In view of the City's susceptibility and vulnerability to natural disasters and technological incidents, continuing emphasis will be placed on emergency planning training of full-time staff, public awareness and education, and assuring the adequacy and availability of sufficient resources to cope with such emergencies. Emphasis will also be placed on mitigation measures to reduce losses from disasters, including the development and enforcement of appropriate land use, design and construction regulations.

1.4 Authorities and References

City Laws
- Goleta City Council approval of this plan (pending after review and revision)
- City of Goleta Municipal Code, http://qcode.us/codes/goleta/

State Laws
- California Emergency Services Act, Chapter 7 of Division 1 of Title 2 of the Government Code
- California Code of Regulations (CCR) Title 19, Chapter 2, Subchapter 3, 2620 et seq.
- CCR Title 21, Division 2
- California Government Code 8607 (a)

Federal Laws and Mandates
- Federal Disaster Relief Act of 1974 (PL 93-288)
- Federal Civil Defense Act of 1950 (PL 920)
- Public Law 84-99 (Emergency Flood Assistance), http://www.mvp.usace.army.mil/Portals/57/docs/Operations%20Center/Emergency_Assistance_2011.pdf
- Homeland Security Presidential Directives 5, https://www.dhs.gov/sites/default/files/publications/Homeland%20Security%20Presidential%20Directive%205.pdf
- Homeland Security Presidential Directives 8, https://www.dhs.gov/presidential-policy-directive-8-national-preparedness
- National Incident Management System (NIMS) at the NIMS Integration Center, https://www.fema.gov/national-incident-management-system
- Americans with Disabilities Act (ADA), 1990, https://www.ada.gov/pubs/adastatute08.htm

1.5 Phases of Emergency Management

The City follows the four (4) phases of emergency management: mitigation, preparedness, response, and recovery.

1.5.1 Mitigation Phase

Mitigation efforts occur both before and following disaster events and are best done with help of community partners and other governmental agencies. Actions include eliminating or reducing the impact of hazards that exist within the operational area and are a threat to life and property. Mitigation tools include:
- Local ordinances
- Structural measures
- Tax levy or abatements
- Public information and community relations

- Land use planning
- Professional training

1.5.2 Preparedness Phase

Preparedness efforts include establishing authorities and responsibilities for emergency action, ensuring processes are in place for reimbursement, collecting resources to support them, emergency/disaster planning, establishing Standard Operating Procedures (SOPs), training and exercises for staff, and public education.

Preparedness is a year-round activity and is less relevant during the activation of this plan.

1.5.3 Response Phase

When a disaster is inevitable, actions emphasize protection of life and property. Typical responses might be:

- Review of emergency plans, SOPs/EOP
- Dissemination of accurate and timely emergency public information
- Accelerated training of permanent and auxiliary staff
- Inspection of critical facilities
- Recruitment of additional staff and Disaster Services Workers
- Mobilization of resources
- Using warning and communications systems
- Preparing an emergency proclamation

During this phase, emphasis is placed on saving lives and property, control of the situation and minimizing effects of the disaster. Immediate response is accomplished within the affected area by local government agencies and segments of the private sector. The emergency management organization will give priority to the following operations:

- Dissemination of accurate and timely emergency public information and warning to the public
- Situation analysis
- Resource allocation and control
- Evacuation and rescue operations
- Medical care operations
- Care and shelter operations
- Access and perimeter control
- Public health operations
- Restoration of vital services and utilities
- Reunification of families

When local resources are committed to the maximum and additional resources are required, requests for mutual aid will be initiated through the Santa Barbara County Operational Area

Emergency Operations Center (also known as the County EOC). Fire and law enforcement agencies will request and render mutual aid directly through their established channels.

Depending on the severity of the emergency, a local emergency may be proclaimed through the Santa Barbara County Operational Area.

1.5.4 Recovery Phase

Recovery is both a short-term activity intended to return critical systems to operation and a long-term activity that brings the community to a state of stability. Beginning alongside response efforts, representatives of federal, state, county, and city agencies, as well as support agencies such as the American Red Cross, are to coordinate the implementation of assistance programs and establishment of support priorities. Details, policies, and procedures for rehabilitation and recovery activities are provided in the State Disaster Assistance Procedural Manual. Disaster Recovery Centers (DRCs) may also be established by the federal government or CalOES, providing a "one-stop" service to initiate the process of receiving federal, state, and local recovery assistance.

The recovery period has major objectives that may overlap, including:
- Reinstatement of family autonomy
- Provision of essential public services
- Permanent restoration of private and public property
- Identification of residual hazards
- Plans to mitigate future hazards
- Recovery of costs associated with response and recovery efforts
- Improvement of future emergency operations

1.6 City of Goleta's Emergency Organization

1.6.1 Municipal Leadership

The Goleta Municipal Code §2.10.040 provides for a Disaster Council to develop and recommend emergency and mutual aid agreements for adoption by the City Council. The Disaster Council shall meet upon request of the Chair or in his/her absence the Vice Chair. The City Council and Disaster Council serve in a legislative and policy role, and also assigns priorities for the EOC to address. These councils do not directly manage the EOC or field response. The Disaster Council is comprised of:

- Council Chair – City Manager – Director of Emergency Services
- Council Vice Chair – Director of Neighborhood Services– Assistant Director of Emergency Services
- Assistant City Manager
- Director of General Services
- Director of Public Works
- Director of Finance
- Director of Planning and Environmental Review
- City Attorney
- City Chief of Police
- Santa Barbara County Fire Representative
- Those requested by the Director of Emergency Services with the advice and consent of the City Council

1.6.2 Role of the Director of Emergency Services

This position is filled by the City Manager, who according to the Municipal Code is empowered to make a variety of decisions and actions during an emergency on behalf of the City, including acting in the absence of the City Council. These powers and duties include:

- Proclaim the existence of a local emergency in the City of Goleta and request that the City Council ratify the local emergency if needed.
- Request that the Governor proclaim a State of Emergency.
- Put forth orders and regulations to protect life and property, including emergency orders to command the aid of citizens in the community.
- Provide mutual aid to and for the people of the City.
- Require the services of any local official or employee.
- Requisition necessary personnel and material of any department or agency.
- Obtain vital supplies and equipment and, if there is an immediate need, to 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 [Note: Article 17, Section 8655 of the California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the California Government Code) provides for certain privileges and immunities].
- Direct cooperation and coordination between services and staff of the emergency organization of the City.
- Represent the City in all dealings with public or private agencies on matter pertaining to emergencies.

1.6.3 City Response Organization

- Field Personnel
  - Santa Barbara County Sheriff
  - Santa Barbara County Fire
  - Public Works Staff
  - Volunteers – Community Emergency Response Team (CERT), American Red Cross Pacific Coast Chapter, spontaneous volunteers under supervision
- EOC Personnel
  - Dedicated City staff trained in EOC operations
  - Additional City staff as needed
  - Sheriff representative
  - Fire representative
  - American Red Cross representative
  - County Office of Emergency Management representative
  - Outside agencies as needed

SECTION 2 – BASIC PLAN DETAILS

2.1 Plan Overview

The City of Goleta Emergency Operations Plan (EOP) is an all-hazards document describing the City's emergency organization, compliance with relevant legal statutes, and critical components of the emergency response system. This plan is not intended to address specific emergency responses. Specific annexes to this document include Emergency Action Plans (EAPs), which outline hazard specific response activities.

It is the responsibility of the Emergency Services Coordinator (ESC) to develop emergency plans. The ESC will update and seek approval of the plan as needed. The ESC will also use the Whole Community approach and receive feedback from other local jurisdictions and partners to ensure the plan does not conflict with any other established plans or agreements.

The Goleta EOP addresses the planned response to and recovery from conditions of disaster or of extreme peril to the safety of persons, property and the environment, by natural or human causes.

The Plan delineates the City emergency management organization and identifies policies, priorities, responsibilities, and procedures for the EOC.

The Plan also establishes the framework for implementation of SEMS within the City of Goleta and guides its relationship with other levels of government as well as with Field Level Incident Commanders.

The plan is aligned with the State of California Emergency Plan, the California Operational Area Agreement that includes the City within the Santa Barbara County Operational Area, Santa Barbara County Emergency Operations Plan, the Goleta Municipal Code as well as plans and Standard Operating Procedures (SOPs) of contract agencies and Special Districts.

The Plan is designed to guide the EOC staff through all phases of emergency management. It is flexible and can be used for all emergencies and will facilitate both short-term response and long-term recovery.

2.2 Activation of the EOC

The EOC is activated by order of the Director of Emergency Services, or authorized representative, in response to threats or disasters which may affect the City of Goleta.

Other times when the EOC will be activated include:
- When the Governor has proclaimed a State of Emergency in an area that includes the City of Goleta
- By a Presidential Declaration of a National Emergency
- The existence of a State of War Emergency

Personnel who can activate the EOC are laid out in the activation chart in section 2.3. These personnel have the responsibility to determine whether the emergency condition requires the partial or full mobilization of the EOC.

Common criteria for an EOC activation:
- Lack of resources during an incident
- An incident of long duration
- A necessity for major policy decisions
- A local or state emergency is declared
- Activation of EOC promotes coordination in response to an incident

The type and magnitude of the emergency will dictate the City's response to disasters or incidents. Generally, response to a major peacetime emergency will progress from local, to county, to state to federal involvement.

There are three levels of EOC activation in emergencies. The response is based on the severity of the situation and the availability of local resources.

The Logistics Section is responsible for the setup of the physical EOC space. The Planning Section, and the Deactivation Branch, is responsible for the deactivation and cleanup of the EOC space.

2.3 EOC Activation Levels

Upon notification of the existence of a threat to public safety, property, or the environment, (e.g., winter storm, flooding), the Director of Emergency Services will call together key City staff to assess the scope of the incident/emergency and make a decision regarding EOC activation and the level of activation. These response levels are described within the following Levels of Activation chart.

