

# EMERGENCY OPERATIONS PLAN

City of  
Sunnyvale



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## FORWARD

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This City Emergency Operations Plan (EOP) outlines how the City of Sunnyvale complies with and implements the requirement of the California Emergency Services Act (ESA) to protect the lives and property of the community.

The EOP is organized as follows:

- **Section I – The Basic Plan:** includes planning assumptions, policies, and concept of operations for emergency management.
- **Section II – Attachments:** includes pertinent information such as Authorities, Acronyms, Emergency Management Organization (EMO) positions and responsibilities, EOC layout, and a Sample Emergency Proclamation.
- **Section III – Functional and Hazard-Specific Annexes:** includes more detailed information on specific functions such as Direction and Control, Alert and Warning, etc.

# SECTION I: BASIC PLAN

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## SECTION III: FUNCTIONAL AND HAZARD-SPECIFIC ANNEXES

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- Crisis Communication Annex
- Debris Management Annex
- EOC Staffing Annex
- Mass Care & Shelter Annex
- Inclement Weather Annex (draft)
- Earthquake Annex (draft)



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## DOCUMENT MANAGEMENT AND DISTRIBUTION

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This EOP will be reviewed and exercised periodically and revised as necessary to satisfy changing conditions and needs. The EOP may be modified as a result of a post-incident or post-exercise evaluation, and/or changes in responsibilities, procedures, laws, or regulations. The City's Office of Emergency Services (OES) is responsible for the review, revisions, management, and distribution of the City of Sunnyvale EOP.

The EOP will be distributed to the following departments/agencies:

Title	Name	Facility	Number of Copies
City Manager	Kent Steffans	City Hall	1 (electronically)
Assistant City Manager	Sarah Johnson-Rios	City Hall	1 (electronically)
Deputy City Manager	Jaqui Guzman	City Hall	1 (electronically)
Deputy City Manager	Connie Verceles	City Hall	1 (electronically)
Chief, Public Safety Department	Phan S. Ngo	DPS Headquarters	1 (electronically)
City Attorney	John Nagel	City Hall	1 (electronically)
Director, Community Development Department	Trudi Ryan	City Hall	1 (electronically)
Director, Department of Public Works	Chip Taylor	City Hall	1 (electronically)
Director, Environmental Services Department	Ramana Chinnakotla	City Hall	1 (electronically)
Director, Finance Department	Tim Kirby	City Hall	1 (electronically)
Director, Human Resources Department	Tina Murphy	City Hall	1 (electronically)
Director, Information Technology Department	Kathleen Boutté Foster	City Hall	1 (electronically)
Director, Library and Recreation Services Department	Michelle Perera	City Hall	1 (electronically)
Director, NOVA	Marléna Sessions	City Hall	1 (electronically)
EMO Staff	As assigned	EMO Staff	1 (electronically)
Director, OEM	Dana Reed	County of Santa Clara Office of Emergency Management (OEM)	1 (electronically)

## REVISION HISTORY

Revision Date	Section(s) of Plan Revised	Revised By
May 1, 2023	Added names to Documentation Management and Distribution section; Updated web reference links; updated Sunnyvale population; added reference to CERT and SARES in Preparedness section; added to Awareness and Education section; added supply distribution to Response section; added CERT and SARES to Response section; added additional information about DSWs to Response section; added CADRE to Disaster Assistance Programs section; added information about the Rave Mobile Safety platform to the Alert and Warning section; added items to include in an After Action Report; added reference to Crisis Communication Annex and additional information in Alert and Warning section; added information to Individuals with Access and Functional Needs section; changed the timeline for city council to renew a local emergency proclamation from 14 to 60 days in Local Proclamation section; added Public Health Emergency section; added Disaster Records to Preservation of Vital Records section; added additional references in Local, State, and Federal Authorities sections; added additional acronyms to Attachment B: Acronyms; added language referencing renewal every 60 days to Attachment C: Sample Emergency Proclamation; added new location of EOC to Attachment E: Emergency Operations Center (EOC) Activities;	Lt. Daniel Moskowitz, OES Coordinator



	changed EOC Activation Levels in Figure E-1; updated the EOC Organizational Chart in Attachment E; updated the diagram in Attachment F: EOC Layout & Phone Numbers; changed the timeline for city council to renew a local emergency proclamation from 14 to 60 days in Attachment G: Sunnyvale Municipal Code – 2.16.	
August 8, 2023	Updated Sunnyvale’s population and description of local businesses.	Lt. Daniel Moskowitz, OES Coordinator

The Office of Emergency Services will review, update, and exercise the EOP periodically and as necessary to satisfy changing conditions and needs.

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Sunnyvale

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August 17, 2023

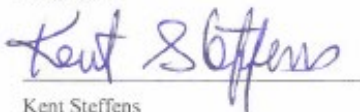
## Letter of Promulgation

The preservation of life, property, the environment, and the economy are inherent responsibilities of local, state, and federal government. While no plan can completely prevent death and destruction, reasonable plans carried out by knowledgeable and well-trained personnel can and will minimize losses.

The City of Sunnyvale Office of Emergency Services (OES) has prepared this Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) compliant Emergency Operations Plan (EOP) to ensure the most effective and efficient allocation of resources for the maximum benefit and protection of the civilian population during times of disaster or emergency. This plan establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of planning efforts of the various emergency staff and service elements.

This EOP will be reviewed and exercised periodically and revised as necessary to satisfy changing conditions and needs. This is done to ensure the most effective and economical allocation of resources for the maximum benefit and protection of the community in time of emergency.

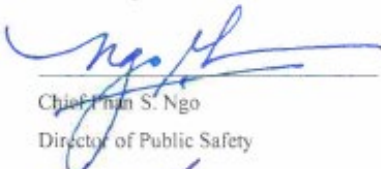
Sunnyvale's Office of Emergency Services partners with our community members to strengthen our preparedness and response capabilities by delivering free emergency preparedness and response training to all members of our community. The City Council gives its full support to this plan and encourages the community to individually and collectively do their share in the whole community emergency effort of the City of Sunnyvale. This EOP became effective on August 8, 2023, when approved by the City Council.



Kent Steffens  
City Manager

9-13-23

Date



Chief Phan S. Ngo  
Director of Public Safety

8/21/2023

Date



Lt. Daniel Moskowitz  
Office of Emergency Services

8/23/2023

Date

## Section I: Basic Plan

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## INTRODUCTION

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The Emergency Operations Plan (EOP) for the City of Sunnyvale outlines authorities, organizational structures, and procedures used to coordinate activities related to local and regional emergencies or disasters.

The City and surrounding region are susceptible to several hazards such as natural disasters and human-caused events, as well as technological failures and pandemics. While the risk profiles for these hazards are regularly quantified and assessed in related documents<sup>1</sup>, the EOP utilizes an “all-hazards” approach to ensure the City is able to prepare for, respond to, recover from, and mitigate against all potential hazards and critical incidents.

## PURPOSE

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The primary purpose of the EOP is to:

- 1) Outline the City’s framework for managing preparedness, response, recovery, and mitigation activities inclusive of City departments, personnel, and elected officials.
- 2) Serve as a foundational document under which additional operational and tactical annexes, appendices, and plans can be attached.
- 3) Codify the City’s understanding and adoption of state and federal response constructs through which operational coordination, mutual aid, and other requests for support will be integrated.
- 4) Demonstrate compliance with state and federal laws and regulations such as the California Emergency Services Act<sup>2</sup>

## SCOPE

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The EOP serves as the foundational element of the City’s approach to emergency management. While all City resources may be called upon as needed, specific departmental responsibilities are outlined in the EOP Basic Plan and associated annexes. To ensure the City is adequately prepared, all City departments are required to actively participate in preparedness and planning activities to include the development of departmental plans, policies, and procedures as necessary to fulfill their assigned roles and obligations.

The EOP embraces the "Whole Community" approach to emergency management and, in addition to City resources, recognizes the roles of special districts, non-governmental organizations (NGOs), community-based organizations (CBOs), faith-based organizations (FBOs), private-sector businesses, educational institutions, and other stakeholders. Additionally, the EOP is intended to reflect the wide variety of support that may be required by residents, visitors, and businesses, including people with disabilities and others with access or functional needs.

## LIMITATIONS

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While many of the organizational and operational constructs outlined in the EOP are designed for flexibility and can be utilized as needed to address a number of emergency and non-emergency events, some activities require

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<sup>1</sup> Santa Clara County Multijurisdictional Hazard Mitigation Plan (MJHMP):  
<https://emergencymanagement.sccgov.org/multi-jurisdictional-hazard-mitigation-plan-mjhmp>

<sup>2</sup> California Emergency Services Act Retrieved from:  
[www.caloes.ca.gov/LegalAffairsSite/Documents/Cal%20OES%20Yellow%20Book.pdf](http://www.caloes.ca.gov/LegalAffairsSite/Documents/Cal%20OES%20Yellow%20Book.pdf)

special activation or a formal disaster declaration by the City Manager. Similarly, the EOP is not meant to outline procedures for routine incidents or minor emergencies which are adequately addressed through existing processes.

The EOP identifies operational strategies and plans for managing inherently complex and potentially catastrophic events. As such, City assets, resources, and departments are potentially vulnerable and may become overwhelmed. Deviations from the organizational and response structures outlined in the EOP may be required based upon evolving needs and available resources. With this in mind, the EOP was designed to promote flexibility whenever possible and is not intended to limit the use of good judgment and common sense in matters not foreseen or adequately addressed by elements of the EOP and its associated annexes, appendices, or plans.

## SITUATION

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The City of Sunnyvale is in Santa Clara County, approximately 44 miles south of San Francisco, and 10 miles north of San Jose. The City encompasses an area of approximately 22 square miles and has a population of 156,317 residents, making it the seventh largest city in the San Francisco Bay Area and the second largest in Santa Clara County. Almost 8,000 local businesses provide a rich mixture of goods and services, including many icons in tech, manufacturing, retail, and Research and Development.<sup>3</sup>

Consistent with much of the San Francisco Bay area, Sunnyvale is susceptible to a wide variety of hazards including natural disasters and human-caused events, as well as technological failures and pandemics. An analysis and quantification of the most prevalent hazards can be found in the Santa Clara County Multijurisdictional Hazard Mitigation Plan (MJHMP)<sup>4</sup>, which is updated every five years and includes an annex specific to the City of Sunnyvale.

While the City's hazard environment fluctuates and is highly influenced by a number of external and seasonal factors such as the weather and geopolitical trends, a number of hazards have consistently been identified as priorities including utility disruptions, earthquakes, floods, drought and hazardous material spills. The City actively participates in the Santa Clara County Multijurisdictional Hazard Mitigation Plan (MJHMP) development process and utilizes the outcomes to address and mitigate against these and other identified hazards to the extent feasible.

In addition, the Santa Clara County MJHMP specifically identifies climate change as an "amplifier" of existing hazards including flooding, heat waves and other extreme weather events. While recognizing the complexity of the issue, the City supports efforts to better understand the factors influencing climate change as they relate to current and future planning, development, and policy decisions.

