EMERGENCY OPERATIONS PLAN

A STRATEGY FOR THE CITYWIDE RESPONSE TO MAJOR EMERGENCIES AND DISASTERS

JACOB GREEN & ASSOCIATES

DECEMBER 2025

Portions of the Emergency Operations Plan (EOP), including supporting parts and annexes, may contain sensitive information pertaining to the deployment, mobilization, and tactical operations of the City of Big Bear Lake government and that of cooperating or assisting agencies in response to emergencies.

Although the EOP Base Plan (Part 1) is available for public use and review, the City of Big Bear Lake may withhold certain supporting parts and annexes from full public disclosure under the provisions of the California Public Records Act (California Government Code §§ 6250 - 6276.48).

PLAN PRODUCED IN PARTNERSHIP WITH
JACOB GREEN AND ASSOCIATES

PROMULGATION STATEMENT

This **Emergency Operations Plan (EOP)** is adopted as the official emergency plan of the City of Big Bear Lake by Resolution No. 2025-59 of the City Council of the City of Big Bear Lake, California, dated December 10, 2025. This version supersedes all previous versions.

PERRI MELNICK, MAYOR

City of Big Bear Lake City Council

THIS PAGE IS INTENTIONALLY LEFT BLANK

TABLE OF CONTENTS

INTRODUCTORY MATERIAL 3
PROMULGATION STATEMENT 3
TABLE OF CONTENTS 5
FOREWORD 9
PREFACE 11
RECORD OF CHANGES 13
PLAN DISTRIBUTION 15
CONCURRENCE SIGNATURES TO THE EMERGENCY OPERATIONS PLAN 17
PLAN ORGANIZATION 19
PLAN ACTIVATION 19
PREEMPTIVE RESPONSE ACTIONS 20
1.0 PURPOSE AND SCOPE 23
1.1 PURPOSE 23
1.2 SCOPE 23
1.3 BASIS FOR PLANNING 24
1.4 OBJECTIVES 24
2.0 SITUATION AND ASSUMPTIONS 25
2.1 SITUATION 25
2.2 HAZARDS SUMMARY 26
2.3 PLANNING ASSUMPTIONS 33
3.0 CONCEPT OF OPERATIONS 37
3.1 GENERAL OVERVIEW 37
3.2 PHASES OF EMERGENCY MANAGEMENT 38
3.3 PLAN IMPLEMENTATION AND ACTIVATION 42
3.4 EOC ACTIVATION AND DEACTIVATION 44
3.5 EOC ACTIVATION LEVELS 45
3.6 EOC ACTIVATION STAFFING GUIDE BY LEVEL 46
3.7 EOC STAFFING MATRIX FOR DEPARTMENTS 51
3.8 CALIFORNIA STANDARDIZED EMERGENCY MANAGEMENT SYSTEM 54
3.9 NATIONAL INCIDENT MANAGEMENT SYSTEM 57

3.10 INCIDENT COMMAND SYSTEM 58
3.11 EOC COORDINATION 59
3.12 EOC ACTION PLANS 60
3.13 EMERGENCY OPERATING CONDITIONS 62
3.14 NOTIFICATION AND MOBILIZATION OF FORCES 65
3.15 INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION 65
3.16 COMMUNICATIONS 71
3.17 EMERGENCY SITUATION TERMINOLOGY 90
3.18 SPECIAL NEEDS POPULATIONS 93
3.19 ADA/AFN/CULTURAL COMPETENCE 95
3.20 DISASTER ANIMAL CARE CONSIDERATIONS 103
3.21 RECOVERY OPERATIONS 104
3.22 CITY DEPARTMENT PARTICIPATION 115
4.0 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES 117
4.1 GENERAL OVERVIEW OF EMERGENCY RESPONSIBILITIES 117
4.2 DIRECTOR OF EMERGENCY SERVICES 117
4.3 CITY COUNCIL 117
4.4 ELECTED OFFICIALS 117
4.5 DISASTER COUNCIL 118
4.6 EOC POLICY GROUP 118
4.7 CITY EMERGENCY ORGANIZATION 119
4.8 DISASTER SERVICE WORKER 119
4.9 FIRST RESPONSE DEPARTMENTS 119
4.10 LEAD DEPARTMENTS 120
4.11 SUPPORT DEPARTMENTS 120
4.12 COORDINATING DEPARTMENTS 121
4.13 DEPARTMENT OPERATIONS CENTER 121
4.14 EMERGENCY OPERATIONS CENTER 122
4.15DEPARTMENT RESPONSIBILITIES 122
4.16 EMERGENCY SUPPORT FUNCTION OVERVIEW 123
4.17 EMERGENCY SUPPORT FUNCTION CROSSWALK 124
4.18 EMERGENCY SUPPORT FUNCTION DESCRIPTIONS 129
4.19 EMERGENCY SUPPORT FUNCTION RESPONSIBILITIES 135

4.20 EMERGENCY SUPPORT FUNCTION COORDINATORS 137
4.21 CONSOLIDATED EMERGENCY ACTIVITIES 137
4.22 EMERGENCY SUPPORT MATRIX 137
4.23 SAN BERNARDINO COUNTY OPERATIONAL AREA 140
4.24 CITY VOLUNTEER GROUPS 140
4.25 COMMUNITY INVOLVEMENT 140
4.26 NON-GOVERNMENTAL ORGANIZATIONS 141
4.27 BUSINESS AND INDUSTRY 142
4.28 SCHOOLS, COLLEGES AND UNIVERSITIES 144
4.29 FAITH-BASED ORGANIZATIONS 144
5.0 DIRECTION AND CONTROL 147
5.1 DIR. OF EMERGENCY SERVICES/ASST. DIR.OF EMERGENCY SERVICES 147
5.2 CITY EMERGENCY OPERATIONS CENTER 147
5.3 DEPARTMENT DIRECTION 147
5.4 LOCAL CONTROL 148
5.5 EOC RESPONSE 148
5.6 CITY MANAGER AUTHORITY 148
5.7 ON-SCENE CONTROL 149
5.8 EOC COORDINATION 149
5.9 DOC COORDINATION 149
5.10 EOC ORGANIZATION 149
5.11 FIELD / EOC DIRECTION AND CONTROL INTERFACE 151
5.12 FIELD COORDINATION WITH DOCS AND EOCS 151

6.0. CONTINUITY OF GOVERNMENT 153
6.1 CONTINUITY OF GOVERNMENT 153
6.2 DIRECTOR OF EMERGENCY SERVICES 153
6.3 SUCCESSION OF OFFICERS 154
6.4 LINES OF SUCCESSION 154
6.5 RECONSTITUTING GOVERNMENT 155
6.6 PRESERVATION OF VITAL RECORDS 155
6.7 SUCCESSION OF COMMAND AND CITY COUNCIL 156
6.8 ALTERNATE SEAT OF GOVERNMENT 157

7.0 ADMINISTRATION AND LOGISTICS 159
7.1 ADMINISTRATION 159
7.2 FINANCE DURING DISASTER 159
7.3 LOGISTICS 160
7.4 EMERGENCY FACILITIES 161
7.5 MUTUAL AID 167
7.6 EMERGENCY MANAGEMENT ASSISTANCE COMPACT 174
7.7 EMERGENCY PROMULGATIONS 175
7.8 TRAINING AND EXERCISES 184
8.0 PLAN DEVELOPMENT AND MAINTENANCE 189
8.1 PLAN DEVELOPMENT 189
8.2 PLAN MAINTENANCE 189
8.3 PLAN REVISIONS 191
8.4 COORDINATION WITH OTHER PLANS 192
9.0 AUTHORITIES AND REFERENCES 193
10.0 GLOSSARY OF ABBREVIATIONS AND DEFINITIONS OF TERMS 197
11.0 ATTACHMENTS 219
ATTACHMENT #1 HISTORICAL MILESTONES IN CA EMERGENCY MANAGEMENT 221
ATTACHMENT #2 INNOVATIVE TECHNOLOGIES IN EMERGENCY MANAGEMENT 225

FOREWORD

EOP OVERVIEW

The **City of Big Bear Lake Emergency Operations Plan (EOP**) provides strategic guidance for response and recovery to a full range of natural, technological, and human-caused emergencies and disasters. The EOP is both a preparedness and a response document in that it provides actions to be taken prior to an emergency and then serves as a strategy to guide efforts taken during emergencies. It should be read, understood, and exercised before an emergency by those authorities that have a role in the EOP implementation and activation. It has been developed consistent with the California Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

EOP DEVELOPMENT

In developing the EOP, steps have been taken to ensure it is consistent with the Federal Emergency Management Agency (FEMA) and California Office of Emergency Services (Cal OES) standards. The EOP is written in coordination with the State of California Emergency Plan, National Response Framework, and FEMA's Comprehensive Preparedness Guide 101 - Developing and Maintaining Emergency Operations Plans.

The City of Big Bear Lake Disaster Council is responsible for developing 'emergency and mutual aid plans and agreements' (City of Big Bear Lake Municipal Code (MC) Chapter 2.24.040). The City Manager, as the Director of Emergency Services, has the responsibility for the 'development and coordination of the emergency service planning for the city' (MC 2.24.060).

Responsibility for developing the EOP and related emergency plans, procedures, policies, and agreements has been delegated to the City of Big Bear Lake Public Works Department and that of the Assistant City Manager/Public Works Director, who coordinates the day-to-day responsibilities of the Director of Emergency Services. The City Manager serves as the Director of Emergency Services and is ultimately responsible for directing disaster readiness, planning, and operations.

This plan provides the framework within which City of Big Bear Lake departments, allied agencies, non-governmental organizations, volunteer groups, and private organizations can develop detailed response procedures, continuity of government/continuity of operations plans, resource arrangements, and aid

agreements. These departments, agencies, and organizations collectively comprise the City of Big Bear Lake Emergency Organization (MC 2.24.070).

EOP SUPPORTING PROCEDURES

Recipients of this EOP are expected to develop any needed detailed plans, procedures, arrangements, and agreements for their respective departments or agencies, train their personnel to implement them, and make changes and adjustments when necessary.

Each department or agency assigned in a Lead or Support role should have access to any required emergency resources identified in the plans and the means for obtaining those resources during an emergency or disaster.

EOP UPDATES

Emergency planning involves a continuous and cyclic process. As such, the EOP will continually undergo changes, revisions, and updates. Updates and changes to the EOP will be issued as necessary based on lessons learned from disasters and emergency exercises, new technology, new statutory requirements, changes in jurisdictional organization, and changes in jurisdictional or partner capabilities. Supplements to this plan that address unique emergency functions or specific hazards and with regional or seasonal planning implications will be issued periodically and as necessary by the city.

Regular and routine updates may be made without further promulgation or legislative action.

SUMMARY

While no plan can fully prevent loss of life and destruction of property, good plans carried out by well-trained and knowledgeable personnel can and will minimize losses. City departments, allied agencies, non-governmental organizations, volunteer groups, and private organizations are encouraged to take all necessary preparedness actions to enable them to fulfill their role in the Emergency Operations Plan.

PREFACE

This comprehensive Emergency Operations Plan (EOP) outlines the concepts and strategies to prevent, mitigate, prepare, protect, respond, and recover from natural, technological, and human-caused hazards affecting the City of Big Bear Lake. All actions undertaken by emergency management forces focus on protecting lives, property, and the environment; maintaining critical governmental operations; and ensuring a timely transition to recovery. Emergency response activities must be undertaken according to a prescribed plan to ensure that disaster response and recovery resources are applied effectively. The EOP is developed with this coordination, collaboration, and cooperation in mind.