Event	Activation Level	Minimum Staffing	Authorization Level
Minor Event • Single site • One or more departments involved • Potential threat of storm, flood, fire	**Three (Lowest)**	• Director of Emergency Services or Designee • Operations Coordinator • Recovery Unit • EOC Coordinator	• Director of Emergency Services • Department Head • Emergency Services Coordinator
Moderate Event • Single site • Multiple departments involved • Several Response Agencies • Partial Evacuation	**Two (Middle)**	• Director of Emergency Services or Designee • Section Coordinators • PIO • Liaison Officer	• Director of Emergency Services • Department Head
Major Event • Multiple sites • Regional Disaster • Multiple agencies involved • Extensive evacuations • Lack of resources	**One (Highest)**	• All EOC staff and functions	• Director of Emergency Services • Department Head

2.4 Predesignated Locations for the EOC

The City has identified primary and alternative locations for its EOC. In order of priority, these locations are:

- Primary: Goleta City Hall – 130 Cremona Dr. Suite B, Goleta, CA
- Alternative: Santa Barbara County Office of Emergency Management – 4408 Cathedral Oaks Rd, Santa Barbara, CA

2.5 City EOC Management, Direction, and Control

The EOC is managed by the Director of Emergency Services. The City EOC will utilize SEMS for multi/interagency coordination.

2.6 Coordination with Other Emergency Responders

The City of Goleta has identified the jurisdictions, special districts, community-based organizations, volunteer agencies, private agencies, including non-government organizations (NGOs) that operate within the City's geographical area and sphere of influence. Many organizations will have a response role during an incident. Their roles will be coordinated by the EOC, usually through pre-established relationships, and may include:

- American Red Cross (ARC)
- Air Pollution Control District (APCD)
- City of Carpinteria
- City of Santa Barbara
- Community Emergency Response Team (CERT)
- Santa Barbara County Fire Department (County Fire
- Santa Barbara County Office of Emergency Management (OEM)
- Santa Barbara County Sheriff's Office (SBSO)
- Santa Barbara Unified School District (SBUSD)
- Goleta Union School District (GUSD)
- Goleta Valley Cottage Hospital
- Goleta Sanitary District
- Goleta West Sanitary District
- Goleta Water District
- University of California – Santa Barbara (UCSB)

SECTION 3 – ORGANIZATIONAL STRUCTURE

3.1 The Incident Command System (ICS) and The Standardized Emergency Management System (SEMS)

The Incident Command System (ICS) is a nationally used, standardized, on-scene emergency management system specifically designed to allow the users to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS addresses both organization and processes. ICS is used to manage facilities, equipment, personnel, procedures, and communications by using common organizational structure and standardized procedures. In addition, it has been adopted by both the state and federal government and is specifically required for SEMS compliance.

The Standardized Emergency Management System (SEMS) is the system required by California Government Codes §8607(a) for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS is intended to be flexible and adaptable to the needs of all emergency responders in California.

Fully activated, SEMS consists of five levels of scope: field response, local government, operational areas (geographic county lines and all jurisdictions within), Cal OES Mutual Aid Regions, and state government. Each level is activated as needed.

3.1.1 Field Response Level

The field response level is where emergency response personnel and resources carry out tactical decisions and activities in direct response to an incident or threat site. SEMS regulations require the use of ICS at the field response level of an incident.

3.1.2 Local Government Level

The local government level manages and coordinates the overall emergency response and recovery activities within its jurisdiction. Local governments include cities, counties, schools, and special districts within an Operational Area.

Local government supports field operations

3.1.3 Operational Area Level

The Operational Area includes all the jurisdictions and special districts within the county geographical area. The County of Santa Barbara is the lead agency for the Operational Area.

The Operational Area Level manages and/or coordinates information, resources, and priorities among local governments; and serves as the coordination and communication link between the

local government level and the regional level. The City of Goleta will establish communication with the Operation Area EOC upon activation the City's EOC.

3.1.4 Regional Level

The Regional Level manages and coordinates information and resources among operational areas within the mutual aid region. This level, along with the state level, coordinates overall state agency support for emergency response activities.

There are three CalOES Administrative Regions (Inland, Coastal, and Southern) in California. There are six Mutual Aid Regions for fire and general mutual aid coordination.

The City is within the Southern CalOES Region and is a part of Mutual Aid Region I.

3.1.5 State Level

Cal OES is part of the Governor's Office and performs executive functions assigned by the Governor. The Director coordinates the State's disaster preparedness and response activities, assisted by representatives of State agencies under the authority of the California Emergency Services Act. The State level manages State resources in response to the emergency needs of the other levels, manages and coordinates mutual aid among the mutual aid regions and between the regional level and State level, and serves as the coordination and communication link with the federal disaster response system.

3.2 Responsibilities of the City of Goleta at the Local Level

The City is responsible for emergency response within its boundaries, although some services are contracted from other agencies. All local governments are responsible for coordinating with other local governments, to their field response level, and with the operational area. The City may support its emergency response by opening its EOC and providing mutual aid within its capabilities.

The City is primarily responsible during emergencies for restoration of services that it normally provides. It is also responsible for safety of people at its facilities or on its property and for warning of hazards from its facilities or operations. Some special districts may assist other local governments in the emergency response.

3.2.1 ADA Considerations for Local Government

Emergency preparedness and response programs must be made accessible to people with disabilities as required by the Americans with Disabilities Act of 1990 (ADA). Disabilities include, but are not limited, to mobility, vision, hearing, cognitive disorders, mental illness, and language barriers.

Included in the City's planning efforts for those with disabilities are:
*   Notification and warning procedures.

- Evacuation considerations.
- Emergency transportation issues.
- Sheltering requirements.
- Accessibility to medications, refrigeration, and back-up power.
- Accessibility for mobility devices and/or service animals while in transit or at shelters.
- Accessibility to emergency information.

3.3 Responsibilities of Special Districts as Local Level

Special districts are defined as local governments in SEMS. The emergency response role of special districts is generally focused on the return to normal services. During disasters, some types of special districts will be extensively involved in the emergency response by assisting the City.

"Local Government" means local agencies, as defined in Article 1, Section 8680.2 of the California Government Code (Chapter 7.5 of Division 1 of Title 2).

Article 1, Section 2900 of the California Code of Regulations (Chapter 5 of Division 2 of Title 19) defines special districts as a "unit of local government in the state (other than a city, county, or city and county) with authority or responsibility to own, operate, or maintain a project, including a joint powers authority established under CCR Section 6500 et seq."

3.4 SEMS Requirements for Local Governments

The City 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
- Establish coordination with field Incident Commanders
- Use existing mutual aid systems such as fire and law enforcement
- Establish coordination with the Operational Area EOC and any state or local emergency response agency having jurisdiction over an incident
- Coordinate with other agencies to facilitate decisions for emergency response activities
- SEMS includes fulfilling the management and coordination role of local government and providing for the five (5) essential functions of Management, Operations, Planning, Logistics and Finance

3.5 National Incident Management System (NIMS)

Homeland Security Presidential Directive (HSPD) – 5 requires all states and local governments to adopt and implement NIMS. NIMS integrates existing best practices into a consistent, flexible, and adjustable nationwide approach for emergency management.

Six major components make up NIMS:

3.5.1 Command and Management

NIMS organizational structure is based upon three systems that are to be used in response:

- ICS
- Multi-Agency Coordination
- Public Information Systems
  - Refers to processes, procedures, and systems for communicating timely and accurate information to the public during crisis or emergency situations.

3.5.2 Preparedness

Preparedness refers to ongoing activities completed before an incident occurs. Preparedness is defined by fulfilling the following concepts:

- **Planning** – Plans, such as the EOP, describe how personnel, equipment, and other resources are used to support incident management and emergency response activities.
- **Training** – Includes standard courses available through federal and state agencies and also department and discipline specific courses that are more specific to the needs of the City of Goleta.
- **Exercises** – Response organizations, including the City of Goleta, must participate in realistic exercises, including multi-disciplinary and multi-jurisdictional exercises, to improve effectiveness in emergency operations.
- **Personnel Qualification & Certification** – Sets standards to ensure that incident management and emergency responder personnel are appropriately qualified and officially certified to perform NIMS-related functions
- **Equipment Acquisition & Certification** - Sets standards for the acquisition of equipment that will perform to certain standards, including the capability to be interoperable with similar equipment used by other jurisdictions.
- **Mutual Aid** - Mutual aid agreements are the means for one jurisdiction to provide resources, facilities, services, and other required support to another jurisdiction during an incident. Each jurisdiction should be party to a mutual aid agreement with appropriate jurisdictions from which they expect to receive or to which they expect to aid during an incident.
- **Publications Management** - Refers to forms and forms of standardization, developing publication materials, administering publications, and revising publications when necessary.

3.5.3 Resource Management

NIMS defines standardized mechanisms and establishes requirements for processes to describe inventory and to mobilize, dispatch, track, and recover resources over the life cycle of an incident.

3.5.4 Communications & Information Management

NIMS identifies the requirements for a standardized framework for communications, information management (collection, analysis, and dissemination), and information-sharing at all levels of incident management.

- **Incident Management Communications** - Incident management organizations must ensure that effective, interoperable communications processes, procedures, and systems exist to support a wide variety of incident management activities across agencies and jurisdictions.
- **Information Management** - Information management processes, procedures, and systems help ensure that information, including communications and data, flows efficiently through a commonly accepted architecture supporting numerous agencies and jurisdictions responsible for managing or directing domestic incidents, those impacted by the incident, and those contributing resources to the incident management effort.

3.5.5 Supporting Technologies

Technology and technological systems provide supporting capabilities essential to implementing and continuously refining NIMS. These include voice and data communications systems, information management systems (e.g. record keeping and resource tracking), and data display systems. Also included are specialized technologies that facilitate ongoing operations and incident management activities in situations that call for unique technology-based capabilities.