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<sup>3</sup> City of Sunnyvale: <https://www.sunnyvale.ca.gov/your-government/about/about-sunnyvale>

<sup>4</sup> Santa Clara County Multijurisdictional Hazard Mitigation Plan (MJHMP):  
<https://emergencymanagement.sccgov.org/multi-jurisdictional-hazard-mitigation-plan-mjhmp>

## PLANNING ASSUMPTIONS

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The following assumptions were used during the development of the EOP:

- The City of Sunnyvale is susceptible to several hazards that may result in critical incidents.
- Protection of lives, property, and the environment is the responsibility of local government.
- Although not fully quantified, climate change is a contributing factor to several potential hazards.
- Critical incidents include a variety of natural, technological, or man-made emergencies and disasters.
- Some critical incidents will provide advanced warning while others will occur suddenly.
- All departments will participate in planning and preparedness activities, as required.
- Personnel will be adequately trained to perform the roles in which they are assigned.
- The EOC will be partially or fully activated to support operations during significant critical incidents or when deemed necessary to manage a pre-planned large-scale event or incident. City personnel may be unable or unavailable to report to work or as assigned.
- Non-essential operations may be reduced or cancelled to prioritize resources for other needs.
- Mutual aid and other assistance will be requested when City resources are inadequate.
- Outside assistance and support may be unavailable for extended periods of time.
- Communications equipment and infrastructure may be damaged or disrupted.
- Infrastructure may be damaged or disrupted and access to critical facilities may be blocked.
- Critical infrastructure and utilities such as natural gas, water, and electricity may be severely impacted.
- Residents may need to be self-sufficient for one week or more.
- Additional planning, resources, and support will be needed to support people with disabilities and others with access and functional needs.

## EMERGENCY MANAGEMENT

The City actively maintains a program to promote, coordinate, and advance the four phases of emergency management: preparedness, response, recovery, and mitigation. The City Manager is the statutory director of the emergency management program, and the Office of Emergency Services has been delegated responsibility to coordinate these activities.

While the four phases of emergency management demonstrate the typical evolution of activities related to a specific hazard, they are not necessarily dependent upon each other and often overlap or are conducted concurrently to address several different hazards.

*Figure 1: Emergency Phases*



### PREPAREDNESS

The Preparedness Phase includes activities undertaken prior to an emergency to improve the City's ability to coordinate, respond, and recover from a critical incident. These activities focus on maintaining or improving capabilities that will be used in the response or recovery phases. The City's preparedness activities emphasize emergency planning and training as well as public education and outreach. The City also conducts drills and exercises regularly to validate ongoing activities, identify areas for improvement, and prioritize or justify future effort and funding.

In recognition of the number and wide variety of potential hazards facing the region, the City has adopted an "all-hazards" approach to planning and preparedness. While not restricting the development of specialty or tactical plans, this model focuses on the development of core capabilities through which the full spectrum of potential hazards and critical incidents can be addressed.

#### Planning

Emergency planning includes a wide variety of plans at the strategic, operational, and tactical levels. Strategic plans include the EOP and many of its associated hazard specific or functional annexes, while operational and tactical planning includes more granular information such as standard operating procedures (SOPs), checklists, personnel assignments, notification rosters, and resource lists. All City departments are required to participate in the development of relevant strategic and operational plans while ensuring that internal tactical planning is sufficient to meet the needs of their outlined roles and assigned objectives.

#### Training

Training is an essential component of preparedness and greatly impacts the City's ability to respond to, and recover from, a critical incident. City Departments regularly provide internal training while the Office of Emergency Services coordinates access to local, state, and federal training opportunities. The Office of Emergency Services also provides training to emergency response volunteer groups such as the Community Emergency Response Team (CERT) and the Sunnyvale Amateur Radio Service (SARES). Refer to the Staffing Annex for more information.



The City actively manages training activities and allocates funding in relation to fluctuating needs, personnel turnover, and course availability. In addition, the City consistently prioritizes training that promotes staff and volunteer understanding and familiarity with the following concepts:

- Incident Command System (ICS)
- California Standardized Emergency Management System (SEMS)
- National Incident Management System (NIMS)
- California Disaster Service Worker (DSW)

## Exercises

Exercises are the primary tool for assessing preparedness activities and identifying areas for improvement while allowing all levels of personnel to simulate their response and recovery roles in a learning environment. The City follows the best practices of the Homeland Security Exercise and Evaluation Program (HSEEP), including the building block concept of seminars, small-scale tabletop exercises, functional exercises, and full-scale exercises.

The City uses a wide variety of exercises to regularly assess critical capabilities and prioritize future planning and training needs. By simulating potential response or recovery scenarios, the City is able to validate existing plans while determining if and where additional training is required.

## Awareness and Education

The City actively promotes public awareness and education to strengthen overall preparedness and resiliency. By providing community education, outreach, training, and coordination, the City increases the ability of community members and organizations to adequately prepare for and meet their own needs. By promoting self-reliance and individual preparedness, the City reduces the overall burden on limited resources and competing needs that emerge during critical incidents. OES provides incident management and preparedness information in the form of brochures, flyers, and booklets at various public education events. OES also utilizes social media to disseminate preparedness information to the public and stakeholders.

# RESPONSE

The Response Phase includes any actions taken immediately before, during, or directly after a critical incident in order to minimize the potential or existing impacts of the incident.

## Pre-Event Response

Some incidents, such as those related to severe weather, may provide sufficient warning to allow for pre-event or precautionary measures. Depending upon the probability and likelihood of significant impacts, pre-event response activities may include:

- Public Warning
- Evacuations
- Supply Distribution
- Resource Mobilization
- Staging
- Mutual Aid Requests
- Proclamation of a Local Emergency

## Emergency Response

Emergency response activities are actions taken during, or in the immediate aftermath, of a critical incident to reduce actual impacts. While these activities are most often associated with traditional response agencies including law enforcement, fire protection, emergency medical services (EMS), utilities, and public works, the

size and complexity of an incident may require robust support from additional governmental agencies, NGOs, CERT, SARES, and other partners. As a result, comprehensive stakeholder participation during the development and socialization of relevant strategic, operational, and tactical plans can greatly enhance the efficiency and effectiveness of these emergency response activities.

When coordinating emergency response activities and addressing competing needs and objectives, the City utilizes the following prioritization hierarchy:

- 1) Support Life Safety
- 2) Protect Property
- 3) Reduce Impacts to the Environment

Emergency response may also include activities related to short-term recovery and often overlaps with long-term recovery operations.

### Disaster Service Workers

Consistent with California Government Code<sup>5</sup>, government employees (excluding non-naturalized aliens), are Disaster Service Workers (DSW). When a disaster occurs, each employee will be expected to perform certain duties to assist the community in returning to normal as soon as possible. Some volunteer groups are registered as DSWs, such as CERT (Community Emergency Response Team) and SARES (Sunnyvale Amateur Radio Emergency Service). Spontaneous volunteers may be registered as DSWs during the disaster.

## RECOVERY

The Recovery Phase includes short- and long-term activities focused on returning the community to pre-incident conditions. In some instances when a state or federal disaster declaration has been made, recovery activities include the critical task of identifying, documenting, and quantifying response and recovery costs eligible for reimbursement.

### Short-term Recovery

Short-term recovery operations begin during the response phase and may include activities such as the restoration of essential services, rapid debris removal, and the re-establishment of City services.

### Long-term Recovery

Long-term recovery operations are often required to address extensive damage to infrastructure. Activities include the restoration and reconstruction of public facilities and disaster response cost recovery. Long-term recovery may also include policy decisions such as changes to zoning ordinances or permit processes in support of redevelopment and economic or community resilience.

### Disaster Assistance Programs

Disaster assistance programs may be available for the following:

- **Individuals** – may be eligible for loans and grants for housing assistance programs (for homeowners and renters), and uninsured disaster-related necessities (including personal property, medical, dental, and transportation expenses). Other programs including crisis counseling, disaster unemployment

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<sup>5</sup> See California Government Code (Section 3100)

assistance, and legal services may be available. In addition, various NGOs such as the American Red Cross, Mennonite Disaster Services, and the Salvation Army, provide recovery assistance to individuals, families, and community organizations such as basic necessities, shelter, clothing, and housing. CADRE (Collaborating Agencies' Disaster Relief Effort) is the Santa Clara County designated VOAD (Voluntary Organizations Active in Disaster) and can assist with coordination and will establish a long-term recovery group for individuals.

- **Businesses** – may be eligible for low-interest loans to assist with uninsured damage through the U.S. Small Business Administration (SBA). Programs for agricultural assistance in the form of low-interest loans for economic losses may be available through the U.S. Department of Agriculture (USDA).
- **Government** – assistance is available through state assistance under the California Disaster Assistance Act (CDAA), as well as several federal programs including the Federal Emergency Management Agency (FEMA) Public Assistance (PA) Grant Program and the Hazard Mitigation Grant Program (HMGP).
- **Non-profit organizations** – assistance is available through state assistance under the CDAA, as well as several federal programs including FEMA PA Grant Program for eligible non-profit organizations.

### Damage Assessment

Damage assessment activities involve identifying, recording, compiling, and analyzing damage to determine the type of recovery assistance needed. Following major disasters, a Preliminary Damage Assessment (PDA) is used to determine eligibility for state and federal financial assistance and reimbursement.

### Recovery Documentation

Documentation is the key to recovering eligible emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs. Various state and federal assistance programs require different types of documentation for eligible costs and in addition to structural damage, may include staff time, equipment, and materials utilized in response to the incident. To support the maximum recovery of eligible reimbursement, City departments and agencies must identify and support internal mechanisms for tracking and documenting appropriate costs.

### Recovery Organization

With support and oversight from the City Council, the City Manager is responsible for managing overarching recovery activities. The Finance Department will manage activities specific to financial recovery and during the active response phase or immediate aftermath of an emergency, short-term recovery activities should be coordinated with the City's Office of Emergency Services and the EOC, if activated. Depending upon the size and impact of the event, significant support from other City departments may be required.

### After Action Report

As part of the recovery phase, and in accordance with SEMS, the State of California requires<sup>6</sup> any city and/or county declaring a local emergency for which the governor proclaims a state of emergency, to complete and transmit an after-action report to the California Office of Emergency Services (Cal OES) within 90 days of the close of the incident period. The after-action report shall include and address, at a minimum:

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<sup>6</sup> SEMS Section 2450(a)

- A review of response actions taken.
- The application of SEMS.
- Suggested modifications to SEMS.
- Necessary modifications to plans and procedures.
- Identified training needs.
- Recovery activities to date.

## MITIGATION

The Mitigation Phase includes actions and measures taken to reduce or eliminate the degree of long-term risk from natural and technological hazards. Whereas preparedness activities increase the City's ability to respond to the impacts of a hazard, mitigation activities reduce the potential for those impacts in the future, thereby reducing overall risk. A number of mitigation activities are available and may include the implementation, augmentation, or promotion of the following:

- Building and Safety Codes
- Disaster/Fire/Flood Insurance
- Land Use Planning and Management
- Hazard Research and Analysis
- Land and Repetitive Loss Acquisition
- Monitoring and Inspection
- Public Outreach and Education
- Relocation
- Risk Mapping
- Safety Codes, Statutes, and Ordinances
- Tax Incentives and Disincentives
- Seismic Strengthening or Retrofitting

### Multijurisdictional Hazard Mitigation Plan

The City actively participates in formal mitigation activities including the development of the Santa Clara County Multijurisdictional Hazard Mitigation Plan<sup>7</sup>. The City's current mitigation strategy has been codified as an annex to the County plan.

## WHOLE COMMUNITY APPROACH

The City's ability to respond and recover from significant emergencies and major disasters is highly dependent upon planning for the unique needs and specific requirements of the City's residents and non-resident commuters and visitors. To further identify and meet these needs, the City has adopted a "Whole Community" approach in which the inclusion and integration of community partners, neighbors, and other stakeholders is actively promoted in all phases of emergency management. Through these collaborative efforts, the City will become more resilient and better prepared to meet the needs of its residents and daytime populace alike, especially those with disabilities and others with access and functional needs.