By the very nature of a disaster, the City of Big Bear Lake recognizes that successful response and recovery depends on prepared and ready city departments, city staff, other levels of government, non-governmental organizations, businesses, and citizens. To this end, the City of Big Bear Lake encourages education and training to prepare city emergency operations staff, other governmental organizations, non-governmental organizations, businesses, and the citizens of the City of Big Bear Lake to be prepared and ready to respond effectively to disasters impacting our community.

The EOP is organized in parts focusing on specific areas, including basic concepts of operations, emergency operations center management, emergency functions, and hazard-specific response plans. City departments will develop and maintain specific standard operating procedures (SOPs) as needed to support their lead or support role in the EOP.

The EOP consists of five, though interconnected, elements. These individual elements are referred to as “parts.” This Base Plan (Part 1), Emergency Operations Center Guidelines and Procedures (Part 2), Emergency Function Annexes (Part 3), Hazard Specific Annexes (Part 4), and Supporting Attachments (Part 5) collectively make up the City of Big Bear Lake Emergency Operations Plan (EOP).

While some parts of the EOP have been completed, others may be under development, revision, or planned for development in subsequent planning efforts.

THIS PAGE IS INTENTIONALLY LEFT BLANK

EMERGENCY OPERATIONS PLAN RECORD OF CHANGES			
DATE	CHANGE NO.	PART, ANNEX, OR ATTACHMENT CHANGED	PERSON UPDATING PLAN

THIS PAGE IS INTENTIONALLY LEFT BLANK

PLAN DISTRIBUTION	
DEPARTMENT / AGENCY / ORGANIZATION	
City of Big Bear Lake City Council	City of Big Bear Lake Public Works Department
City of Big Bear Lake City Manager's Office	City of Big Bear Lake Primary Emergency Operations Center (EOC)
City of Big Bear Lake City Attorney's Office	City of Big Bear Lake Alternate Emergency Operations Center (EOC)
City of Big Bear Lake City Clerk's Office	San Bernardino County Office of Emergency Services
City of Big Bear Lake Community Development Department	Big Bear Lake Fire Authority
City of Big Bear Lake Finance & Treasury Services Division	San Bernardino County Sheriff's Department – BBL Patrol Station
City of Big Bear Lake Human Resources & Risk Management Division	Big Bear Lake Branch Library – circulation (SBCO)
City of Big Bear Lake Information Technology Division	

Distribution Methodology:

- All planning documents will be distributed digitally.
- Timing of distribution:
  - Part 1-Base Plan will be distributed as it is promulgated.
  - All other EOP parts, including attachments and appendices, will be distributed as they are developed, updated, or revised.

THIS PAGE IS INTENTIONALLY LEFT BLANK

THIS PAGE IS INTENTIONALLY LEFT BLANK

PLAN ORGANIZATION AND ACTIVATION

PLAN ORGANIZATION

The Emergency Operations Plan (EOP) is organized into five distinct "parts" to provide the greatest functionality and flexibility in its application by emergency organization personnel and key city officials.

PART 1: BASE PLAN
Authorities, concept of operations, and assignment of responsibilities.

PART 2: EMERGENCY OPERATIONS CENTER (EOC) OPERATIONS
EOC activation procedures, organization, and functional position descriptions.

PART 3: EMERGENCY FUNCTION ANNEXES
Standard operating concepts and procedures for commonly required EOC emergency response and support functions.

PART 4: HAZARD ANNEXES
Standard operating concepts and procedures that are unique to specific hazards and threats.

PART 5: SUPPORTING ATTACHMENTS
Reserved for supporting documents and references essential to the execution of the jurisdictional EOP and not fitting into Parts 2 through 4.

While some parts of the EOP have been completed, other parts may be under development, under revision, or reserved for development in subsequent planning efforts.

PLAN ACTIVATION

The plan will become activated:

1. On order of the City Manager as the Director of Emergency Services, or the Assistant City Manager as the Assistant Director of Emergency Services, or the Deputy City Manager as the Deputy Director of Emergency Services, or the designated Emergency Operations Manager, or

2. At the proclamation of a local emergency or upon the existence of circumstances where a proclamation is likely to occur in accordance with the city's Emergency Management Ordinance, or
3. When the Governor has proclaimed a State of Emergency in an area, including the City of Big Bear Lake, or
4. At the proclamation of a State of War Emergency, as defined by the California Emergency Services Act, or
5. Upon a Triggering Event identified within this section.

In the event of a threatened emergency, the City of Big Bear Lake Emergency Organization (City of Big Bear Lake Municipal Code Chapter 2.24.070), or any portion of it, may be mobilized before activation of this plan by order of the City Manager, Assistant City Manager, Deputy City Manager, Department Director, or City Emergency Operations Manager.

TRIGGERING EVENTS

The following events may trigger the activation of the EOP and EOC.

- Damaging earthquake, wildfire, flood, snowstorm, or other impactful event
- Severe weather warnings
- Significant city resource commitment or draw-down
- Regular emergency exercise and training
- City special or planned event of significance
- Any event that inhibits the city's ability to deliver essential services

PREEMPTIVE RESPONSE ACTIONS

Actions taken before a potential, impending, or threatened emergency will be taken to prevent, mitigate, or prepare for such an event. Actions may include, though not be limited to, obtaining, and maintaining situation and resource status information; pre-alerting response departments and organizations; developing incident-specific contingency plans and staffing patterns; pre-positioning of response assets and emergency resources; and establishing and maintaining communications with Department Directors, Department Operations Centers,

Assisting and Cooperating Agencies, and the City of Big Bear Lake Emergency Organization.

Preemptive response actions may be ordered by the City Manager, Assistant City Manager, Deputy City Manager, Department Director, or designated Emergency Operations Manager.

HOW TO USE THIS PLAN

Prior to EOP Activation

- Understand departmental or organizational responsibilities
- Develop all necessary supporting SOPs
- Acquire and allocate resources necessary to fulfill assigned responsibilities
- Train staff and teams to perform their roles as outlined in the EOP or SOPs

Upon EOP Activation

- Refer to the EOC organizational chart in EOP Part 2 (Position Checklists)
- Identify the function for which your department or organization is responsible for and ensure it is staffed within the City's EOC
- Locate the corresponding section in EOP Part 2 that outlines the function and associated tasks
- Under the direction of the Director of Emergency Services/EOC Director, and in coordination with other EOC functions, carry out the tasks as described in EOP Part 2

THIS PAGE IS INTENTIONALLY LEFT BLANK

1.0 PURPOSE AND SCOPE

1.1 PURPOSE

This plan determines the actions to be taken by staff members of the City of Big Bear Lake Emergency Organization to prevent disasters where possible, to reduce the vulnerability of residents to any disasters that cannot be prevented, to establish capabilities for protecting citizens from the effects of disasters, to respond effectively to the actual occurrence of disasters, and to provide for recovery in the aftermath of any emergency involving extensive damage or other debilitating influence on the normal pattern of life within the community.

1.2 SCOPE

The City of Big Bear Lake Emergency Operations Plan (EOP) addresses the city's planned response to extraordinary emergencies and disasters associated with natural, technological, national security, and human-caused emergencies.

The EOP does not address normal day-to-day or more routine emergencies. Instead, the operational concepts reflected in this plan focus on extraordinary emergencies, large-scale disasters, and catastrophic incidents, which can generate unique situations requiring an exceptional or extraordinary response.

This Base Plan establishes the authority and identifies the general concept of operations on which further plans, procedures, guidelines, arrangements, and agreements can and should be elaborated upon.

The structure outlined in the EOP is responsive to the full range of tasks that could accompany any extraordinary emergency or disaster affecting the City of Big Bear Lake. It is designed to focus initial response efforts on saving lives, protecting property, and meeting basic human needs in the hours and days following an emergency or disaster.

The EOP applies to all City of Big Bear Lake departments and independent organizations that may be tasked to assist in an extraordinary emergency or disaster. For purposes of the EOP, any reference to city departments generally means departments, divisions, and organizational units.

The plan is structured so departments can respond under individual department authorities and capabilities or as part of a more robust city-wide effort. The EOP takes an all-hazards approach to disaster response. The response concepts within

the EOP are designed to be applied to the full range of all-hazards and all-risks emergencies that may impact the city.

Because the EOP is designed as an overarching strategy, additional policies, procedures, and guidance may be developed to support this plan.

1.3 BASIS FOR PLANNING

The California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code) in Article 3, § 8568, states: "The State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof."

United States Homeland Security Presidential Directive-5 (HSPD-5) directs the development and implementation of the National Incident Management System (NIMS). NIMS requires developing and maintaining various planning elements at the local government level, including the Emergency Operations Plan (EOP).

The City of Big Bear Lake's Emergency Operations Plan is developed per Chapter 2.28.080 - Emergency Plan of the City of Big Bear Lake Municipal Code and takes effect upon adoption by resolution of the city council.

1.4 OBJECTIVES

The following objectives guide the planning and the conduct of response and recovery efforts for the City of Big Bear Lake during an emergency:

1. Save lives.
2. Provide for the continuity of government.
3. Safeguard property, the environment, and the economy.
4. Repair and restore essential systems, services, and lifelines.
5. Provide a basis for direction and control of emergency operations.
6. Provide for the protection, use, and distribution of emergency resources.
7. Coordinate emergency operations with other jurisdictions and emergency service organizations.

2.0 SITUATION & ASSUMPTIONS

2.1 SITUATION

Overview: The City of Big Bear Lake is located in the mountains of San Bernardino County, along the banks of Big Bear Lake, and nestled within the rugged San Bernardino National Forest. Located approximately 100 miles northeast of Los Angeles and one hour's drive from the City of San Bernardino, Big Bear Lake is home to four seasons of outdoor recreation. At an elevation of 6,752 feet, the city is a destination for outdoor enthusiasts seeking year-round mountain activities. Home to 5,206 people in 2020 (City of Big Bear Lake General Plan 2021-2029-Housing Element September 19, 2022), the city sees high seasonal shifts in tourists and visitors throughout the year. The city also serves as a hub for businesses, restaurants, gas stations, and healthcare for the area's many unincorporated mountain communities of Big Bear Valley, including Big Bear City, Fawnskin, Sugarloaf, Erwin Lake, Baldwin Lake, and Lake Williams. Big Bear Lake is also unique in that approximately three-quarters of its housing units are vacation homes held for occasional use. As a tourism hub, the region sees over 3,000,000 visitors each year (BigBear.Com).

6.42 miles in size, the city shares approximately one-half of the shoreline of Big Bear Lake, mainly along the southern shore. Access to and from the city is primarily along Highways 18 and 330 to the west and southwest, Highway 38 to the southeast, and Highway 18 to the northeast. These highways serve visitors, residents, commerce, and public safety services during emergencies. There have been times when one or more highways have been blocked or closed for extended periods due to traffic collisions, fires, snowstorms, flooding, or rockslides. The city and surrounding mountaintop communities have been under evacuation warnings due to wildfire several times. After receiving 80 inches of snow in late February 2023, all highways leading to the mountain communities were closed for extended periods, resulting in people trapped in their homes, shortages of food and fuel, and extensive damages, prompting a Gubernatorial Declaration of Emergency.

Incorporated in 1980, the city provides its 5,206 residents with a broad spectrum of traditional municipal services, with select services provided through cooperative agreements. Fire service is provided through the Big Bear Fire Authority. Law

enforcement service is contracted through the San Bernardino County Sheriff's Department. The City of Big Bear Lake Department of Water and Power provides its own water service. The Bear Valley Electric Service provides electrical service, and natural gas service is provided by the Southwest Gas Corporation.