3.5.6 Ongoing Management & Maintenance

This component provides strategic direction for and oversight of NIMS, supporting both routine review and the continuous refinement of the system and its components over the long term.

3.6 Operational Area Responsibilities under SEMS and NIMS

The City of Goleta is a part of the Santa Barbara County Operational Area. The implementation of SEMS and NIMS is a cooperative effort of all departments and agencies within the county, cities, and special districts that have an emergency response role.

All City staff who may work in the EOC or at the field level will receive appropriate SEMS/NIMS/ICS training as recommended by the Department of Homeland Security. To validate preparedness and planning efforts, the City will develop an exercise program that provides periodic exercises for EOC personnel under SEMS/NIMS/ICS guidelines.

3.7 National Response Framework (NRF)

The National Response Framework is built upon the premise that incidents are typically handled at the lowest jurisdictional level as this level of governance is responsible for the task of long-term recovery. In most incidents, state and local resources and interstate mutual aid will

provide the first line of emergency response and incident management support. When state resources and capabilities are overwhelmed, governors may request federal assistance. The NRF provides the framework for federal interaction with state, local, tribal, private sector, and non-governmental entities in the context of domestic incident management to ensure timely and effective federal support. The NRF is the core operational plan for national incident management, and establishes national-level coordinating structures, processes, and protocols that will be incorporated into certain existing federal interagency incident- or hazard-specific plans.

3.8 Area Command and Unified Command

An Area Command may be established when the complexity of an incident or incident management span-of-control issues are present. An Area Command oversees the management of multiple incidents, each being handled by separate ICS organizations. These incidents may also be non-site-specific, geographically dispersed or evolve over a long period of time (e.g., a mass influenza event). An Area Command organization can also be used if there are several incidents in the same area and of the same type, such as wildfires. These are incidents using the same resources. Multi-jurisdictional incidents may be handled by a Unified Command wherein each jurisdiction has a representative in the command structure.

3.9 Incident Command System Under SEMS

ICS/SEMS is composed of five (5) functions: Management, Operations, Planning, Logistics and Finance. These functions are present in every EOC and mirror the ICS functions which may, or may not, be contained in Field Level Command Posts. The exact EOC organizational staffing level is decided by the Director of Emergency Services, upon consultation with the EOC Section Coordinators, with consideration given to the circumstances and scope of the emergency/disaster.

To help identify what Section staff are associated with in the field and EOC, each Section is assigned a color. Staff are to wear a vest with their color, which is provided by the EOC. Each color assignment is as follows:

- Management Section – White/Gray
- Operations Section – Red
- Planning Section – Blue
- Logistics Sections – Yellow
- Finance Section – Green

3.9.1 Management Section "Leads It"

The Director of Emergency Services/EOC Director has responsibility for the overall management of the City's response. The Director ensures that all EOC functions are staffed by the most qualified individuals. This section sets objectives, reviews and approves action plans, provides public information, keeps track of legal concerns and makes policy decisions, subject to later ratification by the City Council. The EOC Management Section should focus on strategy and

policy, not tactics. This Section also coordinates the activities of other county, state, and federal agencies with the City.

The Management Section Staff consists of:
- EOC Director – Director of Emergency Services
- Deputy EOC Director – Assistant Director of Emergency Services
- EOC Coordinator
- Liaison Officer
- Public Information Officer
- Legal Advisor
- Safety Officer

3.9.2 Operations Section "Does It"

The Operations Section Coordinator is responsible for the coordination and management of all branches in the Operations Section. Depending upon the type of event which is occurring, the Operations Section Coordinator may be from the Public Works Branch, the Law Enforcement Branch, or the Fire Services Branch. This section develops the tactics of the Incident Action Plan to meet objectives set by the Management Section. It allocates personnel and equipment, identifies staging areas and manages the transfer of mutual aid supplies or personnel. Multi-purpose staging areas are also under the management of this section. This Section is responsible for coordinating with field personnel and responds to field requests, anticipates needs, and coordinates information gathering in conjunction with the Plans Section.

Examples of challenges that this Section may have to deal with are special populations, animal control issues, hazardous materials, coroners, emergency medical, crisis counseling for emergency responders, transportation and road issues, urban search and rescue, disease control, utility restoration, flooding, damage assessment, safety assessments, sheltering and feeding, and potable water.

The Operations Section Staff consists of:
- Operations Section Coordinator
- Survey Unit
- Fire/Rescue/HAZMAT Branch
- Law Enforcement Branch
  - Animal Control
- Public Works Branch
- Building and Safety Unit
- CERT Coordinator
- Care and Shelter Branch

3.9.3 Planning Section "Plans It"

The Planning Section Coordinator leads this Section which may be structured into several units depending upon the needs of the incident. The Planning Section is responsible for gathering, tracking, and displaying verified information which correctly describes the incident status. It compiles the status of utilities, road conditions, public buildings, schools, shelters, and damaged/destroyed buildings and homes. Planning maintains all documentation related to the event, makes projections on the course of the event, and should always be considering what units and teams will be necessary for the next operational period or if a team is no longer needed and should be deactivated. Planning is responsible for the deactivation of the EOC and its staff, the compilation of and publication of the Incident Action Plan, and organizing documentation for the recovery process.

All outside personnel, such as an IT contractor, who may not have a predesignated role in the EOC will be placed into Planning as a Technical Specialist.

The Planning Section Staff consists of:
- Planning Section Coordinator
- Situation Status Branch
- Documentation Branch
- Recovery Unit
- Deactivation Branch
- Technical Services Specialist

3.9.4 Logistics Section "Gets It"

The Logistics Section Coordinator leads the Section and is responsible for providing all support needs to the incident. This Section maintains records of requests and the disposition of resources. It provides personnel support including volunteers, specialized equipment and contractor services not available in-house, transportation, housing, feeding, tracking of resources as they move, provision of sanitation services, information technology support, and communications. Requests for personnel, equipment, supplies, and shelters are a few examples of what this Section handles; for this reason, the Logistics Section has a very close relationship with the Operations Section.

The Logistics Section Staff consists of:
- Logistics Section Coordinator
- Communications Branch
- Facilities and Transportation Branch
- Resource Branch

3.9.5 Finance Section "Buys It"

The Finance Section Coordinator leads this Section and is responsible for fiscal management, timekeeping on personnel and equipment, and tracking the overall cost of the incident. This

Section handles procurement, the administration of vendor contracts, compensation, travel requests, and claims. Finance also prepares and maintains adequate records for cost recovery.

The Finance Section Consists of:
- Finance Section Coordinator
- Sign-In and Timekeeping Branch
- Procurement Branch
- Compensation and Claims Branch

SECTION 4 – EOC OPERATIONS

The Emergency Operations Center (EOC) is a coordination tool to help a department and/or the City overcome a complex project; activation of the EOC only means that extra coordination would be beneficial, and does not mean that the event is catastrophic.

The EOC is responsible for strategic direction and operational decisions and does *not* directly control field assets. The EOC and its staff are to address hazards, collect information, coordinate with the field level personnel, support resource needs, share information with other response agencies, and overall protect life and property.

Each jurisdiction may have its own EOC. Other EOCs may be staffed at higher or lower activation levels depending on how affected they are by a disaster, but all EOCs will operate similarly by following SEMS and NIMS guidelines.

4.1 Components of EOC Coordination

Common Terminology
Used to describe organizational functions, resources, and facilities within ICS/SEMS.

Modular Organization
Modular organization is the method by which the organizational structure develops based upon the kind and size of the incident. The organization's staff builds from the top down with responsibility and performance placed initially with the EOC Director. Several sections may be covered by one person in a relatively simple organization.

Unified Command
A structure which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by working with other agencies in establishing a common set of incident objectives. This is accomplished without losing or abdicating agency authority, autonomy, responsibility, or accountability.

Action Planning
Action planning identifies objectives, tactics and strategies made by the Director of Emergency Services for the incident based upon the requirements of the jurisdiction. In the case of Unified Command, the event objectives must adequately reflect the policy and needs of all the jurisdictional agencies. The Incident Action Plan for an event documents the support activities required for the operational period.

Span of Control
Span of Control within the EOC is a limitation on the number of EOC staff positions that can effectively be supervised or directed by an individual. The span-of-control range is usually from three (3) to seven (7) personnel.

Comprehensive Resource Management
The identification, grouping, assignment, and tracking of resources.

Integrated Communications
The establishment and use of a communications plan.

4.2 EOC Set Up

Once activated, the set-up of the EOC is the responsibility of the Logistics Section. An EOC Activation plan will be updated by the Emergency Services Program to guide staff in how to complete the process.

4.3 EOC Staffing

Staffing decisions will be driven by the nature and scope of the emergency and the activation level ordered by the Director of Emergency Services. The EOC Sections must be prepared for extended operations on a twenty-four (24) hour basis; this creates a need for depth within each Section as one staff member should not be relied upon exclusively to see their Section succeed. Multiple staff should be able to fulfill each role in some capacity.

It is the responsibility of the Director of Emergency Services and the Planning Section to determine how long an operational period will last. It is recommended that there be three 8-hour operational period within one day to begin any disaster response, and one of those three shifts generally used to allow staff to rest before returning to work.

Incidents requiring extended EOC Operations may see adjustments in the staffing shift hours, staffing levels, or a combination thereof. The Safety Officer is authorized to recommend the Section Coordinators to send EOC staff home when exhibiting signs of fatigue and stress.

EOC Staff assignments are pre-designated by the Director of Emergency Services in the EOC Staffing Plan, which is published separately and updated by the Emergency Services Coordinator. Each position in the EOC will have one primary and one secondary staff member designated.