### Private Sector Coordination

The City of Sunnyvale is home to a diverse and vibrant business community including traditional retail and entertainment sectors as well as some of the largest and most well-known companies in the world. Representing

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<sup>7</sup> Santa Clara County Multijurisdictional Hazard Mitigation Plan: <https://emergencymanagement.sccgov.org/multi-jurisdictional-hazard-mitigation-plan-mjhm>

tens of thousands of employees, the business community swells the City's daytime population and serves as a foundation for economic prosperity. The City actively engages with the private sector to better understand their needs, identify resources, and develop partnerships. Many of the City's private sector partners proactively address preparedness planning internally to limit business disruptions and support the wellbeing of their employees. They also offer their resources and technical capabilities to the larger community. The City acknowledges this valuable support and will continue collaborative efforts with the private sector as an integral component of the City's overarching emergency management program.

### People with Disabilities

People with disabilities often require additional planning and support to ensure they receive equal access and coverage under emergency preparedness and response programs as required under the Stafford Act<sup>8</sup> as well as other state and federal legislation such as the Americans with Disabilities Act (ADA) of 1990<sup>9</sup>. Covered disabilities are not always apparent and may include impairments of mobility, vision, and hearing as well as some cognitive disorders and mental illnesses.

The City has a diverse population representing a wide variety of people with disabilities. To meet the needs of these individuals, the City is committed to ongoing planning and preparedness activities designed to improve and validate capabilities in support of people with disabilities, including but not limited to:

- Notification and warning procedures
- Evacuation, transportation, and sheltering considerations
- Accommodations for Service Animals
- Accessibility to information

In addition, the City looks to integrate people with disabilities and their advocates directly into preparedness activities such as plan development and review. These efforts have included targeted outreach to publicize the development of this EOP and solicit input and participation in the subsequent development and review of associated operational annexes and appendices.

### Individuals with Access and Functional Needs

In addition to people with disabilities, the City recognizes that additional support may also be needed to support those with access and functional needs.<sup>10</sup> A large segment of the City has access or functional needs that will need to be addressed to ensure equitable treatment. The City's planning, policies, strategies, operations, and tactics will make every effort to integrate the needs of the whole population including the needs of individuals with Access and Functional Needs (AFN). AFN includes:

- Individuals who have limited English proficiency, or have limited ability to speak, see, hear, or understand.
- Individuals who may require specific medications, supplies, services, durable medical equipment, electricity for life maintaining equipment, breastfeeding and infant/childcare, or nutrition.
- Individuals who function independently with assistance from mobility devices or assistive technology, vision and communication aids, or service animals.
- Individuals who may need support and safety.

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<sup>8</sup> Robert T. Stafford Disaster Relief and Emergency Assistance Act - Stafford Act - 42 U.S. Code Chapters 5121-5208

<sup>9</sup> Americans with Disabilities Act of 1990 - ADA - 42 U.S. Code Chapter 126

<sup>10</sup> Assembly Bill 580

- Individuals who lack access to personal transportation are unable to drive due to decreased or impaired mobility that may come with age and/or disability, temporary conditions, injury, or legal restriction.

The City's disaster response goals and objectives will make every effort to consider the needs of the whole community including children, individuals with disabilities, those with access and functional needs, and other members of the general population. The City will ensure the American Red Cross established shelters meet the requirements of the Americans with Disabilities Act (ADA) of 1990.

The need to formally engage representatives from all cultural groups and people with access and functional needs has been starkly demonstrated as the nature and scope of disasters recently impacting the City, Santa Clara County, and the State of California, have grown in intensity and severity year after year. For the City to be effective in addressing future disasters, it must integrate the needs of all the city's diverse population to avoid disproportionate impacts to some of our most vulnerable communities. This EOP intends to incorporate mechanisms and processes that account for the City's diverse population and access and functional needs in a meaningful and inclusive manner to ensure all community members are disaster-ready and resilient, regardless of their circumstances.

Efforts are taken during the phases of emergency management to focus on the City's diverse population and most vulnerable community members including those with access and functional needs. Needs of the community considered include but are not limited to cultural competency in emergency communications, evacuation, shelter, mitigation, prevention, planning, and preparedness.

### Considerations for Pets and Other Animals

As a result of national deficiencies in emergency planning uncovered in the aftermath of Hurricane Katrina, the federal government passed the Pets Evacuation and Transportation Standards (PETS) Act in 2006 as an amendment to the Stafford Act. Recognizing the unwillingness of many displaced individuals to take advantage of evacuation or shelter resources without accommodating for their pets or companion animals, the PETS Act directs that state and local preparedness plans address the needs of individuals with pets and companion animals during a disaster or emergency.

The City works to include considerations for the needs of pets and companion animals in plans as appropriate. Furthermore, although not required under the PETS Act, additional resources for the evacuation of larger animals and livestock, such as horses, may be available through coordination and request through the Santa Clara County Office of Emergency Management.

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## CONCEPT OF OPERATIONS

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In accordance with state and federal laws, the City of Sunnyvale has officially adopted and integrated the following emergency management, response, and coordination systems:

- The Incident Command System (ICS)
- The Standardized Emergency Management System (SEMS)<sup>11</sup>
- The National Incident Management System (NIMS)<sup>12</sup>

Together, these congruent operational systems outline how critical incidents, emergencies, and disasters will be coordinated in the field, at the local level, and up through the county, region, state, and federal levels.

### FIELD LEVEL COORDINATION: ICS

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As mandated by both SEMS and NIMS, the City utilizes the ICS to manage response activities in the field. ICS provides for common terminology, processes, and position titles, while allowing the delegation of functions (or tasks) to subordinate positions in order to promote proper span of control and unity of command. ICS is applicable to any size incident and is designed to be expandable as the needs of an incident expand or contract. When utilized, the standardization of ICS principles and nomenclature can integrate large numbers of personnel from disparate organizations.

### LOCAL, REGIONAL & STATE LEVEL COORDINATION: SEMS

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As the cornerstone of California's emergency response system, SEMS, integrates the concepts and principles of both NIMS and ICS. Jurisdictions within the State are required to adopt its use and the system unifies all elements of California's emergency management community into a single integrated structure. SEMS ensures that local communities retain the authority and responsibility for managing and coordinating responses within their jurisdictions, while promoting situational awareness and facilitating the prioritization of resource requests.

The five SEMS coordination levels expand outward from the impacted area at the field level, with each successive level representing a larger geographic area. The five organizational levels include:

#### Field Response

Field response includes on-scene activities and coordination, consistent with ICS, and includes the use of an Incident Command Post (ICP). Depending upon the incident, multiple ICPs may be established at various sites throughout an impacted area and an Area Command may also be established. Resource requests and situation reports are routed from the field to the next SEMS organizational level, either through participating response agencies, Department Operations Centers (DOC) or the local Emergency Operations Center (EOC), if activated.

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<sup>11</sup> State authority is to be found, in part, in California ESA (Chapter 7 of Division 1 of Title 2 of the Government Code). California state and local jurisdictions use SEMS as outlined in Chapter 1 of Division 2 of Title 19 of the California Code of Regulations and the California Government Code §8607 et seq.

<sup>12</sup> Federal authority is to be found in the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288) and in Homeland Security Presidential Directive 5, "Management of Domestic Incidents" and Homeland Security Presidential Directive 8, "National Preparedness." The emergency management system used nationally is NIMS.



## Local Government

Local governments, such as the City of Sunnyvale, retain the responsibility and authority for managing response activities within their jurisdictions. To support these efforts, local jurisdictions may activate their respective EOCs. Local EOCs provide agency coordination, provide logistical support, establish common operating pictures, identify overarching priorities, and prioritize available resources. Additionally, local EOCs coordinate with the Operational Area (OA)/Santa Clara County Office of Emergency Management (OEM).

## Operational Area

The OA provides coordination within the county and between all political subdivisions. The OA coordinates resource needs within the county's geographic area through the County EOC, if activated. The OA also serves as a link to the regional level and all other OAs within the region. The City of Sunnyvale is part of the Santa Clara County OA and coordinates closely with the Santa Clara County Office of Emergency Management (OEM). The City participates in OA planning and, during a critical incident, coordinates with the OA through OEM.

## Regional

The State of California is divided into three regions that each maintain Regional Emergency Operations Centers (REOC) to coordinate resource requests, support mutual aid, and promote situational awareness between their respective OAs. The City of Sunnyvale and the Santa Clara County OA are within the Coastal Administration Region.

## State

When required, California's State Operations Center (SOC) is activated to facilitate state agency response, mobilize mutual aid, and coordinate with other regions, states, and the federal government. The SOC also serves as the liaison with the National Operations Center (NOC).

## FEDERAL COORDINATION: NIMS

NIMS provides a comprehensive national framework for incident management applicable at all jurisdictional levels and across all functional disciplines. Most NIMS requirements applicable to the City of Sunnyvale, including the adoption of ICS, are satisfied by the adoption of SEMS. Additional elements of NIMS outline coordination between federal agencies and the use of federal assets and resources.

The California Mutual Aid System operates within the framework of the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA) and under the authority of the California Emergency Services Act. The system allows for the mobilization of resources to and from emergency response agencies, local governments, operational areas, regions, and the state with the intent to provide requesting agencies with adequate resources. The general flow of mutual aid resource requests systems within mutual aid are depicted in **Figure 3: Overarching Mutual Aid Process** and **Figure 4: Discipline Specific Mutual Aid System**.

The California Mutual Aid System includes several discipline-specific mutual aid systems, such as fire and rescue, law, medical, building and safety, coroners, emergency managers mutual aid (EMMA), and public works.

In addition to the California Mutual Aid System, the state participates in interstate mutual aid through the Emergency Management Assistance Compact (EMAC).



## Mutual Aid Regions

California is divided into six mutual aid regions to facilitate the coordination and flow of mutual aid requests. As part of the Coastal Administration Region, the Santa Clara County OA and the City are part of Mutual Aid Region II.

## Mutual Aid Coordinators

Discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, region, and state levels. The mutual aid coordinator receives mutual aid requests and coordinates the provision of resources from within the coordinator's geographic area of responsibility. All unfilled requests will be forwarded to the next higher level of government.

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system and by emergency management staff at the local government, operational area, regional, and state levels. Depending upon the circumstances, mutual aid coordinators may operate from their existing department, an EOC, or other locations as required.