Like other similar-sized municipalities in Southern California, the city is prone to hazards and threats that affect disaster recovery. These are not limited to earthquakes, pandemics, fires, and flooding. Due to its unique geographical location, the City of Big Bear Lake is also prone to extraordinary emergencies such as wildland interface and forest fires, extreme wind events, blizzards, tree mortality, and extended isolation due to road closures.

2.2 HAZARDS SUMMARY

The City of Big Bear Lake has assessed those natural, technological, and human-caused threats and risks that could, however likely or unlikely, negatively impact City services and disrupt regular business operations. The following is a summary of this assessment.

LOCAL HAZARD MITIGATION PLAN

As a signature to the Multi-Jurisdictional Hazard Mitigation Plan - *Big Bear Fire Authority/City of Big Bear Lake/Big Bear Community Services District 2020 Local Hazard Mitigation Plan (LHMP)*, the Hazard Mitigation Planning Team assessed ten natural hazards. The hazard assessment process consists of several components, including hazard identification, vulnerability analysis, and risk analysis, resulting in a "priority risk index ."Risk scores were assigned based on relative risk with hazards and then ranked by the combined score. A numerical scoring of 0-4 was used, with 4 representing the highest risk. The priority risk index rating can then be utilized to organize and assign prevention or mitigation activities and resources to each hazard based on their relative ranking. These ten hazards are consistent with similar findings in the San Bernardino County Multi-Jurisdictional Hazard Mitigation Plan (December 2022). These hazards are listed in **Table 2.2A** on the next page.

Table 2.2A

City of Big Bear Lake & San Bernardino County Hazards		
Hazard	*Big Bear Fire Authority/City of Big Bear Lake/Big Bear Community Services District (LHMP) 2020*	San Bernardino County MJHMP 2022
Wildfires	X	X
Infestation	X	X
Drought	X	X
Earthquake	X	X
Winter Storms	X	X
Lightning	X	X
Severe Thunderstorm	X	
High Winds/Straight Line Winds	X	X
Flooding	X	X
Flash Flooding	X	
Terrorism		X
Climate Change		X
Extreme Heat		X
Landslide		X
Hail		X
Dam Inundation		X
Tornado		X
Extreme Cold		X

Big Bear Fire Authority/City of Big Bear Lake/Big Bear Community Services District considered ten hazards in the 2020 Local Hazard Mitigation Plan. These ten hazards were ranked in **Table 2.2B** below.

Table 2.2B

Hazard	Probability	Magnitude/ Severity	Warning Time	Duration	Priority Risk Index
Wildfires	High Likely	Catastrophic	Less 6 Hours	More than one week	4
Infestation	High Likely	Catastrophic	24+ Hours	More than one week	3.55
Drought	High Likely	Critical	24+ Hours	More than one week	3.25
Earthquake	Likely	Critical	Less 6 Hours	Less than 6 hours	2.95
Winter Storms	Likely	Critical	12-24 Hours	Less than one week	2.85
Lightning	High Likely	Limited	12-24 Hours	Less than 6 hours	2.8
Severe Thunderstorm	High Likely	Limited	12-24 Hours	Less than 6 hours	2.8
High Winds/Straight Line Winds	Likely	Limited	12-24 Hours	Less than one week	2.55
Flooding	Possible	Limited	Less 6 Hours	Less than 6 hours	2.95
Flash Flooding	Possible	Limited	12-24 Hours	Less than 6 hours	1.9

Cybersecurity Risk

In addition to natural hazards and risks, the City of Big Bear Lake has identified the threat of cyber-attacks as a risk. With its reliance on digital infrastructure for tourism, commerce, and municipal operations, proactive strategies are imperative to mitigate cyber-attack risks. The city embraces its technological evolution while prioritizing the safety and security of its community against modern threats.

CalFire's Fire Hazard Severity Zone Maps

CAL FIRE's Fire Hazard Severity Zone (FHSZ) maps classify areas across California into moderate, high, or very high wildfire risk based on vegetation, slope, and fire

weather conditions. These maps inform land use planning, building codes, and emergency preparedness at the local level. Big Bear Lake incorporated the 2024 updated zones into its planning framework and formally adopted them in June 2025. While hazard mitigation planning is not a central focus of this Emergency Operations Plan (EOP), the updated FHSZ maps will guide the next revision of the jurisdiction's Local Hazard Mitigation Plan (LHMP), supporting long-term resilience in a forested mountain community at high wildfire risk.

San Bernardino County considered 16 hazards in their 2022 hazard assessment and subsequent Multi-Jurisdictional Hazard Mitigation Plan update. Of these 16 hazards, the planning team deemed three as "High Probability" and "High Impact," which would require focused hazard planning and mitigation efforts. These 16 hazards were prioritized as follows:

Table 2.2C

High Probability/High Impact • Wildfire • Flood • Earthquake / Geologic Hazards	**High Probability/Medium Impact** • Drought
Medium Probability/High Impact • Terrorism	**Medium Probability/Medium Impact** • Climate Change (Extreme Heat and Other)

The following hazards were considered as either low probability or low impact:

Dam Inundation Hail Infestation	Tornado High Winds Winter Storm	Lightening Extreme Cold

These hazards and their relative frequency and impact are a foundation for continued disaster recovery planning. Each hazard presents its own unique response and recovery considerations and challenges.

COUNTY DISASTERS

The County of San Bernardino has experienced 33 Federal Major Disaster Declarations since 1965. These 33 major disasters include nine fires, 20 severe weather events, one pandemic (declared twice), and two earthquakes (County of San Bernardino Multi-Jurisdictional Hazard Mitigation Plan, 2022).

INCIDENTS OF LOCAL SIGNIFICANCE

Table 2.1.1D on the next page details incidents of local significance that have had a notable impact on the City of Big Bear Lake and neighboring communities.

Table 2.2D

DATE	INCIDENT	IMPACTS
September 5, 2024-December 23, 2024	**Wildifire**	The **Line Fire** ignited on September 5, 2024, near Highland, California, and burned 43,978 acres in the San Bernardino National Forest before full containment on December 23. Caused by arson, it forced evacuations of over 9,200 homes in communities including Running Springs and Angelus Oaks. The fire destroyed one structure, damaged four, and led to six non-fatal injuries. A state of emergency was declared, prompting federal support and deployment of the California National Guard. Smoke impacts closed schools and restricted flights, as extreme heat and dry conditions drove its rapid spread. Evacuation warnings and orders were issued for parts of Big Bear Lake, Big Bear City, and surrounding areas.
February 23, 2023 – March 15, 2023	**Winter Storm**	From February 23, 2023, through March 15, 2023, the San Bernardino Mountain Range was hit with a powerful winter storm characterized by the National Weather Service as a "**blizzard**". The initial snowfall was from February 23 through February 28, with nearly seven feet of snow accumulation. A second round of snowfall began March 2 through March 4, bringing another four feet of heavy wet snow to the mountains. 13 deaths; 1 storm related (SBCO Coroner's Office); Extensive road closures; Supply chains interruption.
September 5, 2022 – September 30, 2022	**Wildfire**	The **Radford Fire** was a 1,000 acre fire that started on September 5 in the Barton Flats area of the San Bernardino National Forest. The fire, north of Highway 38 and south of City of Big Bear Lake proper, caused the evacuations of neighborhoods and the closure of roads within the City. The fire perimeter impinged on Snow Summit to the north, Bear Mountain to the

		east, and Seven Oaks Dam to the south.
January 20, 2020 – ongoing	**Pandemic**	**COVID-19** pandemic first reported in California on Janaury 20, 2020 prompting dramatic shifts in social interaction, delivery of government services, closure of "non-essential" business and industry, and longlasting health impacts. As of January 1, 2024, the California Department of Public Health (CDPH) has reported 12,129,699 confirmed cumulative cases and 101,159 deaths in the state.
February 14, 2019	**Winter Storm**	A severe **winter storm** starting off as rain and transitioning to snow caused signifcant impacts due to high winds, flashflooding, and snow. Rockslides, powerlines down, and fallen trees caused extended road closures of highways 18 and 38.
August 23, 2015	**Wildfire**	The **Summit Fire** At least 400 homes were threatened as crews worked to contain a wildfire that burned through timber near a popular ski resort in the San Bernardino Mountains. Water cannons usually used for making snow were pointed at the fire burning near Snow Summit resort in Big Bear Lake, about 100 miles east of downtown Los Angeles. Firefighters workedthrough the night held the blaze to about 100 acres. Evacuation orders were in place for up to 500 homes, many of them cabins and vacation houses. All schools within the Bear Valley Unified School District were closed for atleast one day. Several mountain roads were closed.
September 14, 2007	**Wildfire**	The **Butler 2 Fire** was a 14,668 acre fire that started on September 14 northwest of Big Bear. Nearly two thousand residents of communities in the San Bernardino Mountains had to evacuate their homes over the weekend of September 15th , when the fast-spreading

		wildfire raced through the San Bernardino National Forest. The fire destroyed 300 homes and businesses until it was contained on September 21st.
October 25, 2003 – November 14, 2003	**Wildfire**	The **Old Fire** was a large complex wildfire that started on October 25 near Old Waterman Canyon Road and California State Route 18 in the San Bernardino Mountains of San Bernardino County. The Old Fire killed six people, destroyed 975 structures, burned 91,281 acres, and caused $1.2 billion in damages. The six killed died as indirect results of the fire. Just to the west of the Old Fire, the **Grand Prix Fire** burned 69,894 acres, and destroyed 194 houses in the hills above Upland, Rancho Cucamonga, and Fontana October 21, 2003 – November 5, 2003. The Old Fire and Grand Prix Fires were two of 15 wildfires throughout Southern California that month, which became known as the "2003 Firestorm" and the "Fire Siege of 2003.
June 21, 2022	**Wildfire**	The **Butler I Fire** occurred in June 2002 near Big Bear Lake in the San Bernardino National Forest. It burned approximately 1,000 acres and was contained within a few days. While not as destructive as later fires, it prompted evacuations and highlighted the area's vulnerability to fast-moving wildfires in steep terrain.
April 23, 2002 – January 29, 2013	**Tree Mortality**	On April 23, 2002, the Board of Supervisors of San Bernardino County proclaimed the existence of a local emergency located in the San Bernardino National Forest and requested the Governor to proclaim a state of emergency due to the **bark beetle infestation**. On March 7, 2003, the Governor issued a Proclamation declaring a State of Emergency in the impacted

		areas of Riverside, San Bernardino, and San Diego counties. On January 29, 2013 the Board of Supervisors of San Bernardino County proclaimed the emergency over. The bark beetle infestation, exasperated by a drought, caused historical fire conditions, flood control, ecological, environmental, and economic issues.
June 28, 1992	**Earthquake**	The 1992 **Big Bear earthquake** occurred at 08:05:33 PDT on June 28 in Big Bear Lake, with a moment magnitude of 6.5 and a maximum perceived intensity of VIII (*Severe*) on the Mercalli intensity scale. In the Big Bear area, severe damage was reported. Roughly 2,600 chimneys were destroyed, 20 homes were knocked off their foundations, and many unreinforced masonry structures partially or completely collapsed. Ruptured gas pipelines and dislodged fuel tanks caused by the tremor sparked fires that destroyed additional structures. The earthquake also caused landslides in the San Bernardino Mountains, blocking several roadways and creating dust clouds that led many to believe forest fires were occurring. The Stanfield Cutoff was heavily damaged, and had to be closed for several days for repairs.