Contract agencies, special districts, utilities, Community Based Organizations (CBOs), and Non-Governmental Organizations (NGOs) may be requested to send agency liaison representatives to the City EOC.

4.4 EOC Operational Periods and the Action Planning Process

An Operational Period is a period of time determined by the Director of Emergency Services of which staff will serve in their emergency role. In an Operational Period, objectives determined by the previous Operational Period are completed while the current Management Section, alongside the Planning Section, set the objectives for the following Operational Period. This

process of planning for future Operational Periods is called the Action Planning Process and the Incident Action Plan is the physical document to be followed by future staff within the EOC.

The Incident Action Plan (IAP):
- Establishes the operational period length for completion of objectives.
  - In extended operations, the Safety Officer should beware of signs of fatigue and recommend Section Coordinators to send staff home if needed, including the Coordinators themselves.
- Establishes the direction and priorities for EOC operations for each SEMS function in the EOC and tracks progress.
- May be set by the Santa Barbara Operational Area for area-wide disasters.
- Increases accountability and reduces redundancy.
- Provides documentation for the After-Action Report.

4.4.1 Incident Action Planning Guide and Planning "P"

The FEMA Incident Action Planning Guide is a tool to help the Management and Planning Sections understand the steps and documents necessary to complete an IAP. The guide can be found in printed form within the EOC bin, and also electronically at the following link:

https://www.fema.gov/sites/default/files/2020-07/Incident_Action_Planning_Guide_Revision1_august2015.pdf

The Planning "P" can be found below and is a visual guide through the Action Planning Process.
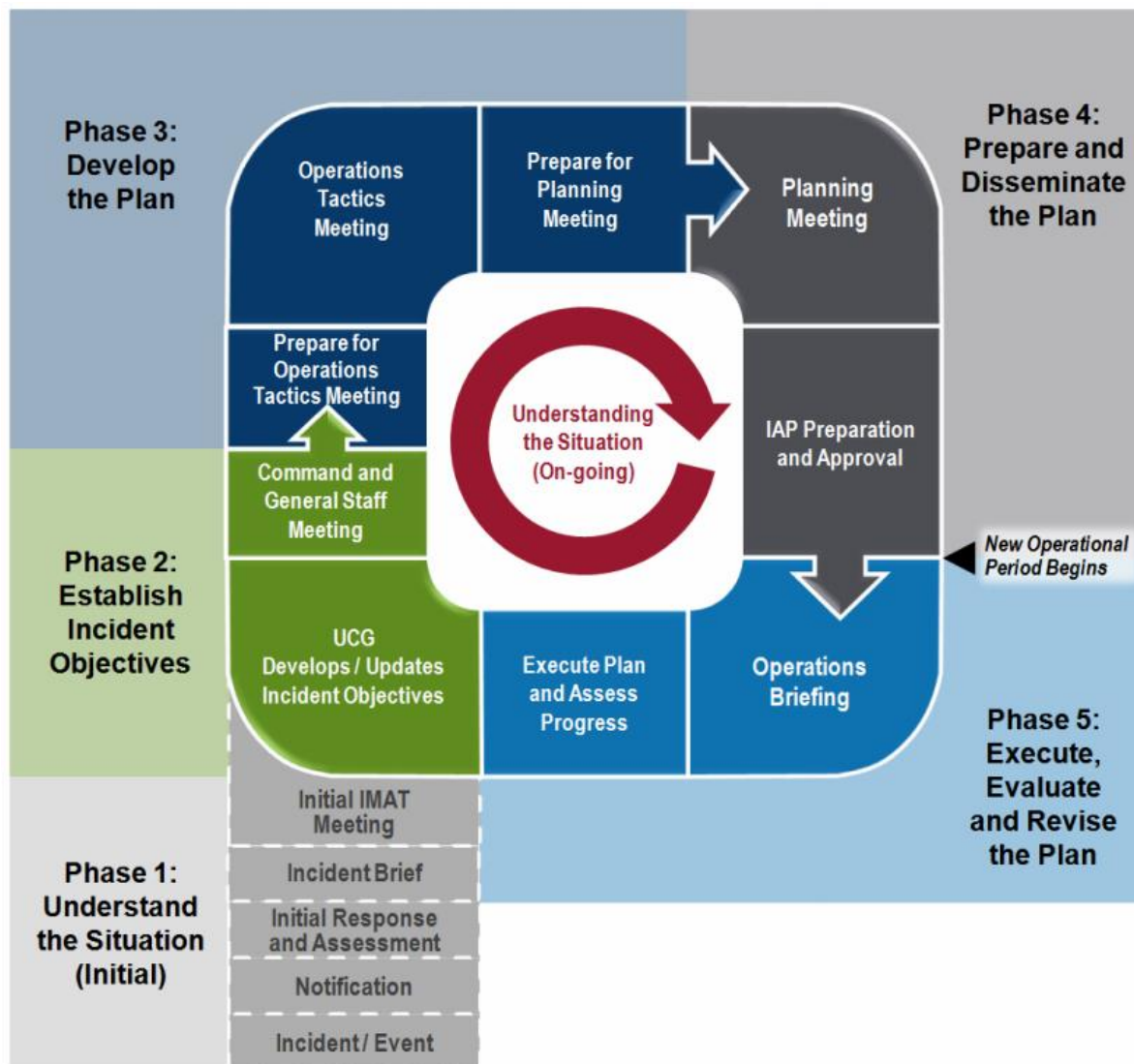
The Planning P is comprehensive but can also be overwhelming to staff unfamiliar with the process. The next section, '4.4.2', breaks down why the planning process is important and what goes into the steps.

4.4.2 Action Planning Steps

The action planning process involves 4 main steps: setting broad objectives, determining specific tactics, finding tactical support, and briefing the plan to all staff. These meetings are called:

- **Incident Command Meeting**
  - Attendees: EOC Director and Section Coordinators

- o Goal: Create a list of objectives for the incident and set the operational period. The meeting ends when the EOC Director determines that all relevant objectives have been captured and are reasonable.
- o How to accomplish this goal: have each Coordinator, primarily Operations, recommend broad objectives to the EOC Director that need to be achieved.

- **Tactics Meeting**
  - o Attendees: Full Operations Section, Sit/Stat from Planning Section, Resource Lead from Logistics
  - o Goal: Operations Section determines a list of tasks needed to be complete in the field to address the objectives set in the Incident Command Meeting. Operations talks specific tactics, what teams are assigned to what task, who makes up those teams, and what support is needed to accomplish the tasks. The meeting ends when the task list is complete.
  - o Sit/Stat and Resource Lead should be informed that they are there to listen and anticipate needs related to the tasks to bring back to their Section.

- **Planning Meeting** (Also known as the **Support Meeting**)
  - o Attendees: Section Coordinators and EOC Director, Documentation Unit (Planning Section), support staff welcome
  - o Goal: To receive support from the EOC Director on proceeding with the drafted tasks from the Tactics Meeting.
    - ▪ Operations Coordinator presents the draft plan to the EOC Director with how objectives are met by tasks. Operations then asks for resources that are needed to support the completion of the tasks.
    - ▪ The EOC Director confirms with each Section Coordinator if the plan is reasonable with the support requested. Once consensus is confirmed verbally by each Section, the meeting is complete.
  - o The Documentation Unit is responsible for capturing the decisions made. These decisions are recorded within the IAP. The IAP will then be finalized and signed by the EOC Director before the Section Briefing.

- **Section Briefing**
  - o Attendees: All
  - o The Planning Coordinator facilitates the meeting. Each Section Coordinator is given an opportunity to report on the decisions made during the previous action planning meetings and what other Sections should be aware of within the EOC.
    - ▪ Recommended Section order:
      - Planning, Operations, Logistics, Finance, Management
  - o The goal is to get the entire EOC on the same page.

There are multiple challenges during action planning: there may be imperfect or missing knowledge from the field, or there may not be support available for certain tactics and objectives to be met in the current op period. Additionally, it may be difficult to juggle responding to events in the current op period while preparing for the next. In this scenario,

perfection is the enemy of the good; it is more important to prepare a plan and communicate it well than make a perfect plan. There will likely be more op periods to address issues later.

This graphic shows the general cadence of an op period. It is not perfect but demonstrates how an EOC works within a single op period (assuming a 12-hour op period).

Start of an Operation Period (12 hours)		
	Plan Execution for Current Op Period	**Action Planning Process for next Op Period**
Hour 1	**Start of new op period and execute plan**	**EOC continuously monitors developments**
Hour 2	**Execute plan, assess progress, respond to issues as they arise**	
Hour 3		
Hour 4		
Hour 5		
Hour 6		
Hour 7		
Hour 8		**Management Section Develop and Update Objectives**
Hour 9		**Tactics Meeting**
Hour 10		**Planning (Support) Meeting**
Hour 11		**Finalize EAP for next operational period**
Hour 12	**Staff arrive onsite for next shift**	
	Operations Briefing	

4.4.3 Responsible Staff in Action Planning Process

- *EOC Director*
  - Ensures the IAP is completed.
- *Planning Section Coordinator*
  - Facilitates the Action Planning Process and ensures that all relevant Section staff report to their respective action planning meetings. Leads the Operational Period Briefing at the start of each Operational Period. Ensures IAP is distributed to Section Coordinators and Management Staff.
- *Situation Status Unit*
  - Collects and organizes incident status and situation information from Section Coordinators and places into IAP.
- *Documentation Unit*
  - Assists in preparation of next IAP. Distributes current IAP to staff. Keeps permanent record of all documents within the EOC.
- *All Section Coordinators provide input for IAP.*

4.5 EOC Training

The EOC Staff will participate in an ongoing training program. The Emergency Services Coordinator will make this training available to the team. This program will include the following elements:

4.5.1 Basic Training

Basic training covers the orientation to the EOC, introduction to the EOP, and the baseline knowledge of SEMS/NIMS through the use of online training programs provided by state and federal agencies. At a minimum, staff should hold certificates in the following trainings:

- FEMA ICS 100 Course
- State of California G606 Course
- An annual refresher of the two courses above provided by the Emergency Services Program

4.5.2 Specialized/Technical Training

Specialized training consists of Section specific trainings and outside EOC procedures such as managing a shelter.