Figure 2: Cal OES Regions

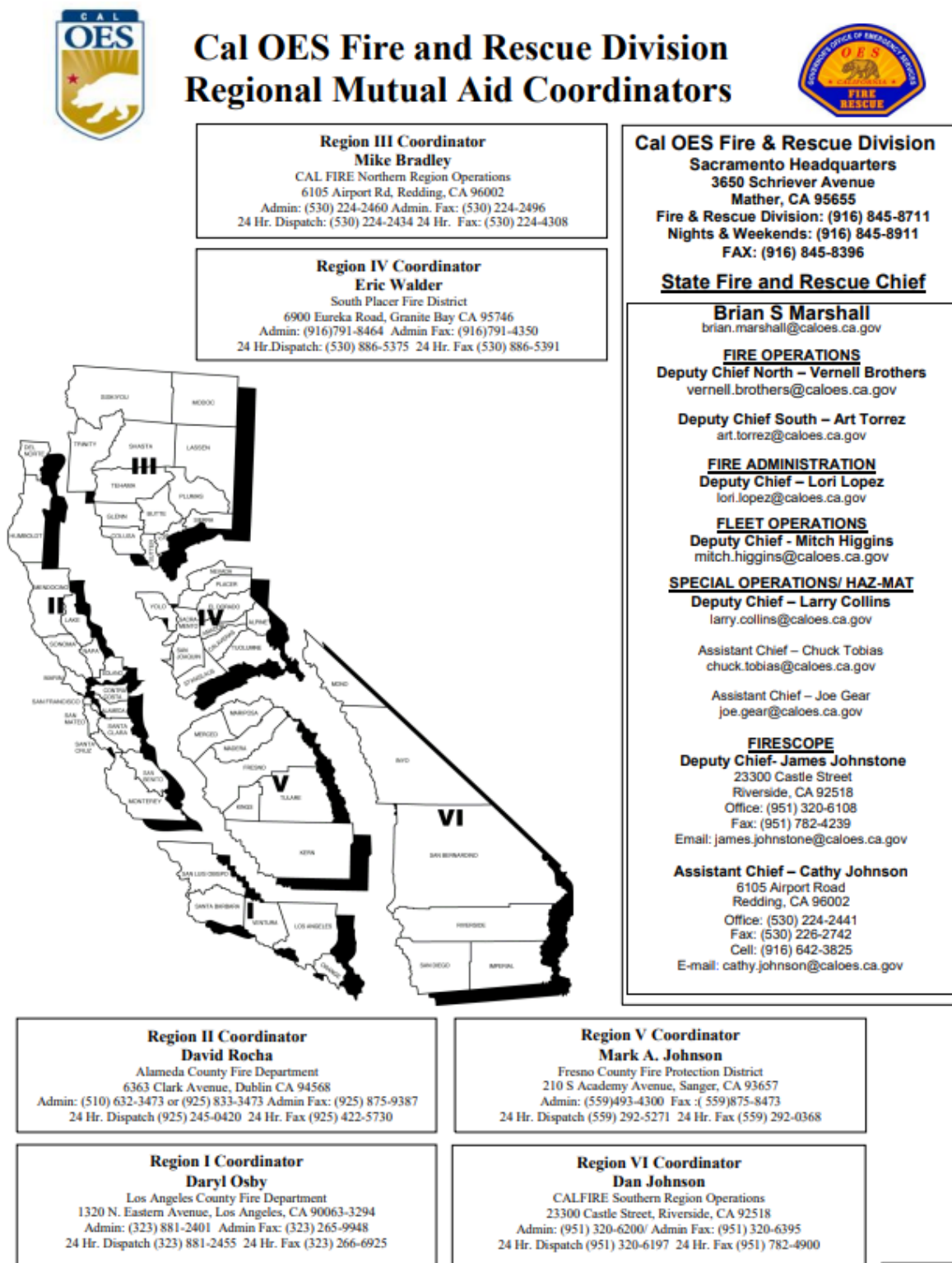
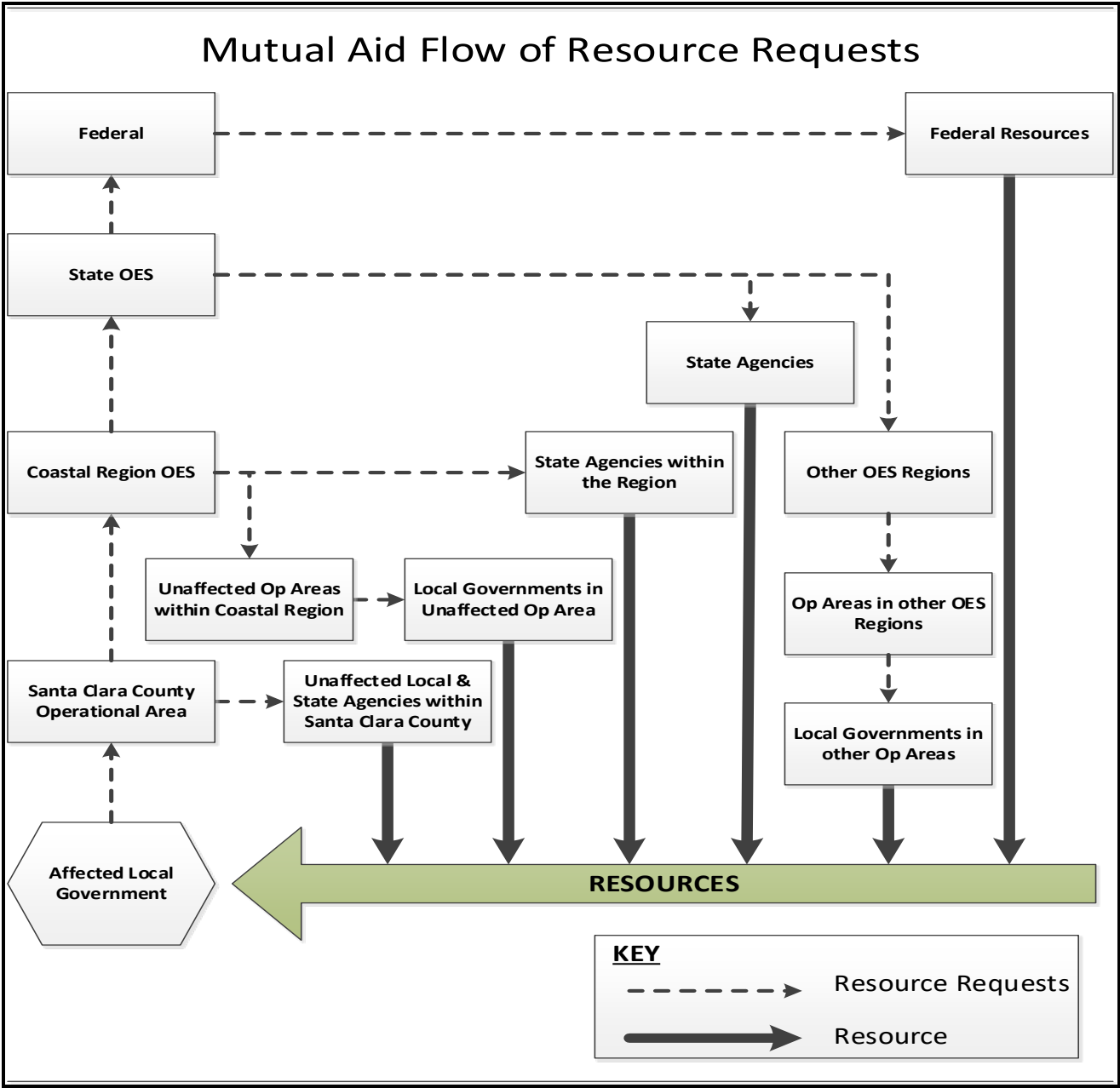
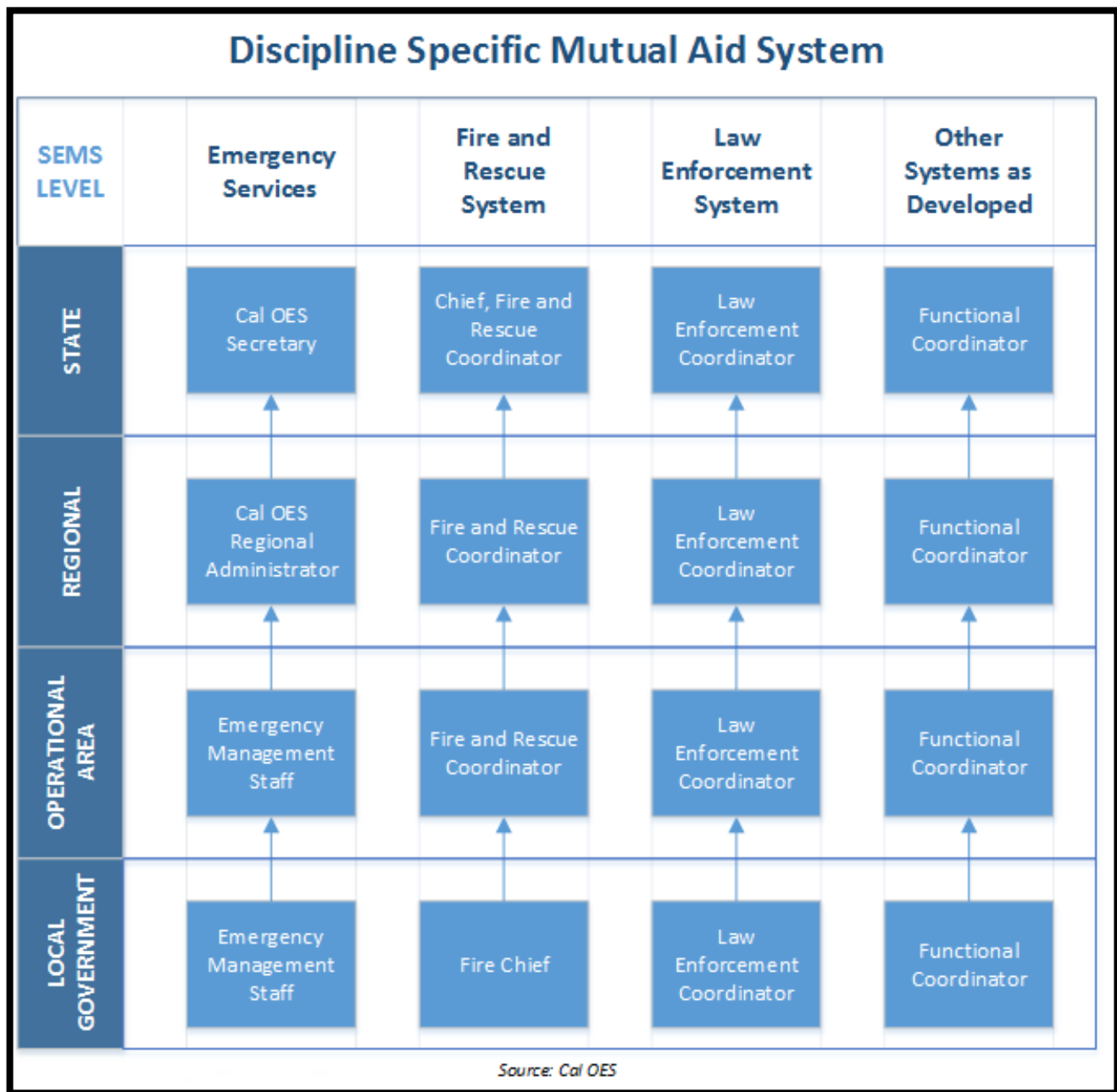


Figure 3: Overarching Mutual Aid Process



Source: Cal OES

Figure 4: Discipline Specific Mutual Aid System



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## ALERT AND WARNING

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### EMERGENCY ALERT SYSTEM (EAS)

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The Emergency Alert System (EAS) is a public warning system that may also be used by federal, state, and local authorities to provide emergency information and notification to the public. This system allows use of existing media (radio, TV) resources to communicate to residence in the event of a widespread emergency situation.

### NATIONAL WARNING SYSTEM (NAWAS)

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The National Warning System (NAWAS) is a dedicated wire-line system that provides two-way voice communications between the federal warning center, state warning points, and local warning points. If the situation ever presents itself, NAWAS is a nationwide system developed to send warnings of impending attack throughout the nation.

### NATIONAL WEATHER SERVICE (NWS)

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The National Weather Service (NWS) transmits continuous weather information on 162.40, 162.475 and 162.55 Hz frequencies. Severe weather broadcasts are preceded with a 1,050 Hz tone that activates weather monitoring receivers equipped with decoders.