2.3 PLANNING ASSUMPTIONS

The City of Big Bear Lake is responsible for the actions of its Emergency Organization and Disaster Services Workers. The Emergency Organization consists of 'all offices 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 Municipal Code (MC) Chapter 2.24.060 Section A6, 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. Disaster Service Workers include all public and private volunteer agencies and members, e.g.,

disaster services, emergency medical services, search and rescue, and communication organizations, who will register with the city emergency services as disaster service workers. (MC Chapter 2.24.070).

The City of Big Bear Lake provides a full spectrum of municipal services, as do other cities of its size. These services are delivered through a combination of internal departments and staff and contracted or call-when-needed service providers. In contracting out for such services as public safety, it will focus much of its emergency operations activities on coordinating the efforts of its contract service providers. To that end, the city will commit all available resources to save lives, minimize injury to persons, and reduce property damage. As a contract city, the City of Big Bear Lake only possesses some of the tactical assets to deal with every emergency. Instead, it must rely on contract agencies to provide assets in response. It is presumed that these contract resources will be available to the city in times of emergency or disaster.

While it is likely that outside assistance would be available in most large-scale disaster situations affecting the city, and while plans have been developed to facilitate coordination of this assistance, it is necessary for the city to plan for and to be prepared to carry out certain disaster response and short-term recovery operations on an independent basis.

General Planning Assumptions: Certain general planning assumptions guide disaster preparedness, response, and recovery. These assumptions should guide planning activities at the city, special district, non-governmental, and business levels.

General planning assumptions include the following concepts:

- Emergencies may occur at any time with little or no warning and may exceed the capabilities of local, state, and federal governments and the private sector.

- It is often impossible to predict the specific effects of an emergency or to be sure in advance that any particular situation would or would not occur. Effects might include interruption of essential public services, damage to utilities, infrastructure, and communication systems, fatalities, injuries, environmental harm, property loss, and displacement.

- Responsibility for emergency preparedness rests with all levels of government.
- Warning time used effectively decreases life and property loss.
- Personnel preparedness and training are essential to effective emergency operations.
- The nature and extent of an emergency will govern which elements of the emergency organization will mobilize and respond.

Local Planning Assumptions: Certain local planning assumptions guide the local preparedness, response, and recovery from a local disaster. These assumptions should guide planning activities at the city, special district, non-governmental, and business levels.

Local planning assumptions include, though are not limited to:

- During an emergency or disaster, the City of Big Bear Lake will take immediate action to determine, direct, mobilize, and coordinate resource needs. Normal operations may be interrupted, and resources may be redirected to save lives, relieve human suffering, sustain survivors, protect property, and repair essential facilities.
- The City of Big Bear Lake maintains an Emergency Operations Center (EOC), physical or virtual, from which all city emergency activities will be managed.
- The City of Big Bear Lake has designated staff and identified key officials to coordinate response and recovery activities.
- The City of Big Bear Lake will coordinate all available resources to save lives, minimize injury to persons, and limit property damage.
- As the Director of Emergency Services, the City Manager's Office leads disaster prevention, mitigation, preparedness, protection, response, and recovery activities. The Public Works Department has been delegated the day-to-day operational tasks of emergency management.
- As Director of Emergency Services, the City Manager will coordinate the city's disaster response in conformance with the City of Big Bear Lake Municipal Code, Chapter 2.24 - Emergency Management.

- The City of Big Bear Lake will use all its resources, including contracted technical personnel, equipment, facilities, and supplies, to prevent, mitigate, prepare, protect, respond to, or recover from a disaster.
- Mutual aid assistance will be requested when disaster relief requirements exceed the City of Big Bear Lake's capacity to meet them.
- Mutual aid assistance, critical equipment, essential supplies, and technical expertise may be limited or unavailable during regional or national disasters.
- City of Big Bear Lake may rely on the services and resources of contract service providers and governmental agencies in addition to its own.
- Contract service providers and governmental agencies (including the San Bernardino County Operational Area) will be capable of delivering essential and emergency services.
- Community-based organizations, businesses, and individuals (including disaster service workers registered by the city) will offer services and support during emergencies.
- As a contract city, the city does not control or direct the activities of the San Bernardino County Sheriff's Department or Big Bear Fire Authority. During an emergency, either agency is unlikely to operate from City Hall in more than a liaison capacity.
- The EOP recognizes the size of the city's staff. The city is authorized 72.0 full-time equivalent employees (FY 2025-2026 Budget). It may not always be possible for the city to staff all of the EOC functions called for in the California Standardized Emergency Management System (SEMS) without outside assistance.
- Due to the size of the city’s staffing, the EOC organizational structure is scaled to reflect the size of the city’s regular and customary staffing structure.

3.0 CONCEPT OF OPERATIONS

3.1 GENERAL OVERVIEW

General: The Emergency Operations Plan (EOP) is based on the premise that the Emergency Support Functions (ESF) performed by the various departments and organizations during emergency operations generally parallel, or are operationally aligned, with their normal day-to-day functions. The same personnel and material resources may be employed in both cases. Everyday tasks and operations that do not contribute directly to the emergency may be suspended or redirected during an emergency or disaster, and efforts that would typically be assigned to those tasks will be directed toward emergency and disaster relief efforts.

The EOP recognizes that the City of Big Bear Lake contracts for many services. Therefore, certain 'emergency support functions' are coordinated rather than led by the city.

Local, State, and Federal Roles: The City of Big Bear Lake protects life and property from hazardous events that impact the community. The city and its contract agencies share responsibility for emergency management activities. When the emergency exceeds the city's capability to respond, assistance may be requested from the County of San Bernardino and the State of California. The federal government assists the State as necessary due to the nature and scale of the emergency.

Relationship Between Emergency and Normal Functions: This plan recognizes that the emergency functions to be accomplished by city staff members will generally parallel their normal day-to-day functions. The same personnel and materials will be employed in both cases to the extent possible. It is true, however, that the customary manner of delivering services and conducting normal business activities may not be fully effective during disasters. Therefore, maintaining organizational continuity by assigning familiar tasks to personnel is desirable and always attempted. In large-scale disasters, however, drawing on peoples' unique capabilities and talents and using them in areas of the greatest need may be necessary. Day-to-day functions that do not contribute directly to emergency operations may be suspended during an emergency. Efforts generally devoted to those functions will be redirected to emergency operations and essential tasks.

3.2 PHASES OF EMERGENCY MANAGEMENT

Phases of emergency management: Four primary phases of emergency management have been outlined, which relate to the city's activities before, during, and after an emergency or disaster.

Mitigation activities either prevent an emergency or reduce the community's vulnerability to minimize the adverse impact of a disaster or other emergency.

Preparedness activities, programs, and systems exist before an emergency and are used to support and enhance response to an emergency or disaster. Emergency planning, training, exercising, and resource acquisition are conducted during this phase.

City departments and cooperating or assisting agencies with emergency responsibilities may develop standard operating procedures or guidelines (SOPs or SOGs) and checklists describing how resources will be used during an emergency. Such SOPs or SOGs provide coordination and communications among agencies and organizations of other jurisdictions. Elements to be addressed in these SOPs or SOGs include:

- Provision of direction and control within the department or agency.
- Specific authorities that are assumed by a designated emergency interim successor during emergencies.
- Circumstances under which emergency interim successor emergency authorities become effective and when they terminate.
- Internal personnel notification or recall rosters and a means to implement them. This process should include a communication system to implement call-down rosters for personnel assigned to the Emergency Operations Center (EOC), organization or agency essential functions, control or dispatch center(s), and other response teams.
- Designation and the establishment of a work or control center to manage organizational resources and response personnel and maintain contact with the EOC during emergencies.
- Designation of a representative to report to the EOC during an emergency to advise decision-makers and coordinate its services and response efforts with other responding entities.

- Reporting information (casualties, damage observations, evacuation status, essential services and functions status, and business impacts) to the EOC during an emergency.
- Support of cleanup, restoration, and recovery operations during disasters.
- Training of response staff and volunteer augmentees to perform emergency functions.

City departments and cooperating or assisting agencies should consider increasing their readiness for an emergency upon receiving a hazardous event warning or notification of an actual or impending emergency event.

Actions during this phase include, but are not limited to:

- Reviewing and updating emergency plans, procedures, checklists, and rosters.
- Dissemination of accurate and timely emergency public information.
- Conducting accelerated or just-in-time training of permanent and auxiliary staff.
- Inspection of critical and essential facilities.
- Recruitment of additional staff and Disaster Service Workers.
- Mobilization or staging of emergency resources.

Response activities and efforts address an emergency or disaster's immediate and short-term effects. They help reduce casualties and damage and speed recovery. Response activities include direction and control, warning, evacuation, and other emergency functions. The nature of the city's emergency operations will depend on the characteristics and requirements of the emergency. The city's Emergency Organization will be activated to cope with the specific situation, and each element will operate according to the provisions of this plan and associated policies and procedures.

Priority will be given to the following activities:

- Disseminating incident information, protective warnings, emergency public information, and other advice and action instructions to the public.
- Surveying and evaluating the emergency and its impacts.
- Marshaling, allocating, and positioning personnel, equipment, and supplies.
- Conducting evacuation and or rescue operations.

- Providing for the care and treatment of casualties.
- Collecting and identifying fatalities.
- Providing for displaced persons' mass care (food and shelter) needs.
- Enforcing police powers to control people's locations and movements, establish access controls, and manage vehicular traffic.
- Implementing health and safety measures.
- Protecting, controlling, and allocating scarce resources.
- Advising industry, schools, and businesses of shutdowns, access, and evacuations.
- Restoring or activating essential facilities and systems.

When local resources are committed to the maximum and additional supplies and personnel are required to respond to the emergency, requests for mutual aid will be initiated. Fire, law enforcement, public works, utilities, and emergency management will request or render mutual aid through established systems, programs, and plans. Unless already established in policy, the Director of Emergency Services must authorize any action that involves a financial commitment by the city, mutual aid deployment, or a request for military assistance. Contracted public safety agencies will call up and manage mutual aid per normal mutual aid provisions or agency policies.

If the situation so warrants, a LOCAL EMERGENCY will be proclaimed, and a formal request will be submitted through the Governor's Office of Emergency Services (OES) requesting that the Governor proclaim a STATE of EMERGENCY.

The California Emergency Services Act Chapter 7, Division 1, Title 2, California Government Code (hereinafter referred to as the Act) provides the basic authorities for conducting emergency response and recovery operations provided a proclamation LOCAL EMERGENCY, STATE OF EMERGENCY or STATE OF WAR EMERGENCY is made, consistent with the provisions of the Act. The provisions of the Act are further reflected and expanded on by local emergency ordinances.

The Governor is empowered to proclaim a STATE OF EMERGENCY in any portion of the State when emergency conditions exist in any single county, city and county, or city. When a STATE OF EMERGENCY is declared, mutual aid is mandatory.

The California Emergency Services Act, § 8558, defines a LOCAL EMERGENCY as the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within territorial limits. It further defines a STATE OF EMERGENCY or STATE OF WAR EMERGENCY as incidents of such magnitude and require or appear to require the combined resources of a mutual aid region(s) to manage the emergency.

§ 8617 of the California Emergency Services Act provides that mutual aid may be provided in emergencies that do not require or result in an emergency proclamation. Under this section, the Statewide Fire and Law Enforcement Mutual Aid plans are often utilized daily.