4.5.3 Exercises

Table top exercises, functional exercises, or full-scale exercises may be used to involve EOC Staff in the processes of emergency management. At minimum, the team will have at least one (1) exercise each year.

SECTION 5 – DISASTER SERVICE WORKERS – EMPLOYEES AND VOLUNTEERS

Disaster Services Workers (DSWs) are any person properly registered for the purpose of engaging in disaster service, including paid staff and volunteers.

Under the California Government Code, all government employees (who are not already in public safety fields like police or fire) are obligated to serve as DSWs. DSWs provide services and aid during all phases of an emergency, including a long-term recovery phase.

5.1 Authorities

California Government Code, Title 1, Division 4, Chapter 8 requires all public employees to provide disaster service activities as may be assigned to them by their superiors or by law. In addition to state law, the City of Goleta Municipal Code, Chapter 2.10.070 provides that the City Manager, while in the role of Director of Emergency Services, has the authority to require emergency services of any City officer or employee.

California Government Code, Title 1, Division 4, Chapter 8

City of Goleta Municipal Code, Chapter 2.10.070

5.2 City Employees as Disaster Service Workers

It is the responsibility of each department director to ensure all department employees are aware of the procedures to follow in the event of an emergency, disaster, or catastrophic event that occurs during normal work hours, including where employees are to assemble.

Additionally, it is the responsibility of each department director to establish and maintain personal contact and emergency contact information for all department employees. The department director shall establish and maintain a phone tree (reporting structure) to be utilized in the event of an emergency, disaster, or catastrophic event that occurs during non-working hours to communicate with employees who need to return to work to perform disaster service activities.

Before all else, employees are to investigate the safety and security of their families in the event of a disaster.

5.2.1 Disasters During Working Hours

When an emergency occurs, all on-duty City staff must remain at work until properly relieved or excused by their supervisors.

5.2.2 Disasters During Non-Working Hours

Managers and supervisors are responsible for contacting their staff in the event of an emergency. Staff are to share their work availability with their director upon contact and ensure to the safety of their family and property. Staff may be called into work immediately or during a separate operational period.

If an employee becomes aware of an emergency but has not been contacted by their supervisor, staff are to immediately reach out to their supervisor with whatever communication methods are available. If no communication methods are available, they are to report to the EOC/City Hall.

5.2.3 Dissemination of Information

City staff are responsible for registering for emergency alerts associated with the City of Goleta through Santa Barbara County's Aware and Prepare program. Other contact methods include:
- City website: www.cityofgoleta.org
- Nixle: local.nixle.com/city/ca/goleta/
- City-issued mobile device (If applicable)
- City email
- Personal cell phone and email
- Emergency broadcasts

5.2.4 Expectations of Employee Preparedness

All City employees are required to complete online emergency preparedness courses within the first six (6) months of employment. Employees are issued an American Red Cross 72-hour emergency supply backpack upon employment. Employees are not to use any items within the backpack for regular use and are to supplement the kit with equipment that may be needed in an activation and personal items such as medications and a change of clothes.

5.3 Volunteers in Disasters

Volunteers constitute a large portion of emergency response resources. Groups including the Santa Barbara South County Amateur Radio Emergency Services (ARES), American Red Cross Pacific Coast Chapter, and City of Goleta Community Emergency Response Team (CERT) can help meet the needs of the local disaster victims.

Motivated civilians frequently offer their services to the City during emergency situations and wish to volunteer. These services can be simple offers of food and drink or may be physical labor or professional services and expertise. The key to successful volunteer employment is to identify individuals' skills and utilize the volunteers in a safe, supervised manner to the extent of their capabilities.

Volunteers *should* be utilized after a disaster if safety conditions permit. Volunteer work provides healing, a sense of purpose, and a healthy manner to grieve within a community. The EOC should consider utilizing volunteers within their operations.

5.3.1 Pre-Registered Volunteers

Pre-registered volunteers have been assigned specific disaster duties by nature of their registration, eg. ARES, CERT, etc. These pre-registered volunteers will work under lines of authority designated before the emergency. However, once deployed to field sites on order of the EOC Sections, these organized volunteers will report either individually or as a unit to the Incident Commander at the Incident Command Post. In certain instances, such as a major disaster, these pre-registered volunteers may operate independently but under positive communications control of their respective organizational representative present in the EOC.

5.3.2 Community Emergency Response Team (CERT)

The City leads its own CERT program led by the Emergency Services Coordinator.

CERT volunteers may be activated and deployed by the EOC Director, Deputy EOC Director, or Operations Section Coordinator after consultation with the Safety Officer. The CERT Coordinator position will simultaneously be activated under the Operations Section and serve as the EOC point-of-contact. The Emergency Services Coordinator is to be notified of the activation and will contact, deploy, and manage the CERT team.

5.3.3 General Volunteers, Disaster Service Worker Volunteers, and Worker's Compensation

The City has adopted a resolution extending Workers' Compensation coverage to certain volunteers in specified categories pursuant to Labor Code Section 3363.5. Should any volunteer become injured while performing duties as a volunteer for the City, he/she will immediately inform a supervisor. This classification of this type of volunteer will be titled General Volunteer. They may be called upon in a non-disaster situation, such as a tabling event on emergency preparedness at home.

Disaster Service Worker Volunteers (DSWVs) are only to be called upon in an emergency or during an exercise event for an emergency. The DSWV program is California state run program and covers medical expenses. DSWVs can be registered with the City Clerk or a designee before a disaster or "just in time" at their staging area. This registration is a requirement before the volunteer can accept tasks.

SECTION 6 – EMERGENCY PROCLAMATIONS

6.1 What Constitutes an Emergency?

The California Emergency Services Act § 8850-8868 and SEMS defines an emergency as "conditions of disaster or of extreme peril to the safety of persons and property…" by natural or human causes. Environmental considerations are also a factor.

6.2 Local Emergencies

The City of Goleta Municipal Code § 2.10.020 defines local emergency as "the actual or threatened existence of conditions of disaster or of extreme peril to the safety of persons and property within the city caused by such conditions as air pollution, fire, flood, storm, epidemic, riot or earthquake, or other conditions including conditions resulting from war or imminent threat of war, but other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment and facilities of the city, requiring the combined forces of other political subdivisions to combat."

6.2.1 Proclamation of Local Emergency

The City Council or Director of Emergency Services may proclaim a local emergency in the City when there is a threat to the safety of people and property within the City boundaries. To qualify for assistance under the California Disaster Assistance Act (CDAA), such proclamations must be made within 10 days of the event. CDAA does not make reference to reviewing the proclamation every 14 days; although, locals are required to do this under the Emergency Services Act. In addition, locals have to certify that they are in compliance with the Standardized Emergency Management System (SEMS) as a condition of receiving cost reimbursement for their emergency work labor costs under CDAA.

Whenever the Director of Emergency Services proclaims a local emergency, the City Council shall take action to ratify the proclamation with a four-fifths vote within seven days of the Directors proclamation and within ten days of the initial event or the proclamation shall have no further force or effect.

FEMA does not require local governing bodies to renew their local emergency proclamations every 14 days in order to receive federal funding.

The proclamation of a Local Emergency provides legal authority for the Director of Emergency Services to:
- Request the City Council proclaim a local emergency
- Request that the Governor proclaim a State of Emergency.
- Put forth orders and regulations to protect life and property, including emergency orders to command the aid of citizens in the community.
- Provide mutual aid to and for the people of the City.

- Require the services of any Goleta officer or employee.
- Requisition necessary personnel and material of any department or agency.
- Obtain vital supplies and equipment and, if there is an immediate need, to 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 (Note: Article 17, Section 8655 of the California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the California Government Code) provides for certain privileges and immunities).
- Direct cooperation and coordination between services and staff of the emergency organization of the city
- Represent the City in all dealings with public or private agencies on matter pertaining to emergencies

The City should immediately notify and send a copy of the City's proclamation to the County EOC's Duty Officer so that the County can request a local emergency proclamation or a concurrence by the County.

6.2.2 Renewing and Ending an Emergency Proclamation

As stated in the Emergency Services Act, Article 14, Section 8630 (Proclamation by local governing body; Duration; Review):

(a) A local emergency may be proclaimed only by the governing body of a city, county, or city and county, or by an official designated by ordinance adopted by that governing body.

(b) Whenever a local emergency is proclaimed by an official designated by ordinance, the local emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the governing body.

(c) The governing body shall review the need for continuing the local emergency at least once every 60 days until the governing body terminates the local emergency.

(d) The governing body shall proclaim the termination of the local emergency at the earliest possible date that conditions warrant.

6.3 State of Emergency

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

- Conditions of disaster or extreme peril exist which threaten the safety of persons and property within the state caused by natural or human-caused incidents
- He/she is requested to do so by local authorities
- He/she finds that local authority is inadequate to cope with the emergency

Whenever the Governor proclaims a State of Emergency:

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

- 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, except for the media, in carrying out the responsibilities of his office
- The Governor may promulgate, issue and enforce orders and regulations deemed necessary

6.4 State of War Emergency

Whenever the Governor proclaims a State of War Emergency, or if a State of War Emergency exists, all provisions associated with a State of Emergency apply, plus all state agencies and political subdivisions are required to comply with the lawful orders and regulations of the Governor which are made or given within the limits of his authority as provided for in the California Emergency Services Act.