### RAVE MOBILE SAFETY

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To streamline internal emergency communications, the City is using [Rave Mobile Safety](#) as a mass notification system to communicate work related emergency conditions to all City staff. The Rave Mobile Safety platform is a subscription-based communication tool and will ONLY be used for work-related emergency communication (e.g., building closure, power outages, criminal activity, severe weather-related issues). All staff must sign up for Rave Mobile Safety emergency alerts. When you sign up, you can select which communication device(s) and format you want to receive alerts. Text messages can be sent to your cell phone, voicemail messages delivered to your home phone, or an email to your personal email account. In the event of an emergency, alerts will be sent directly to the communication device(s) you selected during sign up. For example, if there is a major earthquake or flood that damages a worksite, staff will receive a text message directing them where to report. Messages from the Rave Mobile Security platform can be tailored to staff based on work location and department or role within the organization, to ensure you are receiving relevant notifications. Additionally, this will ensure that staff receive timely information, especially if emergencies occur after hours. This program streamlines emergency communication to all City staff and eliminates the need for citywide emails or a “phone tree” of supervisors reaching out to every employee.

### ALERTSCC

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AlertSCC is the City's public alert and notification system made available for use via a contract with the County's OEM. AlertSCC uses the 9-1-1 database to deliver messages to the public via landline-based telephones. Additionally, the public can register through a web portal to directly receive AlertSCC alerts and notifications on cell phones and via email and SMS. Sunnyvale OES representatives have been trained and authorized to create and send public alerts and notifications. Staff from County Communications are available 24/7 to assist the City in creating and sending public messages, as needed.

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## INTEGRATED PUBLIC ALERT AND WARNING SYSTEM (IPAWS)

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The Integrated Public Alert and Warning System (IPAWS) is an internet-based capability Federal, State, and local authorities can use to issue critical public alerts and notifications. Sunnyvale OES representatives have been credentialed on behalf of County OEM to access IPAWS through the County's AlertSCC and WebEOC software systems. IPAWS delivers alerts simultaneously through multiple communications devices reaching as many people as possible to save lives and protect property. These communication pathways include EAS (described above) and Wireless Emergency Alerts (WEA). The WEA system can deliver alerts and notifications to cell phones within a geographic area without the cell phone being registered with the local alerting system. County OEM staff are available to assist the City in creating and sending public messages, as needed.

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## COMMUNITY NOTIFICATION & CRISIS COMMUNICATION

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The City recognizes the importance of clearly communicating emergency information to residents and the public through a number of overlapping formats. In addition to the systems outlined above, this includes the integration of social media and various targeted outreach platforms. The City evaluates emerging options and technological advances as they occur to improve the speed, efficiency, and comprehensive coverage of crisis communication to the public, especially as it pertains to people with disabilities and others with access or functional needs. Refer to the Crisis Communication Annex for additional information.

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## EMERGENCY PROCLAMATIONS

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### LOCAL PROCLAMATION

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A local emergency may be proclaimed by the Director of Emergency Services or designee in accordance with the Sunnyvale municipal code<sup>13</sup>. The city council must ratify the proclamation within seven days and must review the need to continue the local emergency every 60 days until a local emergency is terminated. A copy of the resolution must be provided to Cal OES through the Santa Clara County OA.

The proclamation of a local emergency provides the City with the legal authority to:

- Request the Governor to proclaim a state of emergency when, in the opinion of the director, the locally available resources are inadequate to cope with the emergency.
- Promulgate or suspend orders and regulations to provide for the protection of life and property.
- Exercise full power to request mutual aid to any affected area, in accordance with local ordinances, resolutions, emergency plans, or agreements.
- Request state agencies and other jurisdictions to provide mutual aid.
- Require the emergency services of any City officer or employee.
- Requisition necessary personnel and materials from any City department or agency
- Obtain vital supplies, equipment, and if required, commandeer the same for public use.
- Conduct emergency operations with limited legal liability for performance, or failure of performance.

### STATE OF EMERGENCY

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After a proclamation of a local emergency, the governing body of the City, having determined that local resources are not sufficient to mitigate the situation, may request by letter or resolution that the Governor proclaim a state of emergency in the area to fully commit state and mutual aid assistance and provide resources to assist local government. To support its request for a gubernatorial proclamation, it is essential that the City forward an estimate of damage and financial loss to Cal OES through the Santa Clara County OA as quickly as possible. Estimates of loss are an important part of the criteria that Cal OES considers when deciding to proclaim a state of emergency and request a Presidential Declaration of Emergency or Disaster.

A copy of the request for a Governor's proclamation, with the following supporting data, must be forwarded to the Santa Clara County OA Coordinator for transmission to the Cal OES Director:

- Copy of the local emergency proclamation
- Initial damage estimate summary that estimates the severity and extent of the damage

Cal OES prepares a recommendation for the Governor, and if approved, prepares a proclamation. The Governor may also proclaim a State of Emergency without a local request if:

- The safety of persons and property in the state are threatened by conditions of extreme peril, or
- Emergency conditions are beyond the response capacity and capabilities of the local authorities.

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<sup>13</sup> Sunnyvale Municipal Code Chapter 2.16: Emergency Organizations and Functions

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## STATE OF WAR EMERGENCY

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In addition to a State of Emergency, the Governor can proclaim a State of War Emergency whenever the State or the nation is attacked by an enemy of the United States, or upon receipt by the State of a warning from the federal government indicating that such an enemy attack is probable or imminent. The powers granted to the Governor under a State of War Emergency are the same as those granted under a State of Emergency.

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## PRESIDENTIAL DECLARATION

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Following the proclamation of a State of Emergency, the Cal OES Director may recommend that the Governor request a Presidential Declaration of a major disaster under the authority of Public Law 93-288. The Governor's request to the President is submitted through FEMA. Supplementary information, such as an Initial Damage Assessment, may be required to accompany the state and local proclamations.

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## PUBLIC HEALTH EMERGENCY

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An outbreak of disease may require quick action to prevent its spread, and in this sense may present an emergency situation for public health officials. However, as explained in the Health Officer's Guide to Communicable Disease Control<sup>14</sup>, it is unnecessary for any official to take political action in the form of a formal declaration of emergency in order for the local health officer to "take measures as may be necessary" to prevent the spread of the disease. The local health officer has the legal authority to do so when the local health officer has reason to believe that a case of disease has occurred in his/her jurisdiction. When emergencies arise that are of such magnitude that they exceed local resources or require the exercise of extraordinary powers, a proclamation or declaration of emergency may be needed to address the situation.

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## OTHER DECLARATIONS, POWERS, AND AUTHORITIES

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Other local, state, and federal authorities may have broad powers to restrict movement or impose other restrictions, such as quarantines, during unusual events such as public health emergencies.

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<sup>14</sup> Health Officer's Guide to Communicable Disease Control: <https://emsa.ca.gov/wp-content/uploads/sites/71/2019/02/New-EOM-Public-Health-and-Medical-Emergency-Powers-chapter.pdf>



## CONTINUITY OF GOVERNMENT

Continuity of Government (COG) is an essential function of emergency management and is vital during an emergency/disaster situation. COG is defined as the preservation, maintenance, or reconstitution of the civil government's ability to carry out its constitutional responsibilities. All levels of government share a constitutional responsibility to preserve the life and property of their citizens. The California Government Code<sup>15</sup> and the Constitution of California provide the authority for state and local government to reconstitute itself in the event incumbents are unable to serve.

### LINES OF SUCCESSION

When the role is essential to the City's ability to complete its critical missions, a successor must be named to assume the duties and responsibilities of that role. **Figure 5: Lines of Succession** outlines the continuity of government lines of succession for essential government positions. Refer to the Continuity of Operations Plan for more information related to these sections.

*Figure 5: Lines of Succession*

Key Position	Primary Successor	Secondary Successor
<b>City Manager</b>	Assistant City Manager	Assistant City Manager
<b>Director of Public Safety</b>	Public Safety Deputy Chief	Public Safety Captain
<b>Director of Public Works</b>	Assistant Director of Public Works	Senior Division Head
<b>City Attorney</b>	Sr. Assistant City Attorney	Assistant City Attorney
<b>Director of Community Development</b>	Chief Building Official	Senior Building Inspector
<b>Director of Environmental Services</b>	Division Manager	Division Manager
<b>Director of Finance</b>	Assistant Director of Finance	Purchasing Officer
<b>Director of Human Resources</b>	Senior Human Resource Manager	Next Senior Human Resource Manager
<b>Director of Information Technology</b>	Information Technology Manager - Infrastructure	Information Technology Manager
<b>Director of Library and Community Services</b>	Administrative Librarian	Superintendent of Community Services
<b>Director of Nova Workforce Services</b>	Manager of Job Seeker Services	N/A

### City Council

The California Government Code<sup>16</sup> provides guidance for appointing Council Members in the unlikely event that all Council and Emergency Standby Council Members are unavailable to serve. For example, if only one member of the Council or one member of the Emergency Standby Council is available, that person shall have the power to reconstitute the City Council. Should all members of the Council and the Emergency Standby Council be

<sup>15</sup> California Government Code (Cal. Gov't. Code § 8642-8645).

<sup>16</sup> California Government Code (Cal. Gov't. Code § 8642-8645).

unavailable, members of the City Council could be appointed by the Chair of the Santa Clara County Board of Supervisors, by the Chair of a nearby County Board of Supervisors, or by the mayor of a nearby city, in that order.

## ESSENTIAL FACILITIES: SEAT OF GOVERNMENT

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The Primary Seat of Government for the City of Sunnyvale is City Hall located at 456 W Olive Ave., Sunnyvale CA 94086.

If City Hall is no longer functional, an alternate seat of government will be established at the Community Center Complex (Senior Center) located at 550 E. Remington Dr. Sunnyvale, CA 94086.

## PRESERVATION OF VITAL RECORDS

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City leadership will require certain vital records during a disaster. Protection of, and access to, these records require planning. Such efforts are coordinated by the Sunnyvale City Clerk. Vital Records are the documents required to continue the mission of City departments and agencies during and after a disaster. The records will assist in providing services both to internal City departments and external customers, such as citizens, contractors, other government entities. Example documents may include:

- Public Records
- Computer system back-ups/servers
- Order of Succession Ordinances or Resolutions
- Plans, policies, and procedures for critical processes
- Payroll information
- Contracts and leases
- Legal and financial records
- Insurance documents
- Disaster Records, which have very specific maintenance requirements

Each City department is responsible for identifying vital records and assigning responsibility for preservation.

## Section II: Attachments



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## ATTACHMENT A: AUTHORITIES AND REFERENCES

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Emergency response, like all governmental action, is based on legal authority. The City of Sunnyvale EOP follows local, state, and federal regulations and guidelines. Additionally, best practices and lessons learned have also been integrated into this plan where possible. These were identified in the review of after-action reports from recent national large-scale disasters, incidents, and events (to include Robert T. Stafford Relief and Emergency Assistance Act, non-Stafford Act, terrorist non-Stafford Act, and offshore non-Stafford Act incidents and events).

The plan is promulgated under the authority of the City Manager, ratified by the City Council, after having been reviewed by the City of Sunnyvale's Emergency Management Organization (EMO).