The California Emergency Services Act, § 8630, states that a LOCAL EMERGENCY may be proclaimed only by the governing body or an official designated by ordinance.

If the Governor requests and receives a presidential declaration of an EMERGENCY or a MAJOR DISASTER under Public Law 93-288 (Federal Disaster Relief Act of 1974), he will appoint a State Coordinating Officer (SCO). A duly appointed Federal Coordinating Officer (FCO) and the SCO will coordinate and control state and federal efforts in support of city and county operations.

Recovery is the phase that involves restoring communities to pre-existing or improved conditions. Short-term recovery actions assess damage and return vital life-support systems to minimum operating standards. Long-term recovery and community rebuilding actions may continue for many years.

As soon as possible, the State OES Director, operating through the designated State Coordinating Officer (SCO), will bring together state agency representatives and appropriate local, federal, and American Red Cross officials to coordinate the implementation of state and federal assistance programs and establish support priorities. The *CA State Disaster Recovery Framework* and the *CA State Guide to Disaster Assistance Services* provide details, policies, and procedures for restoration and recovery activities.

The **Post-Emergency Period** has seven primary objectives that may overlap.

These objectives are:

1. Reinstatement of family autonomy.

2. Provision of essential public services.
3. Restoration of community lifelines.
4. Permanent restoration of public and private infrastructure.
5. Identification of residual and secondary hazards.
6. Plans to mitigate known hazards and risks.
7. Recovery of costs associated with response and recovery efforts.

3.3 PLAN IMPLEMENTATION AND ACTIVATION

The City Manager, as the Director of Emergency Services, the Assistant City Manager, as the Assistant Director of Emergency Services, the Deputy City Manager, as the Deputy Director of Emergency Services, and the Department Directors are responsible for implementing the Emergency Operations Plan (EOP). Implementation involves training and exercising the plan, developing emergency policies and procedures, and carrying out other readiness activities supportive of the EOP. It also consists of developing the required resource capabilities to implement this plan.

Activation of the EOP involves invoking emergency policies and procedures, mobilizing, and deploying emergency resources, and carrying out other response and recovery activities supportive of the EOP.

The EOP will become activated:

1. On order of the City Manager as the Director of Emergency Services, the Assistant City Manager as the Assistant Director of Emergency Services, or the Deputy City Manager as the Deputy Director of Emergency Services, or
2. At the proclamation of a local emergency or upon the existence of circumstances where a proclamation is likely to occur in accordance with the city's Emergency Management Ordinance, or
3. When the Governor has proclaimed a State of Emergency in an area, including the City of Big Bear Lake, or
4. At the proclamation of a State of War Emergency, as defined by the California Emergency Services Act, or
5. Upon a Triggering Event identified within this section.

In the event of a threatened emergency, the City of Big Bear Lake Emergency Organization (MC Chapter 2.24.070), or any portion of it, may be mobilized before activation of this plan by order of the City Manager, Assistant City Manager, Deputy City Manager, Department Director, or City Emergency Operations Manager.

The city's EOC will automatically activate upon activation of the EOP.

TRIGGERING EVENTS

The following events may trigger the activation of the EOP.

- Damaging earthquake, wildfire, flood, snowstorm, or other impactful event
- Severe weather warnings
- Significant city resource commitment or draw-down
- Regular emergency exercise and training
- City special or planned event of significance
- Any event that inhibits the city's ability to deliver essential services

PREEMPTIVE RESPONSE ACTIONS

Actions taken before a potential, impending, or threatened emergency will be taken to prevent, mitigate, or prepare for such an event. Actions may include, though not be limited to, obtaining, and maintaining situation and resource status information; pre-alerting response departments and organizations; developing incident-specific contingency plans and staffing patterns; pre-positioning of response assets and emergency resources; and establishing and maintaining communications with Department Directors, Department Operations Centers, Assisting and Cooperating Agencies, and the City of Big Bear Lake Emergency Organization.

The City Manager, Assistant City Manager, Deputy City Manager, Department Director, or designated Emergency Operations Manager may order preemptive response actions.

3.4 EOC ACTIVATION AND DEACTIVATION

ACTIVATION OF CITY EOC

The EOC will become activated:

1. On order of the City Manager as the Director of Emergency Services, or the Assistant City Manager as the Assistant Director of Emergency Services, or the Deputy City Manager as the Deputy Director of Emergency Services, or
2. At the proclamation of a local emergency or upon the existence of circumstances where a proclamation is likely to occur in accordance with the City's Emergency Management Ordinance, or
3. When the Governor has proclaimed a State of Emergency in an area, including the City of Big Bear Lake, or
4. At the proclamation of a State of War Emergency, as defined by the California Emergency Services Act, or
5. Upon a Triggering Event identified in this section.

The city's EOP will automatically activate upon activation of the EOC.

TRIGGERING EVENTS

The following events may trigger the activation of the EOC.

- Damaging earthquake, wildfire, flood, snowstorm, or other impactful event
- Severe weather warnings
- Significant city resource commitment or draw-down
- Regular emergency exercise and training
- City special or planned event of significance
- Any event that inhibits the city's ability to deliver essential services

CITY OF BIG BEAR LAKE EMERGENCY ORGANIZATION

In the event of a threatened emergency, the City of Big Bear Lake Emergency Organization, or any portion of it, may be mobilized before this plan is activated

by order of the City Manager, Assistant City Manager, Deputy City Manager, Department Director, or designated Emergency Operations Manager.

EOC SET UP AND STAFFING

Notification will be made to the city's Emergency Operations Coordinator (or designated alternate), who will cause for and coordinate the EOC's physical activation, set up, and staffing.

NOTIFICATION OF OPERATIONAL AREA

As soon as practical, the Operational Area - San Bernardino County Office of Emergency Services will be notified of the city's EOC activation. Contact information for the Operational Area - San Bernardino County Office of Emergency Services is maintained in the city's EOC and by the City Emergency Operations Manager.

ALTERNATE EOC ACTIVATION

The city's Alternate EOC will be activated anytime the Primary EOC is uninhabitable, not serviceable, or in a high-hazard zone due to an emergency.

DEACTIVATION OF CITY EOC

The city's EOC will be deactivated on the orders of the Director of Emergency Services upon the conclusion or de-scalation of the criteria or trigger for the original activation. The City Emergency Operations Manager (or designated alternate) will be responsible for and coordinate the physical deactivation and de-staffing of the EOC.

The Operational Area - San Bernardino County Office of Emergency Services will be notified of the city's EOC deactivation as soon as practical. Contact information for the Operational Area - San Bernardino County Office of Emergency Services is maintained in the city's EOC and by the City Emergency Operations Manager.

3.5 EOC ACTIVATION LEVELS

There are three levels of EOC activation.

LEVEL III: MINIMUM STAFFING

Impending or actual emergencies have prompted an increase in activity at the

EOC. Essential EOC functions are activated, commensurate to the impending or actual emergency.

Level III staffing includes, with exceptions, the Management Section, Section Chiefs, and any required support personnel. Other EOC Team members may be required to be readily available by phone.

LEVEL II: PARTIAL STAFFING

Impending or actual emergencies have prompted an increase in activity at the EOC. Essential EOC functions are activated, commensurate to the impending or actual emergency.

Level II staffing includes, with exceptions, the Management Section, Section Chiefs, Branch Directors, and any required support personnel. Other EOC Team members may be required to be readily available by phone.

LEVEL I: FULL STAFFING

Impending or actual emergencies have prompted an increase in activity at the EOC. Essential EOC functions are activated commensurate to the impending or actual emergency.

Level I staffing includes, with exceptions, the Management Section, Section Chiefs, Branch Directors, Unit Leaders, and all required support personnel. Level I staffing will generally include all EOC functions and positions. Other EOC Team members may be required to be readily available by phone.

MANAGEMENT WATCH

Departments or management staff may need to monitor an evolving or impending emergency incident remotely. This activity is called a Management Watch and generally involves closely monitoring an event outside or absent from an EOC activation. A Management Watch is not considered an EOC 'activation level.' The Operational Area - San Bernardino County Office of Emergency Services does not need to be notified of a Management Watch.

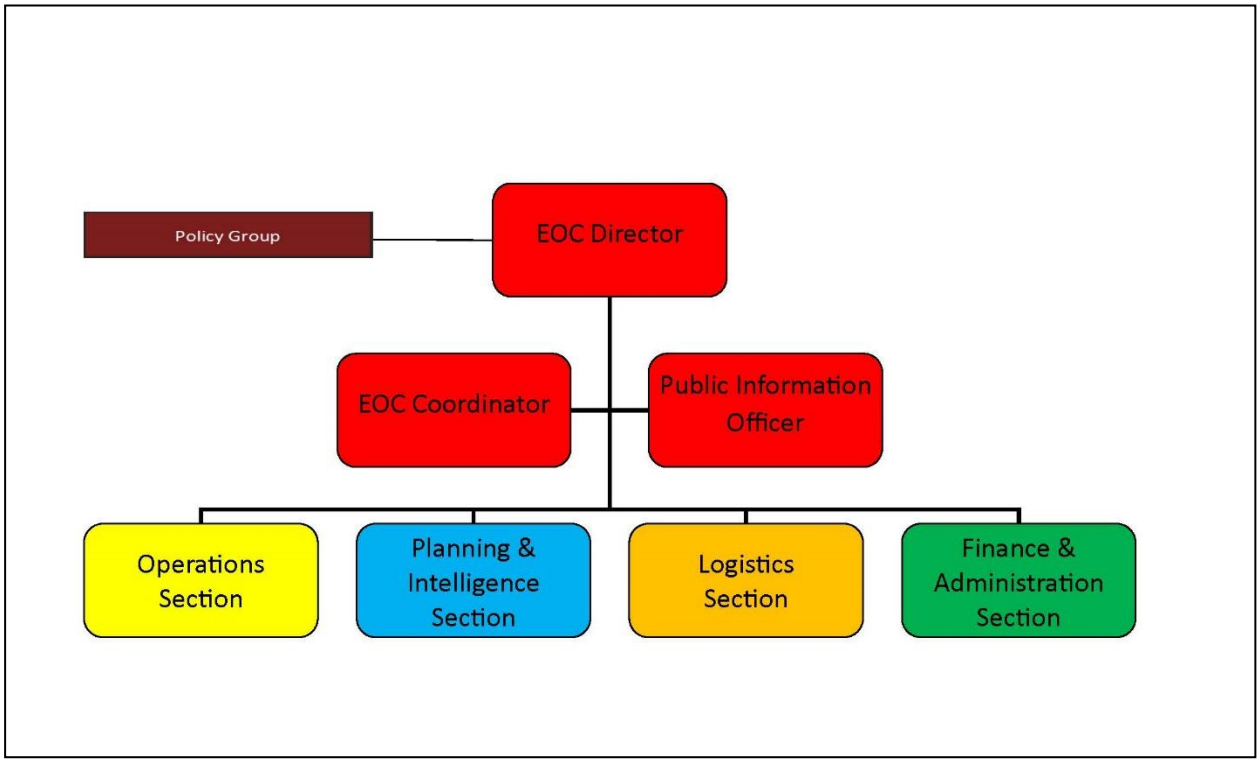
3.6 EOC STAFFING GUIDE BY LEVEL

Each EOC activation and associated EOC organizational structure depends on the emergency incident's needs and the emergency support functions required. The

EOC organization should be constantly assessed and modified to meet the needs of the incident. The three EOC organizational charts on the following pages may be used as the starting point for staffing the EOC by **Activation Level**.