SECTION 7 – CONTINUITY OF GOVERNMENT

A major disaster or national security emergency could result in the death or injury of key government officials and/or the partial or complete destruction of established seats of government, and public and private records essential to continued operations of government. Government at all levels is responsible for providing continuity of effective leadership, authority and adequate direction of emergency and recovery operations. The Emergency Services Act Section 8643(b) *et seq.* and the Constitution of California provide the authority for state and local government to reconstitute itself by appointment of qualified persons to fill vacancies.

7.1 Lines of Succession

The Emergency Services Act Section 8638 authorizes governing bodies to designate and appoint three standby officers for each member of the governing body and for the chief executive, if not a member of the governing body.

The Director of Emergency Services line of succession is as follows:
1. City Manager
2. Assistant City Manager or other person designated as Acting City Manager under GMC 2.03.050
3. Neighborhood Services Director
4. Public Works Director
5. Director of Planning and Environmental Review
6. Finance Director

The City Manager may authorize another staff member to lead response efforts as the EOC Director only when all alternative staff members listed above are unable to report to the position. This appointment will only last for the duration of the incident or until a designated staff member can report to the EOC Director position.

7.2 Reconstitution of the Governing Body

The Emergency Services Act authorizes local governing bodies to convene, as soon as possible, whenever a State of Emergency or Local Emergency exists and at a place not necessarily within the political subdivision. The duties of a governing body during emergencies include ascertaining the damage to the jurisdiction and its personnel and property, reconstituting itself and any subdivisions, performing functions in preserving law and order, and furnishing local services.

The Emergency Services Act establishes a method for reconstituting the governing body. In the case that all members and standbys be unavailable, temporary officers shall be appointed by the chair of the County Board of Supervisors, in which the political subdivision is located, by the Chair of the Board of Supervisors of any other county within one hundred and fifty (150) miles

or by the Mayor of any City within one hundred and fifty (150) miles. The City Government could be reconstituted at City Hall or at any of the alternate EOC locations.

7.3 Preservation of Vital Records

Each City department is responsible for the maintenance of their vital records. The City Manager is responsible for overall coordination with the City Clerk for record preservation according to the City's Records Retention Policy.

Vital records are defined as those records that are essential to:
- Protect and preserve the rights and interests of individuals, governments, corporations and other entities. Examples include vital statistics, land and tax records, license registers, and articles of incorporation.
- Conduct emergency response and recovery operations. Records of this type include utility system maps, locations of emergency supplies and equipment, emergency operations plans and procedures, personnel rosters, etc.
- Reestablish normal governmental functions and protect the rights and interests of government. Constitutions and charters, statutes and ordinances, court records, official proceedings and financial records would be included here.
- Record depositories should be located well away from potential danger zones and if possible, housed in facilities designed to withstand blast, fire, water, and other destructive forces. To the extent possible, records should be archived electronically and stored in off-site databases for preservation and remote access. Each department within the City should identify, maintain and protect its own essential records.

SECTION 8 – MULTI-AGENCY / INTERAGENCY COORDINATION

Multi-agency or inter-agency coordination is the participation of agencies and disciplines involved at any level of the ICS/SEMS organization working together in a coordinated effort to facilitate decision-making for overall emergency response activities, including the sharing of critical resources, information and the prioritization of incidents. The Multi-Agency Coordination System (MACS) is a decision-making system used by member jurisdictions of the Santa Barbara Operational Area to prioritize and coordinate resource allocation and response to multiple incidents affecting the Operational Area. MACS is usually implemented during a large-scale incident involving multiple agencies or jurisdictions.

Multi-agency or inter-agency coordination is important for:
- Establishing priorities for response
- Allocating critical resources
- Developing strategies for handling multi-agency response problems
- Sharing information
- Facilitating communications

8.1 Multi-Agency / Interagency Coordination within the EOC

Multi-agency or interagency coordination is an integral part of the functioning of the City's EOC. The EOC is staffed by representatives from City departments and agencies who work together at the EOC to coordinate the City's emergency response. Representatives from outside agencies including special districts, volunteer agencies and private organizations may also participate at the EOC with departmental representatives in coordinating the City's response efforts. Coordination with agencies not represented in the EOC may be accomplished through telecommunications, emails, or radio.

SECTION 9 – MUTUAL AID

The foundation of California's emergency planning and response is a statewide mutual aid system which is designed to ensure that adequate resources, facilities, and other support is provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given incident. The basis for the system is the California Master Mutual Aid Agreement, as provided in the California Emergency Services Act. It created a formal structure in which each jurisdiction retains control of its own personnel and facilities but can give and receive help whenever it is needed. The state government is obligated to provide available resources to assist local jurisdictions in emergencies.

Incoming mutual aid resources may be received and processed at several types of facilities including Incident Command Posts, staging areas, bases, camps, and mobilization centers. Units in staging areas are ready to be sent directly to the disaster site. Staging Areas are off-incident locations at which emergency response personnel and equipment are temporarily located pending assignment, release or reassignment.

9.1 Master Mutual Aid Agreement

The basis for mutual aid is the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA), as provided for in the California Emergency Services Act. The Agreement was developed in 1950 and has been adopted by the State, all 58 counties, and most incorporated cities in the State of California. The MMAA creates a formal structure wherein each jurisdiction retains control of its own facilities, personnel, and resources, but may also receive or render assistance to other jurisdictions within the State. State government is obligated to provide available resources to assist local jurisdictions in emergencies. It is the responsibility of the local jurisdiction to negotiate, coordinate, and prepare mutual aid agreements.

It is the policy of the State that emergency response and disaster repair contracts will be entered by the lowest level of government possible. Therefore, a city should enter into a contract before a county, and counties should enter into contracts before the State. Local entities bear the cost and may be reimbursed if funds are made available.

9.2 Mutual Aid System

A statewide mutual aid system, operating within the framework of the MMAA allows for the progressive mobilization of resources to and from local governments, operational areas, regions, and State. The general flow of mutual aid resource requests and resources within mutual aid systems are depicted in the following:

Resource Requests
CA - Operational Area
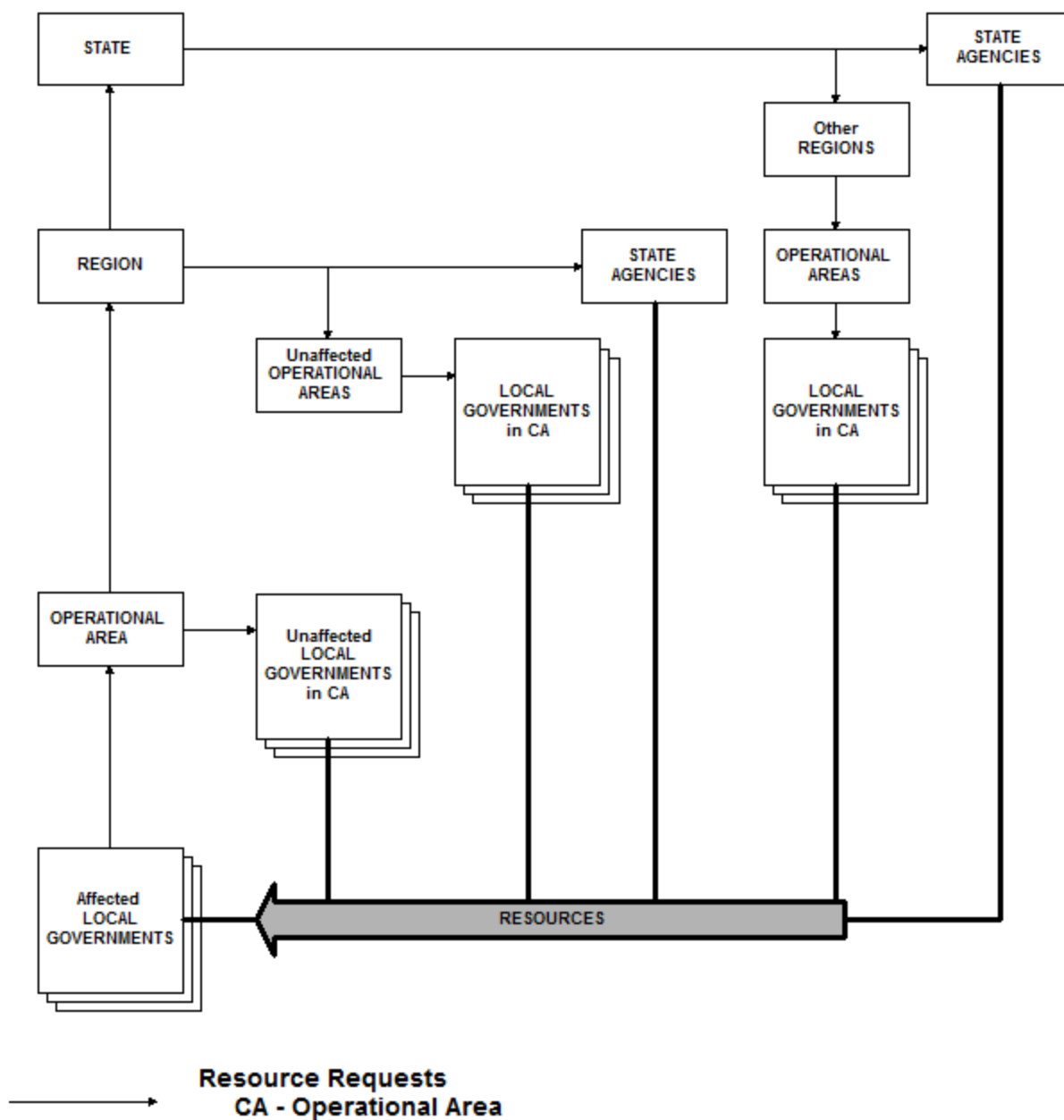
During a proclaimed emergency, inter-jurisdictional mutual aid will be coordinated at the Operational Area or Regional level.

Due to incompatibility of radio communications equipment between most agencies, local agencies should, where possible, provide incoming mutual aid forces with portable radios using local frequencies.