### LOCAL AUTHORITIES & REFERENCES

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- City of Sunnyvale Municipal Code 2.16
- County of Santa Clara Ordinance Code, Division A8: Civil Protection and Emergency Services
- After-Action Report – SCU Lightning Complex Fire
- After-Action Report – SNY EOC Exercise 2020
- Interim After-Action Report and Improvement Plan – COVID-19 Pandemic (2021-2022)

### STATE AUTHORITIES & REFERENCES

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- California Emergency Services Act (Title 2, Division 1, Chapter 7 of the Government Code)
- California Disaster Assistance Act (Title 19, Division 2, Chapter 6 of the California Code of Regulations)
- Standardized Emergency Management System (Title 19, Division 2, Chapter 1 of the California Code of Regulations)
- Standardized Emergency Management System Guidelines
- State of California Emergency Plan
- California Disaster and Civil Defense Master Mutual Aid Agreement
- California Law Enforcement Mutual Aid Plan
- California Coroners' Mutual Aid Plan
- California Fire Service and Rescue Emergency Mutual Aid Plan
- California Constitution (Article XI: Local Government)
- Disaster Service Worker Program Authorities (Title 1, Division 4, Chapter 8 of the Government Code and Section 3211.92 of the Labor Code)
- California Assembly Bill 2311. Emergency Services: Access and Functional Needs. (2016)
- California Senate Bill 833. Emergencies: Office of Emergency Services: Guidelines: Alert and Warning Systems. (2018)
- California Senate Bill 160. Emergency Services: Cultural Competence. (2019)

## FEDERAL AUTHORITIES & REFERENCES

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- Robert T. Stafford Disaster Relief and Emergency Assistance Act (PL 93-288) as amended
  - Homeland Security Act of 2002 (PL 107-296)
  - Presidential Policy Directive / PPD-8: National Preparedness
  - Homeland Security Presidential Directive / HSPD-5: Management of Domestic Incidents Post-Katrina
  - Emergency Management Reform Act of 2006 (PL 109-295)
  - Pets Evacuation and Transportation Standards Act of 2006 (PL 109-308)
  - Improving Access to Services for Persons with Limited English Proficiency (Executive Order 13166)
  - Individuals with Disabilities in Emergency Preparedness (Executive Order 13347)
  - Americans with Disabilities Act of 1990 (PL 101-336) as amended
  - Rehabilitation Act of 1973 (PL 93-112, Section 504) as amended
  - Civil Rights Act of 1964 (PL 88-352, Section VI)
  - Federal Civil Defense Act of 1950 (PL 920)
  - National Incident Management System (2017)
  - National Response Framework (2019)
  - Comprehensive Preparedness Guide (CPG) 101: Developing and Maintaining Emergency Operations Plans (2021)
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## ATTACHMENT B: ACRONYMS

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ADA	Americans with Disabilities Act
Alert SCC	County of Santa Clara's official emergency alert and warning system
CAD	Computer-Aided Dispatch
CADRE	Collaborating Agencies Disaster Relief Effort
Cal OES	California Governor's Office of Emergency Services
CBO	Community-based Organization
CDAA	California Disaster Assistance Act
CERT	Community Emergency Response Team
COG	Continuity of Government
CERT	Community Emergency Response Team
DES	Director of Emergency Services
DOC	Department Operations Center
DSW	Disaster Service Worker
EAS	Emergency Alert System
EMAC	Emergency Management Assistance Compact
EMMA	Emergency Managers Mutual Aid
EMO	Emergency Management Organization
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESA	Emergency Services Act
FBO	Faith-based Organization
FEMA	Federal Emergency Management Agency
HSEEP	Homeland Security Exercise and Evaluation Program
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IPAWS	Integrated Public Alert and Warning System

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MAC	Multi-Agency Coordination
MACS	Multi-Agency Coordination System
MJHMP	Multijurisdictional Hazard Mitigation Plan
MMAA	California Disaster and Civil Defense Master Mutual Aid Agreement
NAWAS	National Warning System
NGO	Non-governmental Organization
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NOC	National Operations Center
NRF	National Response Framework
NWS	National Weather Service
OA	Operational Area
OEM	County Office of Emergency Management
OES	Office of Emergency Services
PA	Public Assistance
PDA	Preliminary Damage Assessment
PETS Act	Pets Evacuation and Transportation Standards Act
PG&E	Pacific Gas and Electric Company
PIO	Public Information Officer
REOC	Regional Emergency Operations Center
SARES	Sunnyvale Amateur Radio Emergency Service
SBA	Small Business Administration
SEMS	Standardized Emergency Management System
SITREP	Situation Report
SOC	State Operations Center
SOP	Standard Operating Procedure
USDA	U.S. Department of Agriculture
VOAD	Voluntary Organizations Active in Disasters
VTa	Santa Clara Valley Transportation Authority
WEA	Wireless Emergency Alert

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## ATTACHMENT C: SAMPLE EMERGENCY PROCLAMATION

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**WHEREAS**, Ordinance No. 2.16.040 of the City of Sunnyvale empowers the Director of Emergency Services/City Manager to proclaim the existence or threatened existence of a local emergency when said City is affected or likely to be affected by a public calamity and the City Council/County Board of Supervisors is not in session, and;

**WHEREAS**, the Director of Emergency Services of the City of Sunnyvale does hereby find; That conditions of extreme peril to the safety of persons and property have arisen within said city/county, caused by \_\_\_\_\_ (fire, flood, storm, mudslides, torrential rain, wind, earthquake, drought, or other causes); which began on the \_\_\_\_\_th day of \_\_\_\_\_, 20\_\_\_\_. and;

That these conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of said City, and;

That the City Council of the City of Sunnyvale is not in session and cannot immediately be called into session;

**NOW, THEREFORE, IT IS HEREBY PROCLAIMED** that a local emergency now exists throughout said City, and;

**IT IS FURTHER PROCLAIMED AND ORDERED** that during the existence of said local emergency the powers, functions, and duties of the emergency organization of this City shall be those prescribed by state law, by ordinances, and resolutions of this City, and; That this emergency proclamation shall expire in 7 days after issuance unless confirmed and ratified by the governing body of the City of Sunnyvale.

Dated: \_\_\_\_\_ By: \_\_\_\_\_

Director of Emergency Services

Print Name \_\_\_\_\_

Address \_\_\_\_\_

**Note:** It may not be necessary for a city to proclaim a local emergency if the county has already proclaimed an emergency that applies to the entire geographic county area or for a specific area that includes the impacted city or cities.

Must be renewed every 60 days.

(Source: Cal OES, Emergency Proclamations: A Quick Reference Guide for Local Government)

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## ATTACHMENT D: DEPARTMENTAL RESPONSIBILITIES

**Figure D-1: Departmental Responsibilities** outlines City department's responsibilities during a disaster by functional areas, and identifies the **lead (L)** and **support (S)** departments for each function.

*Figure D-1: Departmental Responsibilities*

Department Responsibilities	ESF 1 : Transportation	ESF 2: Communications	ESF 3: Construction and Engineering	ESF 4: Fire and Rescue	ESF 5: Management	ESF 6: Care and Shelter	ESF 7: Resources	ESF 8: Public Health and Medical	ESF 9: Search and Rescue	ESF 10: Hazardous Materials	ESF 11: Food and Agriculture	ESF 12: Utilities	ESF 13: Law Enforcement	ESF 14: Long-Term Recovery	ESF 15: Public Information
City Attorney														S	S
City Manager					L		L							S	L
Community Development						S									
Environmental Services	S		S	S						S		L			
Finance	S	S	S	S	S	S	S	S	S	S	S	S	S	L	S
Human Resources					S	S									
Information Technology		L					S						S		
Library & Community Services						L		S			S				
Nova Workforce Service		S													
Public Safety	S	S	S	L	L	S	S	L	L	L	L	S	L	S	S
Public Works	L		L	S		S	L	S	S	S	S	S	S		



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## ATTACHMENT E: EMERGENCY OPERATIONS CENTER (EOC) ACTIVITIES

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The City of Sunnyvale EOC provides a centralized location where emergency management coordination and decision making can be supported during a critical incident, major emergency or disaster. When activated, the EOC provides support for a number of critical tasks related to communications, coordination, resource management, and executive leadership.

### PRIMARY AND ALTERNATE EOC LOCATIONS

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The primary EOC for the City of Sunnyvale is located on the second floor of the EOC Building – 700 All America Way, Room 216 of Suite B.

If the primary EOC site is threatened, inoperable, or inaccessible, the Sunnyvale Community Center located at 550 E. Remington Dr. will be used as an alternate EOC. All City departments and personnel should be prepared for the possibility of sudden relocation to this alternate EOC or similar facility.

Additionally, Fire Station 5, located at 1210 Bordeaux Drive, has ample parking and a large classroom that can be used as conference space or a makeshift EOC, if needed.

#### Mobile Emergency Operations Center

The City's Mobile Emergency Operations Center (MEOC) is intended for tactical use as an on-scene mobile command post. It has neither the space nor the equipment to serve as a fully functional EOC, but can be used to augment command and control functions while transitioning from the Primary EOC to an alternate location or as an alternate Department Operations Center (DOC).

#### Public Safety DOC

The Department of Public Safety has a DOC located in the Public Safety Building which is activated for incidents that are significant but may not require activation of the EOC. The DOC may be used to coordinate the resources and activities of the Department of Public Safety such as law enforcement, fire, and rescue operations. Communication resources available in the DOC include hardline and cellular telephones, internet/email, the Computer-Aided Dispatch (CAD) system, online collaboration web portals, and online video collaboration tools.

### EOC ACTIVATION AND DEACTIVATION

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The EOC facility and equipment are used regularly by Sunnyvale Public Safety staff and may be utilized for coordinating and monitoring activities at any time without the need for formal activation. However, depending upon the need and circumstances, an official EOC activation may be appropriate to support several activities, including:

- Field response
- Pre-planned events
- Local Proclamations of Emergency

## EOC Activation Levels

The magnitude of an emergency dictates the response level and is scalable based on the changing needs of the event. **Figure E-1: EOC Activation Levels** below outlines activation levels used by the City and their associated staffing requirements.

*Figure E-1: EOC Activation Levels*

Activation Level	Staffing	Description
<b>Level Four</b>  <b>Normal Operations</b> <b>Lowest Level</b>	OES Coordinator Only	<p>Perform day-to-day OES activities or functions.</p> <p>OES Coordinator monitors potential hazards.</p>
<b>Level Three</b>  <b>Minor Event</b> <b>Remote Coordination</b>	OES Coordinator Public Information Officer Liaison Officer	<p>OES identifies the appropriate organizations and jurisdictions as determined by the emergency or disaster and conducts a conference call via conference call (Zoom or MS Teams, or a similar platform). The conference call is conducted with an agenda that provides an opportunity to share key information and to synchronize efforts and operations.</p> <p>Emergency Proclamation is not necessary. County/state/federal assistance is not needed.</p>
<b>Level Two</b>  <b>Moderate Event</b> <b>Partial Activation</b>	Most or all EOC Management Staff Most or all General Staff Select EOC positions	<p>An emergency or disaster has occurred that requires rapid coordination and decision-making with little information and/or damages/operations may be reimbursable via state/federal program(s).</p> <p>Emergency Proclamation may be necessary. County/state/federal assistance is likely needed.</p>
<b>Level One</b>  <b>Major Event</b> <b>Full Activation</b> <b>Highest Level</b>	All Management Staff All General Staff Most or all EOC positions	<p>An emergency or disaster has occurred that requires all the capabilities detailed in a Level 2 – Partial Activation, as well as:</p> <ul style="list-style-type: none"> <li>• Extended operational timeline</li> <li>• Large population impacts</li> <li>• Wide disruption of governmental services</li> <li>• High complexity, wide scope</li> <li>• Reimbursement eligibility</li> <li>• Coordinate County/state/federal response and relief efforts</li> </ul>

### EOC Deactivation

The EOC will be deactivated, or the activation level will be lowered upon the recommendation of the EOC Coordinator based upon the status of the incident and ongoing needs.