THIS SECTION IS INTENTIONALLY LEFT BLANK

LEVEL III: **MINIMUM STAFFING**
Starting point: A. Command and General Staff



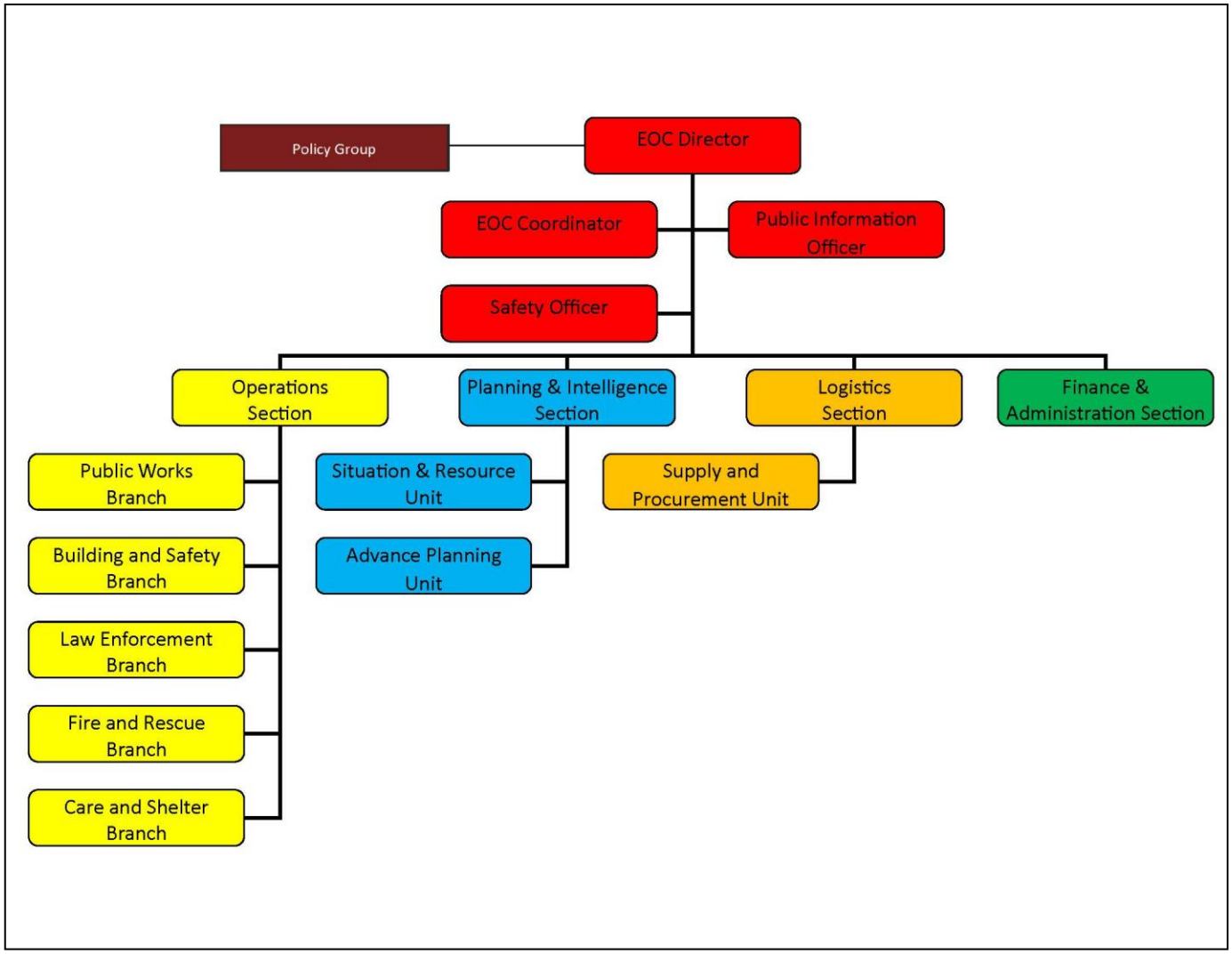
Notes:

- Not all positions will be required for every EOC activation.
- The Law Enforcement Branch and the Fire-Rescue Branch are filled by outside contracted agencies.
- The Care & Shelter Branch is supported by outside organizations such as the American Red Cross.

Level II is found on the next page

LEVEL II: **PARTIAL STAFFING**

Starting point: A. Command and General Staff
B. Branches & Select Units



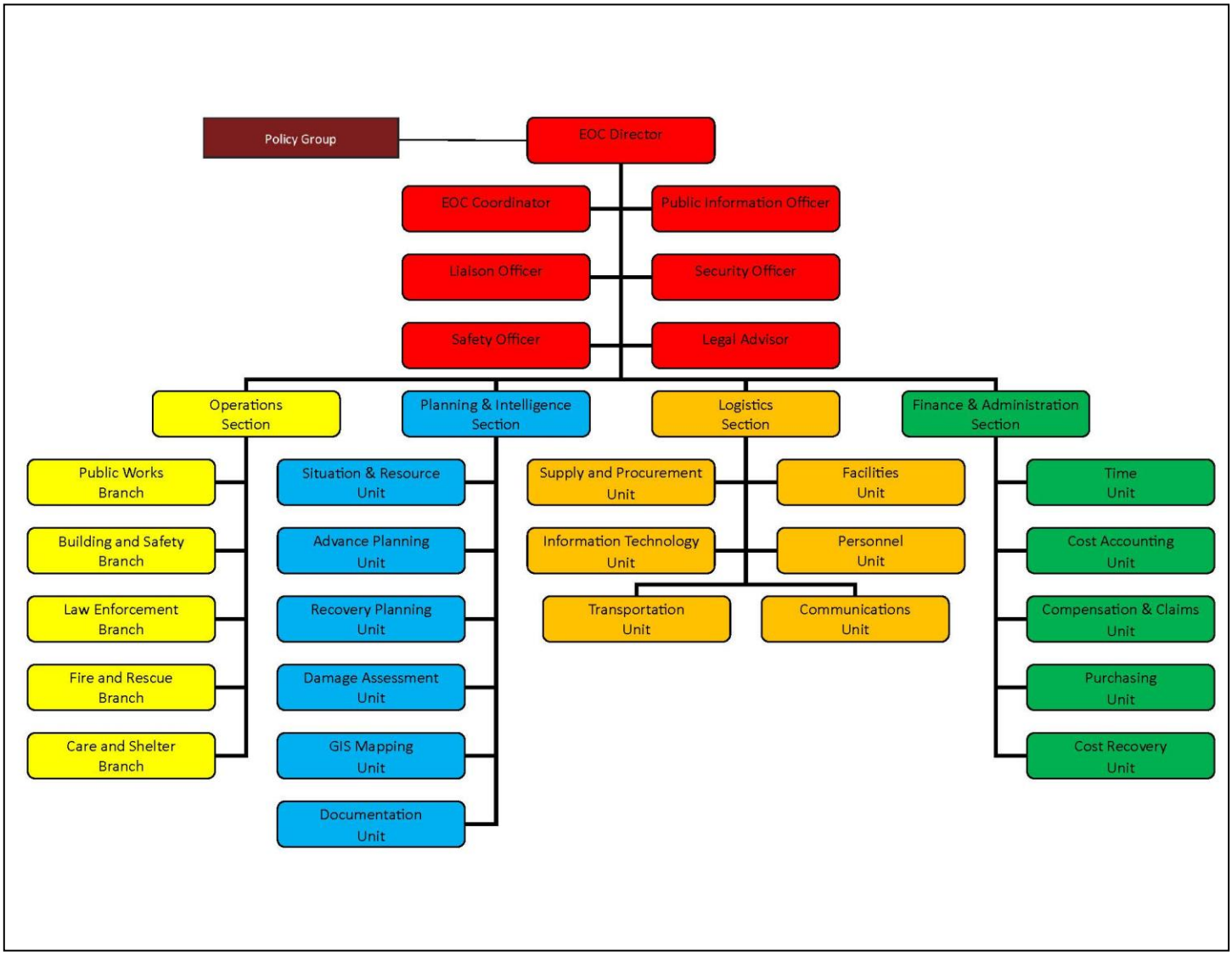
Notes:

- Not all positions will be required for every EOC activation.
- The Law Enforcement Branch and the Fire-Rescue Branch are filled by outside contracted agencies.
- The Care & Shelter Branch is supported by outside organizations such as the American Red Cross.

Level I is found on the next page

LEVEL I: **FULL STAFFING**

Starting point: A. Command and General Staff
B. Branches
C. All Units



Notes:

- Not all positions will be required for every EOC activation.
- The Law Enforcement Branch and the Fire-Rescue Branch, when filled, are filled by outside contracted agencies.
- Care & Shelter Branch, when filled, is supported by outside organizations such as the American Red Cross.

3.7 EOC STAFFING MATRIX

Each EOC function is assigned to one or more city departments. **Table 3.7** represents the primary department assignments for the major EOC functions.

NOTE: *Select EOC positions are filled by outside contracted agencies or organizations. In such arrangements, it is common for these agencies or organizations to fulfill the role remotely as an agency representative or liaison.

Table 3.7

MANAGEMENT SECTION	
POSITION	**FILLED BY**
EOC Director	City Manager's Office
EOC Coordinator	Public Works Department
Public Information Officer	City Manager's Office
Liaison Officer	Public Works Department
Safety Officer	Human Resources/Risk Management
Security Officer	San Bernardino County Sheriff's Department, or Contracted Private Security Service
Legal Advisor	City Attorney (contracted)
OPERATIONS SECTION	
POSITION	**FILLED BY**
Operations Section Chief	Public Works Department
Public Works Branch Director	Public Works Department
Building & Safety Branch Director	Building and Safety Division

Law Enforcement Branch Director	San Bernardino County Sheriff's Department *May be filled as an agency representative or liaison working remotely from the City's EOC.*
Fire and Rescue Branch Director	Big Bear Fire Authority *May be filled as an agency representative or liaison working remotely from the City's EOC.*
Care and Shelter Branch Director	City of Big Bear Lake (Lead) American Red Cross (Support) *May be filled as an agency representative or liaison working remotely from the City's EOC.*
PLANNING AND INTELLIGENCE SECTION	
POSITION	**FILLED BY**
Planning and Intelligence Section Chief	Community Development Department
Situation & Resource Unit Leader	Community Development Department
Advance Planning Unit	Community Development Department
Recovery Planning Unit	Community Development Department
Damage Assessment Unit	Community Development Department
GIS Mapping Unit	Contracted Service, or Planning Division
Documentation Unit	City Clerk's Office
LOGISTICS SECTION	
POSITION	**FILLED BY**
Logistics Section Chief	Public Works Department

Supply and Procurement Unit Leader	Public Works Department
Facilities Unit Leader	Public Works Department
IT Unit Leader	Contracted Service
Personnel Unit Leader	Human Resources / Risk Management Department
Transportation Unit Leader	Public Works Department
Communications Unit	Public Works Department
FINANCE AND ADMINISTRATION SECTION	
POSITION	**FILLED BY**
Finance and Administration Section Chief	Finance Division
Time Unit Leader	Finance Division
Cost Accounting Unit Leader	Finance Division
Compensation & Claims Unit Leader	Human Resources / Risk Management Department
Purchasing Unit Leader	Finance Division
Cost Recovery Unit Leader	Finance Division

3.8 STANDARDIZED EMERGENCY MANAGEMENT SYSTEM

The City of Big Bear Lake has adopted the California Standardized Emergency Management System (SEMS) (California Government Code, § 8607, Emergency Services Act (Chapter 7, Division 1, Title 2) and is committed to complying with all applicable elements.