SECTION 10 – HAZARD ANALYSIS

The Santa Barbara County 2022 Multi-Jurisdictional Hazard Mitigation Plan, which includes input from the City, is the best document to consult to learn about hazards pertaining to the City. The following is a summary of the details found within the MJHMP. The 2022 MJHMP can be found at the following link:

https://www.countyofsb.org/510/2022-Hazard-Mitigation-Plan-Update

The City of Goleta annex to the 2022 MJHMP can be found at the following link:

https://content.civicplus.com/api/assets/e7e9a77e-6596-43f5-86c0-a1db71e21d0c

10.1 Earthquake

An earthquake is caused by a release of strain within or along the edge of the Earth's tectonic plates producing ground motion and shaking, surface fault rupture, and secondary hazards, such as ground failure.

In Goleta, horizontal movement will likely occur along a 240-mile segment of the San Andreas Fault. This movement would cause extensive shock waves throughout Central and Southern California. Numerous aftershocks following the initial earthquake would compound the damage caused by the first event. Although the San Andreas Fault is outside of Santa Barbara County, the effect of the shock would be felt throughout the area. Damage in these areas with a high-water table could be compounded by soil liquefaction.

Liquefaction is the phenomenon that occurs when ground shaking causes loose, saturated soils to lose strength and act like viscous fluid. Liquefaction causes two types of ground failure: lateral spread and loss of bearing strength. Lateral spreads develop on gentle slopes and entail the sidelong movement of large masses of soil as an underlying layer liquefies. Loss of bearing strength occurs when the soil supporting structures liquefy, causing the structures to settle; resulting in damage and, in some cases, collapse.

Highway 101 could be blocked by slides at the Rincon and/or Gaviota Pass areas. Considerable damage to road surfaces, overpasses and bridges would be expected in all areas of any liquefaction. Local main roadways including Hollister, Calle Real, Patterson, Fairview, Storke and Los Carneros may also be impacted. Any local bridge that has not been reinforced is subject to failure.

10.2 Wildfire

Santa Barbara County has several climatic zones. Goleta, Carpinteria and Santa Barbara are located in a Mediterranean zone, characterized by cool winters and warm, dry summers.

Hillsides are covered with chaparral, an easily ignited fuel. Once ignited, a fire spreads rapidly and can destroy thousands of acres of watershed before being brought under control. Catastrophic wildland urban interface (WUI) fires have historically caused significant property, economic, and infrastructure losses.

There are numerous life safety issues to consider in the WUI including evacuation, high-density neighborhoods, sheltering in place, vulnerable populations, loss of electrical systems, access/egress, defensible space, and structure vulnerability.

Pets and animals are another vulnerable population to consider. Many pets and large animals can face undue loss or suffering due to poor disaster preparedness by their human caretakers. During a disaster, people risk their lives and the lives of others to save their pets, and oftentimes homeowners are unwilling to evacuate or enter a shelter during an emergency without their animals so they remain at risk and/or place rescue workers at risk.

10.3 Hazardous Materials (HAZMAT)

Hazardous materials are any substance or combination of substances, which because of quantity, concentration, or characteristics may cause or significantly contribute to an increase in death or serious injury or pose substantial hazards to humans, animals and wildlife, and/or the environment.

Hazardous material incidents differ from other emergency response situations because of the wide diversity of causative factors and the pervasiveness of the potential threat. Circumstances such as the prevailing wind and geographic features in the vicinity of emergency incidents are relevant factors that may greatly increase the hazardous chemical dangers. Incidents may occur at fixed facilities where, most likely, the occupants have filed site specific emergency response contingency and evacuation plans. However, incidents may also occur at any place along any land, water or air transportation routes, and may occur in unpredictable areas, relatively inaccessible by ground transportation.

The increasing volume and variety of hazardous materials that are generated, stored, or transported within Santa Barbara County is a problem of great concern to public officials and the community. A major hazmat accident and/or spill could endanger the health and safety of untold numbers of people who may be within a mile of the accident scene. A number of trains and trucks cross through the county and the City of Goleta hauling various types of hazardous and explosive materials.

US-101 is the primary truck route from Los Angeles to coastal central California. Materials shipped include gasoline, propane, rocket fuel, explosives, compressed and liquefied gasses, petroleum products, agricultural chemicals, industrial chemicals, and hazardous wastes.

The coast route of the Southern Pacific Railroad passes through the City of Goleta. This line carries several freight trains daily. Materials shipped include explosives, compressed and liquefied gasses, petroleum products, agricultural chemicals, industrial chemicals, military ordinance, radioactive materials, and hazardous wastes. A derailment of hazardous materials could have a profound impact on the community.

10.4 Flooding

A flood is a general and temporary condition of partial or complete inundation on land that is normally dry. Several factors determine the severity of floods, including rainfall intensity and duration, antecedent moisture conditions, surface permeability, and geographic characteristics of the watershed such as shape and slope.

Within Goleta, there are 640 acres (about 1 square mile) within Federal Emergency Management Agency (FEMA)-designated 100-year floodplains. This comprises about 12 percent of the entire area of the city. About 168 of these acres, or one quarter of the total, are in the Old Town area east of Fairview Avenue. Several historic flooding events have occurred that caused extensive flooding, particularly along Hollister Avenue in Old Town. The City of Goleta is particularly susceptible to flooding from overflow of local streams. Flooding is generally confined to the winter months of December to March.

10.5 H2S, Hydrogen Sulfide

Hydrogen sulfide is a gas that produces a sulfurous "rotten egg" odor at very low levels. This part of the coast is historically known for H2S odors, often as a result of natural seeps, well drilling, agriculture irrigation and oil industry activities both onshore and off.

Mild symptoms of H2S exposure usually affect the respiratory system. Coughing and shortness of breath are two of the most common symptoms. Other symptoms may be mistaken for allergies or a common cold, such as watery eyes, vomiting, and headaches. More severe symptoms of H2S exposure include neurological symptoms such as shock, convulsions, and coma. Exposure can cause long-term brain and heart damage and will eventually cause death.

Historically, groundwater in western Goleta contains sulfur compounds including H2S. The Santa Barbara County Fire Department owns sensors that can detect harmful amounts of H2S, but large amounts of H2S within the air will require emergency action.

10.6 Epidemic and Pandemic

Widespread disease is possible within any community. Epidemics, diseases prevalent in individual communities, and pandemics, diseases prevalent in multiple countries or continents, are natural phenomena that may appear in a variety of forms (i.e., Coronavirus or Tuberculosis).

When widespread disease is present in a community, Goleta or otherwise, the Santa Barbara County Public Health Department is the lead agency. Healthcare agencies and offices will receive guidance directly from the Public Health Department and the City is not the primary agency called upon to provide support as City staff generally lack medical expertise. Instead, the Public Health Emergency Preparedness Program will provide support to these organizations within the city limits and a Goleta staff member can be assigned to provide support to the Public Health Department.

SECTION 11 – HAZARD MITIGATION

Hazard mitigation is defined as any action taken to reduce or eliminate the long-term risk to human life and property from disasters. Section 322 of Public Law 106-390 (Disaster Mitigation Act of 2000) requires, as a condition of receiving certain federal disaster aid, that local governments develop a mitigation plan that outlines processes for identifying the natural hazards, risks, and vulnerabilities in their jurisdiction.

Local mitigation plans are the jurisdiction's commitment to reduce risks from natural hazards and guide decision makers as they commit resources to reduce the damage from natural hazards. Hazard mitigation planning and actions are continuous year-round efforts. The City adopted the City of Goleta Annex to the Santa Barbara County Multi-Jurisdictional Hazard Mitigation Plan in 2023, which can be found at the following link:

https://content.civicplus.com/api/assets/e7e9a77e-6596-43f5-86c0-a1db71e21d0c

11.1 Hazard Mitigation Grant Program (HMGP)

The HMGP provides grants to states and local governments to implement long-term hazard mitigation measures after a major disaster declaration. The purpose of the HMGP is to reduce the loss of life and property due to natural disasters and to enable mitigation measures to be implemented during the immediate recovery from a disaster. The HMGP is authorized under Section 404 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.

Eligible Applicants and/or Sub-applicants:
- State
- Local governments
- Indian tribes or other tribal organizations
- Private non-profit organizations

SECTION 12 – RECOVERY

A recovery operation refers to certain measures undertaken by the City both during and following a disaster. Effective recovery consists of a complex array of interdependent and coordinated actions which may include federal and state disaster relief efforts.

A successful recovery begins alongside response at the beginning of the incident, which is why the Recovery Unit is activated during every EOC event, large or small.

12.1 Recovery Planning

As soon as the EOC is operational, recovery planning begins. The Recovery Unit, under the Planning Section Coordinator, has primary responsibility for recovery planning. Recovery considerations will be reflected in the Incident Action Plans as the scope and approximate duration of the incident is identified. Availability of funding will also dictate steps in the recovery process.

The Recovery Unit will need to determine what organization/agency is best to approach regarding disaster damages. In many cases, the Federal Emergency Management Agency (FEMA), will be the agency to report damages to. In this case, the Recovery Unit will immediately utilize the FEMA's [Public Assistance Program and Policy Guide (PAPPG)](#). The PAPPG explains what is and is not eligible under FEMA policy and what documentation is necessary to receive full reimbursement. The Recovery Unit will report out during every Section Briefing (the last step of the Action Planning Process) and inform the Operations Section of what documentation they need to collect from the field.

Other agencies can be approached for recovery damage reimbursement. Some example include the Federal Highway Authority or the Department of Housing and Urban Development (HUD) that manages the Hazard Mitigation Grant Program.

12.2 Short-Term Recovery (Impact – 2 Months)

The focus is on debris removal, building safety inspections, coordination of shelter services to victims, family reunification, counseling services for victims, information on assistance programs, and providing basic emergency services (particularly public safety).