### EOC Communication Resources

Communication resources available in the EOC include hard line and cellular telephones, internet/email, radios, and Web EOC.

### Internal Communications & Coordination

Communication with field elements may be coordinated through relevant DOCs or directly with an Incident Commander. If a DOC is not activated, the Incident Commander may communicate directly with their department specific representative located in the Operations Section of the EOC.

Additionally, the Sunnyvale EOC will communicate and coordinate with the Santa Clara County OA EOC and other cities within the Santa Clara County Operational Area (OA). Each city, including Sunnyvale, will provide relevant information pertaining to situational awareness and resource status to the OA EOC, and in turn the OA EOC will push aggregated county-wide information back to each city. Mutual aid requests outside of predetermined pathways (i.e., Law Enforcement, Fire and Rescue, etc.) will be communicated to the OA EOC.

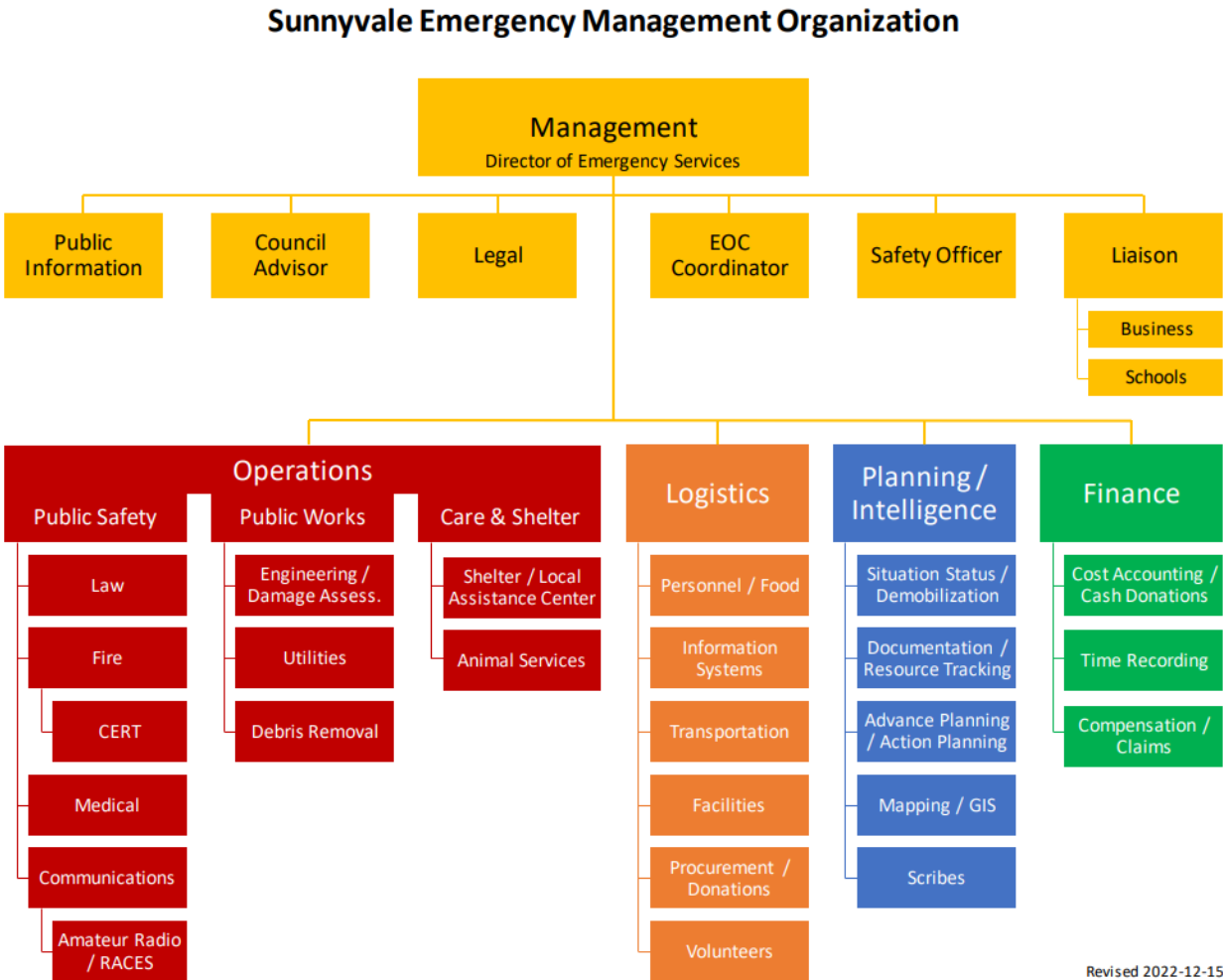
### External Communications & Coordination

The City EOC will coordinate with external entities such as special districts, public utilities, volunteer organizations and/or private agencies as required. These entities will usually communicate directly with the City and may provide a representative to the City EOC. The level of involvement of special districts, public utilities, volunteer organizations, and private agencies will vary considerably depending upon the type of incident.

POSITION DESCRIPTIONS AND RESPONSIBILITIES

EOC Structure

Figure E-2: CITY OF SUNNYVALE EOC ORGANIZATIONAL CHART



Policy Group

During a critical incident or event, the City Council, including the Mayor and Vice Mayor, serve as a policy group in support of the City and the EOC if activated. The role of the Policy Group includes:

- Ratifying or proclaiming a local emergency and making other executive level policy decisions as necessary and required to support emergency response and recovery.
- Reassuring residents, community organizations and local businesses that the City is actively responding to the situation and that it is working on recovery.
- Coordinating legislative action and serving as liaisons with VIP’s and outside government officials.

The Council will receive regular situational briefings from the Director of Emergency Services and Council Advisor or designee, as well as advice from the City Attorney (Legal Advisor) and other emergency management staff to assist the fulfillment of these critical responsibilities.



### *Requirements for Public Meetings (The Brown Act)*

The Brown Act governs meeting access for local public bodies with the intent that *legislative body actions be taken openly and that their deliberations be conducted openly*<sup>17</sup>. The Brown Act cannot be suspended by a local proclamation of emergency or by any other legislation, however, it does provide some flexibility with the noticing and agenda requirements in “emergency situations”, such as the following:

- In cases of “emergency,” the City Council may hold an emergency meeting without complying with the 24-hour notice requirement and/or posting requirement ordinarily necessary prior to the Council holding a special meeting. A telephone notice must be given to the media at least one hour before the emergency meeting is held.
- In cases of “dire emergency,” the one-hour notice of the meeting provided to the media can occur at the same time the presiding officer or designee is notifying the members of the City Council about the dire emergency meeting. In situations where the telephone service is not working, the notice requirements shall be deemed waived, and the City Council or designee of the City Council, shall notify the media of the emergency meeting, the purpose of the meeting, and any action taken at the meeting as soon after the meeting as possible.
- Where the City Council has conducted an emergency meeting or a dire emergency meeting pursuant to Government Code 54956.5(e), the City must post minutes of the meeting, a list of persons notified or attempted to be notified prior to the meeting, the actions taken by the Council and roll call vote, and any actions taken at the meeting shall be posted for a minimum of 10 days in a public place as soon after the meeting as possible.

### Management Section

The Management Section coordinates overarching EOC operations and has overall responsibility for the coordination of emergency operations. The Management Section consists of the following staff:

*Director of Emergency Services (DES)* – has overall responsibility for the management and coordination of the emergency event. The DES works closely with the EOC Coordinator to assure that the EOC is staffed and operated at a level commensurate with the emergency and develops and issues rules, regulations, proclamations, and orders. The DES also has overall responsibility for ensuring that the EMO Action Planning process is initiated among the Emergency Management Organization (EMO) staff and delegates authority as appropriate throughout the management section.

*Council Advisor* – serves as a liaison and conduit of information between the DES and the City Council. The Council Advisor facilitates the Council’s ability to fulfill their leadership role and serve their constituents through collaborative activities such as working with the DES and Public Information Officer (PIO) to prepare and disseminate emergency public information, adopt, or declare emergency proclamations, make policy decisions, and interface with important external stakeholders and outside government and elected officials.

*EOC Coordinator* – has overall responsibility and authority for the operation of the EOC. The EOC Coordinator will ensure that the EOC is adequately staffed and operates at a level appropriate for the emergency and supports the policies, and objectives promulgated by the DES and the City Council.

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<sup>17</sup> Cite Brown Act Government Code 54950 -54963

*Safety Officer* – monitors and ensures that the work environment is free from hazards that could endanger persons working in the facility.

*Public Information Officer (PIO)* – is responsible for interfacing with the public and media or with other agencies with incident-related information requirements. They serve as the conduit for information to and from internal and external stakeholders, including the media or other organizations seeking information directly from the incident or event.

*Legal Officer* – provides advice to the DES in all legal matters relating to the emergency. The Legal officer also assists the DES in declaring a local emergency and implementation of emergency powers.

*Liaison Officer* – is the point of contact for all agency representatives and oversees all liaison activities within the EOC. The Liaison Officer ensures external agency representatives are provided appropriate situation information and maintains records of all agency representatives.

## Operations Section

The Operations Section answers and coordinates requests for tactical support made by the individual DOCs or Incident Commander (IC). The need to expand the Operations Section is generally dictated by the number of tactical resources involved in the incident response and is influenced by span-of-control considerations.

Assets from City departments and jurisdictional entities/authorities, such as police, fire, public works, etc. performing field emergency response operations may request assistance from the operations section through the field operations authorized agent (i.e., Logistics Section or IC).

## Planning and Intelligence Section

The Planning Section conducts planning activities for the EOC and oversees all incident-related data gathering and analysis regarding incident operations and assigned resources. Under the direction of the Planning Section Chief, the Planning Section collects, evaluates, and processes situation and resource status information for use in developing EOC action plans. Dissemination of information can be accomplished through an EOC action plan, a situation report (SITREP), formal briefings, or through map and status board displays.

The Planning Section also contains the Documentation Unit, which is responsible for the maintenance of accurate, up-to-date incident files. Examples of incident documentation include: Incident Action Plan (IAP), incident reports, communication logs, injury claims, situation status reports, etc. Thorough documentation is critical to post-incident analysis and potential financial reimbursement during the recovery phase. Some of the documents may originate in other sections. This unit shall ensure each section is maintaining and providing appropriate documents. The Documentation Unit will provide duplication and copying services for all other sections and will store incident files for legal, analytical, and historical purposes.

## Logistics Section

The Logistics Section fulfills support requests both from the field and internally from other City Departments, DOCs, and support partners. The Logistics Section also supports the operational needs of the EOC and requests may include:

- Facilities
- Communications
- Supplies
- Equipment maintenance and fueling

- Food services (for EOC staff and on-scene staff, if requested)
- Medical services (for EOC staff and on-scene staff, if requested)
- Other services as appropriate

The need for logistics considerations and planning exists at multiple levels. The City EOC must account for emergency power, food, water, communications, and other needs of the EOC. The DOCs and/or on-scene incident command posts must account for staffing to ensure the rotation of personnel through safe rest/work cycles; shelter, feeding, and restroom facilities for personnel; acquisition of proper equipment for performing operations during the day and at night; etc. The coordination of resource requests must be funneled through a singular process to eliminate duplicative asset requests and account for payment of the resources requested.