In times of emergency or disaster, the City of Big Bear Lake will coordinate with other cities, the County of San Bernardino, the State of California, and the federal government to manage the emergency. In 1993, the State adopted regulations establishing the **Standardized Emergency Management System (SEMS)** to enhance this coordinated effort. SEMS is based upon the Incident Command System (ICS), adapted from the system developed initially by FIRESCOPE (Firefighting Resource of California Organized for Potential Emergencies). SEMS is further based upon the Multi-Interagency Coordination System, Mutual Aid, and the Operational Area Concept.

The City of Big Bear Lake is part of the San Bernardino County Operational Area and, as such, coordinates disaster preparedness and response efforts with the San Bernardino Office of Emergency Services and the San Bernardino County Operational Area EOC.

SEMS is intended to standardize the response to emergencies involving multiple jurisdictions or agencies. SEMS is also meant to be flexible and adaptable to the needs of all emergencies and emergency responders in California. Local government must use SEMS to be eligible for state funding of response-related personnel costs pursuant to activities identified in the California Code of Regulations, Title 19, Sections 2920, 2925, and 2930.

These regulations do not supersede individual agencies' roles and responsibilities in existing laws or the *State Emergency Plan*.

SEMS Organizational Levels: All California emergency response agencies must use SEMS when responding to, managing, and coordinating multiple agencies or multiple jurisdiction incidents, whether single or multiple disciplines.

There are five organizational levels in the SEMS:

1. Field Response Level

2. Local Government Level
3. Operational Area Level
4. Regional Level
5. State Level

Field Response Level: This level commands emergency response personnel and resources to carry out tactical decisions and activities in direct response to an incident or threat.

Local Government Level: This level manages and coordinates a jurisdiction's overall emergency response and recovery activities.

Operational Area Level: This level manages and coordinates information, resources, and priorities among local governments within the operational area (county) and serves as the coordination and communications link between the local and regional levels.

Regional Level: This level manages and coordinates information and resources among operational areas within a mutual aid or administrative region designated pursuant to Government Code Section 8600 and between the operational areas and the State. The region and the state level coordinate overall state support for emergency response and recovery activities.

State Level: This level manages state resources in response to the emergency needs of the other levels, manages and coordinates mutual aid among the mutual aid regions and between the regional and state levels, and serves as the coordination and communication link with the federal disaster support system.

SEMS Organizational Functions: Local government, operational area, regional, and state levels will organize EOCs using the following functions within SEMS:

- Management
- Operations
- Planning and Intelligence
- Logistics
- Finance and Administration

Management function: This function is responsible for overall emergency policy and coordination through joint efforts of governmental agencies and private organizations.

Operations function: This function is responsible for coordinating jurisdictional operations to support the emergency by implementing the organization's action plan.

Planning and intelligence function: This function is responsible for collecting, evaluating, and disseminating information; developing the organization's action plan in coordination with other functions; and maintaining incident records and documentation.

Logistics function: This function is responsible for providing facilities, services, personnel, equipment, and materials to support incident response.

Finance and Administration function: This function is responsible for all incident financial activities and administrative aspects not assigned to the other functions.

When to implement SEMS: SEMS will be used when the city Emergency Operations Center (EOC) is activated or when a LOCAL EMERGENCY, as defined in Government Code § 8558(c) is declared or proclaimed. When the EOC is activated, communications and coordination will be established between the Incident Commander(s) and the Department Operations Center(s) to the EOC or between the Incident Commander(s) and the EOC. Fire, law enforcement, and public works resources will be coordinated through their respective mutual aid systems and associated dispatch centers.

Communications and coordination will be established between the city EOC and any state or local response agency having jurisdiction at an incident occurring within the local government's boundaries. As defined in Government Code Section 8607(a), the City shall use multi-agency coordination to facilitate decisions for overall local government-level emergency response activities.

Mutual aid: The City of Big Bear Lake must be prepared to respond promptly and effectively to emergencies and have provision for mutual aid if the response effort requires resources beyond those available within the city. Much of the mutual aid coordination will be done, as a contract city, by external contracted organizations or county mutual aid coordinators.

Mutual aid is a concept that enhances the response capabilities of governmental jurisdictions in times of large emergencies or disasters. Economics and operational capacities make it impossible for one jurisdiction to have all the resources necessary to handle the occasional large-scale emergency or disaster adequately. For this reason, most public safety and emergency support agencies have mutual aid agreements with neighboring jurisdictions and larger governmental entities to use and deploy additional emergency resources. The city is part of, through external contracted agencies, several mutual aid programs, including fire-rescue, law enforcement, public works, and emergency management mutual aid.

As a city in San Bernardino County, any mutual aid requests will be through the San Bernardino County Operational Area to specific mutual aid coordinators (Fire, Sheriff, Emergency Management, Public Health). If county resources are insufficient or unavailable for response, the county will invoke mutual aid from other counties and the state. If the situation warrants, the State will request federal assistance. Most local governments are signatories to the California Master Mutual Aid Agreement.

3.9 NATIONAL INCIDENT MANAGEMENT SYSTEM

The City of Big Bear Lake has adopted the National Incident Management System (NIMS) (Homeland Security Presidential Directive (HSPD) - 5) and is committed to complying with all applicable elements.

National Incident Management System (NIMS): The federal government adopted the National Incident Management System (NIMS) in 2003 to manage emergency incidents and disasters from the first responder level to the highest levels of the federal government. It is based, at least in part, on SEMS and includes using the Incident Command System and the Unified Command Structure (ICS/UC). It is flexible and appropriate for all types of incidents. The City of Big Bear Lake uses this flexible structure to manage all kinds of incidents, particularly those that require the establishment of Incident Command Posts at or near an incident site and the use of Emergency Operations Centers and Department Operations Centers. NIMS resulted from post 9/11 Homeland Security Presidential Directive (HSPD) - 5, which directed the development and adoption of a national system of managing incidents of national significance.

NIMS integrates several emergency response components, including:

- Preparedness.
- Communications and Information Management.
- Resource Management.
- Command and Management.
- Supporting Technologies.
- Ongoing Management and Maintenance.

3.10 INCIDENT COMMAND SYSTEM (ICS)

The **Incident Command System** (ICS) is based on several management concepts that provide the foundation for effective response operations, including:

Unified command structure: All involved agencies contribute to developing overall incident objectives, selecting strategies, joint planning of tactical activities, and integrating tactical operations.

Common terminology: Common titles are established and used for organizational functions, resources, and facilities, allowing different organizations or departments to communicate using common terminology and operating procedures.

Modular organization: The emergency response structure can be established, expanded, and contracted depending on the type, size, and complexity of the incident.

Integrated communications: Incident communications are managed through a common communications plan, and a communications center is established to support tactical operations and the resources assigned to the response.

Consolidated action plans: All participating organizations or departments are involved in developing the overall incident objectives, selecting strategies, planning, and performing tactical activities that are crafted into an Incident Action Plan or an EOC Action Plan.

Manageable span of control: Each incident supervisor's span of responsibility is limited in size. The span of control typically ranges from supervising three to

seven people (or resources), depending on the incident type, complexity, nature, and size.

Comprehensive resource management: This concept maximizes resource efficiency, consolidates control of large numbers of single resources, and reduces the communication load.

The resulting ICS organizational structure consists of five primary functions:

Command: Responsible for directing response activities, including:

- Developing strategies.
- Managing resources.
- Planning of overall operations.

Operations: Responsible for coordinating the incident's tactical response and resources and for accomplishing incident-specific objectives.

Planning and intelligence: Responsible for:

- Ongoing situation assessment.
- Collection, evaluation, dissemination, and use of incident or event information.
- Managing incident intelligence, including the status of response efforts and incident resources, to assist in the development of contingency plans.

Logistics: Responsible for providing facilities, services, and materials, including transportation and fuel, shelter, personal hygiene, food, potable water, tools, medical attention and supplies, communications, and relief personnel.

Finance and Administration: Responsible for tracking incident costs and evaluating the financial considerations of the incident.

3.11 EOC COORDINATION

The Emergency Operations Center (EOC) has a coordination role in all phases of emergency management.

In the pre-emergency phase, the EOC prepares for a wide range of hazards, threats, and contingencies. The EOC is used for emergency management planning,

orientation, training, and exercising. It constantly monitors and gathers information on potential incidents and emergencies that could affect the jurisdiction. It continually tests and evaluates systems, equipment, tools, and technologies.

In the emergency response phase, EOCs and Department Operations Centers (DOC) serve as the central point for jurisdictional or agency coordination and overall emergency management.

The primary Incident Command Post (ICP) to the Emergency Operations Center interface will be from the Incident Commander to the EOC Manager. As the incident expands into sustained operations the interface may occur between Sections and Units in the field to like Sections and Units in the EOC. This coordination is critical to exchanging real-time situation status information and deploying and managing emergency resources.

In the post-emergency or recovery phase, the EOC structure and organization can be used to facilitate and direct the recovery operation.

Communication between DOCs, ICPs, and field units will primarily be through traditional voice and data systems. Once activated, the EOC will utilize the EOC Information Management System to communicate situation and resource status information to DOCs, ICPs, and field units. In certain situations, the EOC may deploy an EOC Liaison to the ICP to further facilitate the ICP-to-EOC interface. Primary communication between the City of Big Bear Lake EOC and the San Bernardino County Operational Area EOC will be through traditional voice and data systems. Once activated, the EOC will use the WebEOC® system to communicate situation and resource status information and request resources from the San Bernardino Operational Area EOC.

3.12 EOC ACTION PLANS

The primary focus of the **EOC Action Plan** (AP) should be on the city's emergency and associated impacts. The plan sets the jurisdiction's overall objectives and may establish the priorities determined by the jurisdictional authority. It can also include mission assignments to departments, provide policy and cost constraints, and consider inter-agency considerations. Properly prepared, the EOC action plan becomes an essential input to developing departmental action plans.

Action planning at all EOC levels, like the field length of the operational period for the incident, is determined by establishing a set of priority actions, objectives, and a reasonable time frame for accomplishing those actions. Generally, the actions requiring the longest period will define the operational period's length.

Typically, operational periods at the beginning of an emergency are short, sometimes only a few hours. As the emergency progresses, operational periods may be longer but should be at most twenty-four hours. Longer operational periods may be established for sustained operations during such events that may last weeks or months. Operational periods should not be confused with staffing patterns or shift change periods. They may be the same, but they need not be.

The initial EOC action plan may be verbal in the first hour after EOC activation. The EOC Director usually develops the first action plan in consultation with the EOC Command and General Staff. Once the EOC is fully activated, EOC action plans should be written.

EOC action plans should not be complex or create a time-consuming process. The format may vary somewhat within the EOC SEMS levels. The EOC action plan should generally cover the following elements:

1. Summary of the emergency.
2. Listing of management and control or operational objectives to be accomplished (should be measurable).
3. Statement of current priorities related to the objectives.
4. Statement of strategy to achieve the objectives. (Identify if there is more than one way to accomplish the objective and which is preferred).
5. Assignments and actions necessary to implement the strategy.
6. Operational period designation - The time frame necessary to accomplish the actions.
7. Organizational elements to be activated to support the assignments. (Later action plans may list organizational elements that will be deactivated during or at the end of the operational period).
8. Logistic or other technical support required.
9. Communications procedures and internal and external contact information.