12.3 Mid-Term Recovery (2 Months – 1 Year)

After two months, recovery efforts focus on the restoration of infrastructure to pre-disaster levels and resumption of normal government operations

12.4 Long-Term Recovery (1 Year – 10 Years)

This term focuses on returning to the whole community back to pre-disaster levels of services. Social and economic situations should be addressed and stabilized if needed. Hazard mitigation efforts should take place and completing new updates to emergency plans, such as this EOP.

12.5 Recovery Disaster Assistance for Individuals and Businesses

The City may open a Local Assistance Center (LAC) to aid in the recovery process. LACs serve as the central physical location for anything the community may need. LACs have a wide variety of local, state, and federal resources in a single location with easy access to all those who have been affected. State funding may be available for LAC operations.

Individual citizens and organizations desiring to donate money, food, clothing, and other goods or services to disaster victims may contact these LACs. Federal relief policy calls for cash donations to be given to private nonprofit organizations involved in disaster relief services such as the American Red Cross, the Salvation Army, the Goodwill, or Faith-Based Organizations (FBOs).

Predesignated spaces for a Goleta LAC are:
- Goleta Valley Community Center
- Goleta Public Library

Disaster Recovery Centers (DRC) may also be activated by key federal agencies to provide convenient locations for victims and private non-profit organizations to obtain information about FEMA and Small Business Association (SBA) programs. DRC characteristics generally include:
- Fixed or mobile resource facility for FEMA and SBA recovery information.
- Managed by federal government.
- Staffed by Federal Emergency Management Agency (FEMA), Cal OES, SBA, and other federal, state, and local agencies, as appropriate.

12.6 Recovery Damage Assessment

The recovery damage/safety assessment is the basis for determining the type and amount of State and/or Federal financial assistance necessary for recovery. An **Initial Damage Estimate** (IDE) will be developed during the emergency response phase to support a request for a local proclamation and for the State to request a Presidential declaration, through the Santa Barbara Operational Area. IDEs are generally requested with a turnaround time of less than 24 hours. Be prepared to assign a staff member to complete this request.

Two City of Goleta departments are responsible for damage assessment: Planning and Environmental Review (PER) and Public Works.

PER is responsible for determining at-a-glance damage reports for residential and commercial structures. This is done by conducting Windshield Surveys. All damages should be captured within an IDE.

Public Works is responsible for determining damages affecting City-owned structures and areas, including open spaces, waterways, and roads. These damages are also captured within the IDE.

12.7 Recovery Documentation

Documentation is essential for recovering eligible emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs.

Recovery documentation does not need to be a guess. The Recovery Unit will lead the process of determining what documentation is needed seek full reimbursement by finding the relevant section within the PAPPG. The PAPPG is the EOC's friend and is the most comprehensive guide towards determining what information needs to be captured in the field.

The Emergency Services Program cannot stress this item enough: open the PAPPG and assign a staff member/the Recovery Unit in becoming familiar with its contents.

12.8 After-Action Reporting

The completion of an After-Action Report (AAR) is a part of the required SEMS/NIMS reporting process. This document is to be completed 120 days after the end of each declared disaster according to CalOES.

AARs are made available to all interested public safety and emergency management organizations and serve the following important functions:
- A source for documentation of response activities.
- Identification of problems/successes during emergency operations.
- Analysis of the effectiveness of the components of SEMS/NIMS.
- Describe and define a plan of action for implementation of improvements.

The SEMS/NIMS approach to the use of the AAR emphasizes the improvement of emergency management at all levels. The AAR provides a vehicle for not only documenting system improvements, but also can, if desired, provide a work plan for how these improvements can be implemented.

SECTION 13 – PUBLIC EDUCATION AND MASS ALERTING

A Community Relations Emergency Communications Guide is maintained by the Community Relations Manager and his/her staff. The document goes into further detail on all alerting methods in the City and contains message templates.

The Goleta Prepare Now / Goleta Prepárese Hoy initiative provides important preparedness information and resources to Goleta residents and businesses through outreach, education, workshops and a strong community presence. All education opportunities are available at no cost in English and Spanish are headed by the Goleta Prepare Now Coordinator. There are three "levels" of disaster education available for residents and private businesses.

13.1 Community Emergency Response Team (CERT)

CERT members are trained to provide critical support to first responders, offer immediate assistance to victims and organize spontaneous volunteers at a disaster site. The completion of this 20-24-hour course allows for eligibility to become an active CERT volunteer.

13.2 Listos

The City of Goleta supports the Listos Program, which is an 8-hour grass-roots disaster preparedness program that can be tailored to meet the individual needs of Spanish-speaking communities. The program is delivered in a format that is both culturally and linguistically appropriate for the target population. Listos works because it is conducted in a teaching style that is approachable and non-threatening. The program can be adapted to teach diverse vulnerable populations, such as the elderly, children, differently abled people, etc.

Before scheduling a Listos course, a representative of Listos should be contacted.

13.3 Community Disaster Education (CDE) Presentations

CDE Presentations are available to all residents and businesses of Goleta. The 1-2 hour long classes help the Goleta community be aware of the natural and human-caused hazards that threaten the area, and educate community members to better protect themselves, their family and their property.

13.4 Mass Alerting

Success in saving lives, the environment, and property is dependent upon timely dissemination of warning and emergency information to the persons in threatened areas. Local government is responsible for warning the populace of the jurisdiction. The City will utilize various modes of alerting and warning the community. The following information describes the various systems and provides an explanation of the emergency conditions and warning actions through which these systems may be accessed.

13.4.1 Door-to-Door Communication

Door-to-door communications may be used by the Santa Barbara County Sheriff's Department during an emergency. Officers will be dispatched to specific locations and assignments as directed by the Incident Commander.

13.4.2 Emergency Alerting System (EAS)

The EAS is designed for broadcast media to disseminate emergency public information. This system enables federal, state, and local governments to communicate with the general public through commercial broadcast stations. The local broadcast industry cooperates on a voluntary basis.

Locally, the EAS is administered by the Santa Barbara Operational Area. Activation of the Santa Barbara County EAS shall be for emergency events and conditions of concern to a significant segment of the population of Santa Barbara County. The City of Goleta is able to request activation of the EAS through the Santa Barbara Operational Area Duty Officer, however, EAS cannot be issued by zones or cities.

13.4.3 Aware and Prepare Alerts

Aware and Prepare is a voluntary sign up program for all residents of Santa Barbara County. The system enables County OEM to notify citizens with critical information quickly in a variety of hazards and situations such as natural and man-made disasters, severe weather, evacuations, major road closures, missing persons and other events. Those that sign up for a program can choose what method of contact they prefer to receive warnings, such as text message, personal email, or work email.

13.4.4 Nixle

Nixle is a notification system that connects public safety agencies to residents via text, web, and email. The City does not have access a Nixle account to release messages, but can request the activation of a Nixle alert through the Operational Area Duty Officer.

13.4.5 Operational Area Satellite Information System (OASIS)

The Operational Area Satellite Information System was established to create the most robust communications system possible using leased transponder space from commercial satellite operators. The result is the establishment of a system that allows virtually uninterruptible communication between state, regional, and operational area level EOCs.

The Santa Barbara Operational Area has OASIS equipment installed in the County EOC. OASIS is a system that consists of a communications satellite, multiple remote sites, and a hub. Through this system, the County has the capability of contacting any other County in California either

through voice or data transmission. The system also allows the County to have direct access to Cal OES and other participating state agencies.

13.4.6 Radio Ready

Radio Ready is administered by the Santa Barbara Operational Area and identifies local radio stations that are committed to release timely and accurate information from the Santa Barbara Operational Area to the radio-listening public during an emergency. The Santa Barbara County Office of Emergency Management will utilize satellite equipment to regularly communicate with designated radio stations and these stations will transmit information in English and Spanish.

13.4.7 Blackboard

Blackboard allows a short-recorded message to be recorded and released to cell phones in the area. This is an opt-in program and does not send a message to all phones in an area like a Wireless Emergency Alert.

13.4.8 Emergency Notification System (ENS) and Wireless Emergency Alerts (WEAs)

The Emergency Notification System (ENS) is administered by the Santa Barbara County Office of Emergency Management in coordination with the Sheriff's Office. The ENS encompasses notifications such as Aware and Prepare, but also includes Wireless Emergency Alerts (WEAs) that is not an opt-in program. A WEA can be sent on behalf of Goleta by contacting County OEM and is a message that will appear on smart phones regardless of whether than individual has signed up for emergency messaging. This is especially helpful to reach temporary populations such as tourists. An example of a WEA is an Amber Alert.

SECTION 14 – DOCUMENT CHANGES

This section outlines the ongoing changes to the EOP since its adoption by City Council in October 2019.

Date	Description of Changes
Dec 2021	Added Section 0 and 14 (A Disaster Just Occurred, Start Here; Document Changes). Added item 10.6, epidemic and pandemic. Clarified terminology throughout the EOP. Replaced dead URL links.
Nov 2023	Updated Section 0 to include clearer instructions. Included the newest Goleta Department, General Services, within necessary sections document wide. Updated EOC Activation levels to be in line with OA partners and the state of California guidance. Improved emergency management terminology and removed jargon for clarity. The document reads clearer to non-emergency management trained personnel. Updated EOC Section responsibilities within Section 3.9 of the plan. Updated Section 4.4 related to the Action Planning Process. Inserted a guide to conduct the Action Planning Process. Updated citywide basic training requirement, Section 4.5.1, to include an annual ICS Refresher training. Included links to the 2022 Hazard Mitigation Plan Updated 'Section 12 – Recovery' to be a more robust guide in the reimbursement process. Added responsibilities of PER and PW departments to Section 12.6 'Recovery Damage Assessment'. These responsibilities are not new to their respective departments but are now captured within the EOP.