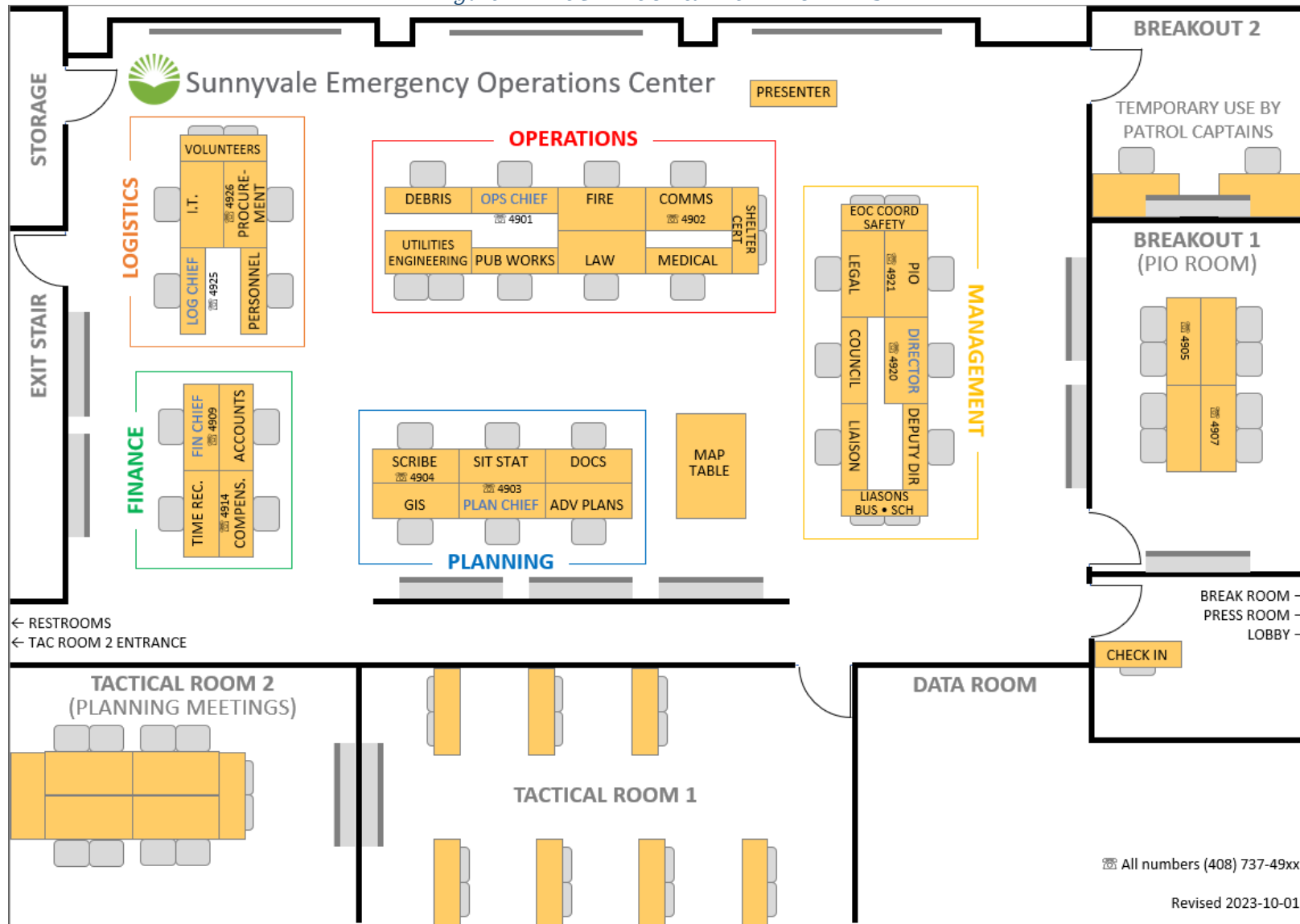
### Finance and Administration Section

The Finance/Administration Section manages the financial elements of a response or activation including daily recording of personnel time, all financial matters pertaining to vendor contracts, and cost analyses and estimates as requested. Not all incidents will require the activation of a Finance/Administration Section during response operations; however, appropriate documentation and payment to resource vendors will still be required. It is imperative that local ICs, the DOCs, and City EOC personnel are familiar with the resource request process and follow the proper procedures for requesting a resource.



## ATTACHMENT F: EOC LAYOUT & PHONE NUMBERS

Figure F-1: EOC LAYOUT & PHONE NUMBERS





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## ATTACHMENT G: SUNNYVALE MUNICIPAL CODE - 2.16

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The Sunnyvale Municipal Code reflects municipal authority for the preparedness, response, mitigation, and recovery activities outlined in the City of Sunnyvale’s Emergency Operations Plan (EOP).

### CHAPTER 2.16. EMERGENCY ORGANIZATION AND FUNCTIONS

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#### 2.16.010. Purposes.

The declared purposes of this chapter are to provide for the preparation and carrying out of plans for the protection of persons and property within this city in the event of an emergency; the direction of the emergency organization; and the coordination of the emergency functions of this city with all other public agencies, corporations, organizations, and affected private persons. (Ord. 1792-75 § 1; prior code § 3-4.01).

#### 2.16.020. Definitions.

Except where the context otherwise requires, the definitions contained in this section shall govern the construction of this chapter.

- (1) “Assistant director of emergency services” means the individual appointed by the director of emergency services to serve as the director’s assistant.
- (2) “Director of emergency services” means the city manager.
- (3) “Disaster council” means the city council, with the mayor serving as the chair and the vice mayor serving as the vice-chair of the disaster council.
- (4) “Emergency” means the actual or threatened existence of conditions of disaster or of extreme peril to the safety of persons and property within this city caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, 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 this city, requiring the combined forces of other political subdivisions to combat. (Ord. 2387-92 § 1; Ord. 1792-75 § 1; prior code § 3-4.02).

#### 2.16.030. Disaster council powers and duties.

The disaster council has the duty and power to develop and recommend for adoption emergency and mutual aid plans and agreements and such ordinances and resolutions and rules and regulations as are necessary to implement such plans and agreements. The disaster council shall meet upon call of the chair or, in the chair’s absence from the city or inability to call such meeting, upon call of the vice-chair. (Ord. 2387-92 § 2; Ord. 2256-88 § 3; Ord. 1792-75 § 1; prior code § 3-4.05).

#### 2.16.040. Powers and duties of the director and assistant director of emergency services.

(a) The director is hereby empowered to:

- (1) Request the city council to proclaim the existence or threatened existence of a “local emergency” if the city council is in session, or to issue such proclamation if the city council is not in session. Whenever a local emergency is proclaimed by the director, the city council shall take action to ratify the proclamation within seven days thereafter or the proclamation shall have no

further force or effect. The city council shall review, at least every 60 days until a local emergency is terminated, the need for continuing the local emergency.

(2) Request the Governor to proclaim a "state of emergency" when, in the opinion of the director, the locally available resources are inadequate to cope with the emergency.

(3) Control and direct the effort of the emergency organization of this city for the accomplishment of the purposes of this chapter.

(4) Direct cooperation between and coordination of services and staff of the emergency organization of this city; and resolve questions of authority and responsibility that may arise between them.

(5) Represent this city in all dealings with public or private agencies on matters pertaining to emergencies as defined herein.

(6) In the event of the proclamation of a "local emergency" as herein provided, the proclamation of a "state of emergency" by the Governor or the Director of the State Office of Emergency Services, or the existence of a "state of war emergency," the director is hereby empowered:

(A) To make and issue rules and regulations on matters reasonably related to the protection of life and property as affected by such emergency; provided, however, such rules and regulations must be confirmed at the earliest practicable time by the city council;

(B) To obtain vital supplies, equipment, and such other properties found lacking and needed for the protection of life and property and to bind the city for the fair value thereof and, if required immediately, to commandeer the same for public use;

(C) To require emergency services of any city officer or employee and, in the event of the proclamation of a "state of emergency" in the county in which this city is located or the existence of a "state of war emergency," to command the aid of as many citizens of this community as he deems necessary in the execution of his duties; such persons shall be entitled to all privileges, benefits, and immunities as are provided by state law for registered disaster service workers;

(D) To requisition necessary personnel or material of any city department or agency; and

(E) To execute all of his ordinary powers as city manager, all of the special powers conferred upon him by the ordinance codified in this chapter or by resolution or emergency plan pursuant hereto adopted by the city council, all powers conferred upon him by any statute, by any agreement approved by the city council, and by any other lawful authority.

(b) The director of emergency services shall designate the order of succession to that office, to take effect in the event the director is unavailable to attend meetings and otherwise perform his duties during an emergency. Such order of succession shall be approved by the city council.

(c) The assistant director shall, under the supervision of the director and with the assistance of emergency service chiefs, develop emergency plans and manage the emergency programs of this city;



and shall have such other powers and duties as may be assigned by the director. (Ord. 2256-88 § 3; Ord. 1792-75 § 1; prior code § 3-4.06).

#### 2.16.050. Duty to develop emergency plans.

It shall be the duty of the director of emergency services, and he or she is hereby empowered, to develop and recommend for adoption by the city council emergency and mutual aid plans and agreements and such ordinances and resolutions and rules and regulations as are necessary to implement such plans and agreements. (Ord. 2256-88 § 4).

#### 2.16.070. Emergency organization.

All officers and employees of this city, together with those volunteer forces enrolled to aid them during an emergency, and all groups, organizations, and persons who may by agreement or operation of law, including persons impressed into service under the provisions of Section 2.16.040(a)(6)(C) of this chapter, be charged with duties incident to the protection of life and property in this city during such emergency, shall constitute the emergency organization of the city of Sunnyvale. (Ord. 2387-92 § 3; Ord. 1792-75 § 1; prior code § 3.4.07).

#### 2.16.080. Emergency plan.

The director of emergency services, under guidance of the disaster council, shall be responsible for the development of the city of Sunnyvale emergency plan, which plan shall provide for the effective mobilization of all of the resources of the city, both public and private, to meet any condition constituting a local emergency, state of emergency, or state of war emergency; and shall provide for the organization, powers and duties, services and staff of the emergency organization. Such plan shall take effect upon approval of the disaster council and adoption by resolution of the city council. (Ord. 2387-92 § 4; Ord. 2256-88 § 5; Ord. 1792-75 § 1; prior code § 3-4.08).

#### 2.16.090. Expenditures.

Any expenditures made in connection with emergency activities, including mutual aid activities, shall be deemed conclusively to be for the direct protection and benefit the inhabitants and property of the city of Sunnyvale. (Ord. 1792-75 § 1; prior code § 3-4.09).

#### 2.16.100. Punishment of violations.

It shall be a misdemeanor, punishable as set forth in Chapter 1.04 of this code for any person, during an emergency, to:

- (a) Willfully obstruct, hinder, or delay any member of the emergency organization in the enforcement of any lawful rule or regulation issued pursuant to this chapter, or in the performance of any duty imposed upon him by virtue of this chapter;
- (b) Do any act forbidden by any lawful rule or regulation issued pursuant to this chapter, if such act is of such a nature as to give or be likely to give assistance to the enemy or to imperil the lives or property of inhabitants of this city, or to prevent, hinder, or delay the defense or protection thereof;
- (c) Wear, carry, or display, without authority, any means of identification specified by the emergency agency of the state. (Ord. 2422-92 § 2; Ord. 1792-75 § 1; prior code § 3-4.10).