10. A Safety and Health message.
11. Weather conditions and forecast.

The EOC Action Plan (AP) is not meant to replace a field-based Incident Action Plan (IAP), nor is an IAP a replacement for the EOC AP**.** The EOC AP is strategic while the Field IAP is tactically orientated. The EOC Action Plan should be coordinated with any field Incident Action Plans developed.

3.13 OPERATING CONDITIONS (OPCON)

3.13.1 EMERGENCY OPERATING CONDITIONS OVERVIEW

Operating Conditions (OPCON) have been established to provide a general indicator of the level of seriousness of an incident, impending incident, and current or anticipated emergency conditions. OPCONs and related guidance for Lead and Support departments will guide readiness and response actions necessary to handle actual or impending emergencies. OPCONs do not reflect EOC activation levels covered on page 53 of this plan. Operating Conditions are found in **Table 3.13.1** below.

Table 3.13.1

OPERATING CONDITIONS		
Level	**Description**	**Associated EOC Activation Level**
Green	Normal Operations	None
Blue	Increased Readiness	None or Management Watch
Yellow	Emergency Operations	Level III or Level II
Orange	Disaster Operations	Level II or Level I
Red	Catastrophic Incident Operations	Level I

City Emergency Operating Conditions

3.13.2 EMERGENCY OPERATING CONDITIONS

[GREEN ▲] NORMAL OPERATING CONDITION

Normal operations are underway. Lead and Support departments and agencies are conducting planning, training, and exercise activities in support of their role in the EOP.

First Response Departments are staffed and operate per normal business operations.

Lead and Support departments and agencies should be leaning toward and preparing for the next highest operating condition.

The Normal Operating Condition is not associated with any EOC Activation Level.

[BLUE ▲] INCREASED READINESS OPERATING CONDITION

Events or conditions involving an actual or potential threat to the safety of people, critical infrastructure, key resources, or property in a threatened area(s) are underway.

Lead and Support departments and agencies are responding to emergency events or taking appropriate increased readiness activities in advance of an impending or potential emergency event. The EOC Situation Unit and Resource Unit may be activated and operational with minimum staffing. The EOC or DOCs (Department Operations Centers) may be activated with selected Emergency Support Functions (ESFs) activated by functional branch.

Lead and Support departments and agencies should be leaning toward and preparing for the next highest operating condition.

The Increased Readiness Operating Condition is associated with either no EOC Activation Level or a Level 3, the lowest EOC activation level.

[YELLOW ▲] EMERGENCY OPERATING CONDITION

Events are in progress or have already occurred that involve an imminent or actual significant impact on the safety of people, critical infrastructure, key resources, or property in the impacted area(s). The Emergency Operations Center (EOC) is activated and staffed by the City of Big Bear Lake Emergency Organization and other tasked departments and agencies. Department Operations Centers (DOCs) are activated as needed. Lead and Support departments and agencies are

taking all appropriate response actions, including the curtailment of non-essential operations, and implementing special staffing patterns. This operating status will be maintained until conditions escalate or de-escalate.

Lead and Support departments and agencies should be leaning toward and preparing for the next highest operating condition.

The Emergency Operating Condition is associated with either an EOC Activation Level 3, the lowest EOC activation level, or a Level 2, the middle-level EOC activation.

[ORANGE ▲] DISASTER OPERATING CONDITION

Events that continue previously declared operating condition levels are in progress or have occurred and require extraordinary response activities. The EOC is fully activated. Tasked departments, cooperating agencies, non-governmental organizations, and volunteer agencies report to the EOC for 24-hour operations. Lead and Support departments and agencies will curtail non-essential operations and implement special staffing patterns. Support departments will make available resources necessary to support Lead departments. This operating condition status will be maintained until the threat is over and the emergency is terminated. As imminent danger is reduced, operations will be initiated to return the impacted area(s) to pre-disaster status. All departments should be prepared to implement their Continuity of Government – Continuity of Operations Plans or procedures.

Lead and Support departments and agencies should be leaning toward and preparing for long-term recovery operations.

The Disaster Operating Condition is associated with either an EOC Activation Level 2, the middle level EOC activation, or Level 1, the highest level of EOC activation.

[RED ▲] CATASTROPHIC OPERATING CONDITION

Events are in progress or have occurred that generate a full and immediate response by all city departments and response organizations. The nature of a catastrophic event will cause a complete or near-complete disruption of city services and operations. Continuity of Government – Continuity of Operations Plans will be fully implemented. Disruption or loss of customary means of emergency communication systems will cause departments and response organizations to operate under communication failure protocols and procedures.

Communication failure protocols include initiating pre-determined response activities directed at force protection, saving lives, and continuity of critical and essential government functions. The EOC is fully activated, and extensive state and national mutual aid resources will be required to respond and recover from the event(s).

City staff should report to pre-determined disaster assignments. All city departments and functions will be involved in disaster response and recovery activities. Long-term and extensive community recovery will be required.

The Catastrophic Operating Condition is associated with an EOC Activation Level 1, the highest level EOC activation.

3.14 NOTIFICATION AND MOBILIZATION OF FORCES

The following is the process for notifying and mobilizing response forces:

City of Big Bear Lake EOC Team

- By the City of Big Bear Lake Emergency Operations Manager or designated alternate. Notification will be made via telephone, email, or email to text.

The City of Big Bear Lake Public Works Manager - Emergency Operations Manager, or designated alternate, is the 24-hour point of contact for initiating emergency notification of city staff. Trained city staff will be notified to fill out the EOC Sections and assist with the EOC activation.

Initial notifications of impending or actual emergencies may come through the National Weather Service, San Bernardino County Sheriff's Department, San Bernardino County Fire Protection District, Big Bear Lake Fire Authority, San Bernardino County Office of Emergency Services, or a utility provider.

3.15 INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

3.15.1 PURPOSE, PROCESS, AND COLLECTION

Purpose: To enhance the capability of the city to respond to emergency incidents by collecting, evaluating, displaying, and disseminating event information and intelligence.

Overview: The City of Big Bear Lake serves as the single point of contact for information sharing with City departments, the Operational Area, neighboring jurisdictions, and supporting agencies regarding city-centric and city-located emergencies. The city is not responsible for managing situation information for emergency incidents outside its jurisdiction.

Before EOC activation, the city may receive alert and warning notifications from several sources, such as the CONFIRE Communications Center, the County of San Bernardino Sheriff's Department, Big Bear Fire Authority, the CA State Warning Center, city Departments, neighboring cities, utility providers, and the National Weather Service.

Upon EOC activation, the EOC Planning & Intelligence Section's primary responsibility is to collect, evaluate, display, and disseminate incident information, including situation and resource status. This EOC Section serves as the primary source for decision-making information and provides overall intelligence support to the other EOC Sections. This Section anticipates and develops plans to address changing situations and events, develops situation forecasts, and gathers and distributes incident information.

Objectives: This Section is responsible for gathering and displaying accurate and current situation and resource status information. The **EOC Planning & Intelligence Section** ensures that safety and damage assessment information is compiled, assembled, and reported expeditiously to the EOC sections, county EOC, and the Cal OES Regional EOC (REOC). This Section prepares the EOC Action Plan with input from Management Section Staff and Section Chiefs. The Planning & Intelligence Section is also responsible for the detailed recording (Documentation Unit) of the response effort and preserving these records.

The EOC Planning & Intelligence Section will accomplish the following objectives during an EOC activation:

- Collect initial situation and safety and damage assessment information.
- Display incident information in the EOC using maps and visual aids.
- Prepare and maintain charts and lists that reflect the incident and resource status (personnel, teams, equipment, and vehicles).
- Disseminate intelligence information to the EOC Director, Management Staff, and General Staff.

- Coordinate Geographic Information Systems (GIS) mapping and documentation of the incident.
- Compile summary safety and damage assessment reports for dissemination to other EOC Sections, county EOC, Cal OES, and FEMA.
- Document damage and estimate financial losses.
- Provide planning and intelligence support to other EOC Sections and Department Operations Centers.
- Prepare the city's EOC Action Plan.
- Prepare the city's After-Action/Corrective Action Report after EOC demobilization.
- Initiate post-disaster recovery planning and assist with the transition to a Recovery Organization.
- Maintain complete and accurate documentation of all actions taken, ensure that records are preserved, and submit any closeout reports to the Operational Area, Cal OES, or FEMA.
- Acquire technical experts for special interest topics or particular technical knowledge subjects.
- Provide technical support to the EOC Director for any City Council or Policy Group presentations, community or town hall meetings, or media briefings.

Collection: Information collection is the responsibility of all EOC Sections and EOC Team Responders, though the EOC Planning & Intelligence Section coordinates these efforts. Emergency Incident information collection will primarily occur or originate from these sources:

- Operations Section Branches
    - Collecting information from their field forces, department operations centers (DOCs), cooperators and assisting agencies, and dispatch centers.
- Media (TV, radio, print).
- Social Media.
- Field Observers (when assigned by the EOC).
- Damage Assessment and Damage Inspection Teams.

- County, state, and federal Situation Reports.
- Agency Representatives assigned to the EOC.
- Community-based and neighbor-based groups, such as CERT, Neighborhood Watch, and Neighborhood Associations.
- Partners in preparedness include schools, hospitals, and NGOs.

A critical function of information collection is ensuring that collected information is verified, validated, and vetted**.**

3.15.2 INFORMATION TOOLS

Tools for collecting incident information include telephone, TV, fax, email, radio, WebEOC®, open-source computer-aided dispatch sites, intranet-based radio broadcast sites, and social media platforms.

The following open-source **tools** and **platforms** provide near real-time public-facing emergency information for the City of Big Bear Lake and immediate area:

Table 3.15.2

WEATHER
National Weather Service San Diego Weather Forecast Office-Big Bear City Forecast • https://forecast.weather.gov/MapClick.php?CityName=Big+Bear+City&state=CA&site=SGX&textField1=34.2611&textField2=-116.844&e=0
San Bernardino County Public Works Department Weather and Rainfall Information • https://www.sbcounty.gov/dpw/pwg/ALERT_Data/ALERT_Menu.htm
Big Bear Mountain Resort (Snow Summit, Snow Valley, Bear Mountain) Weather and Conditions • https://www.bigbearmountainresort.com/mountain-information **Bens Weather** Weather and Conditions • https://www.bensweather.com/

KBHR Radio **93.3 and 102.5 FM** KBHR Big Bear News • https://kbhr933.com/
FIRE
Big Bear Fire Authority Current Fire Information Dashboard • https://www.bigbearfire.org/office-of-the-fire-marshal/current-fire-info
San Bernardino County Fire Protection District PulsePoint Incident Dashboard • https://sbcfire.org/
National Interagency Fire Coordination Center Southern California Geographic Coordination Center-Fire Activity • https://gacc.nifc.gov/oscc/
National Interagency Fire Coordination Center InciWeb Fire Incident Dashboard • https://inciweb.nwcg.gov/
ROADS AND TRAFFIC
San Bernardino County Public Works Department Road Closures Page • https://dpw.sbcounty.gov/operations/road-closures/
California Department of Transportation (CalTrans) Road Conditions • https://roads.dot.ca.gov/ Quick Map Travel Alerts • https://quickmap.dot.ca.gov/ Live Traffic Cameras • https://cwwp2.dot.ca.gov/vm/iframemap.htm

California Highway Patrol (CHP) Traffic Incident Information Page • https://cad.chp.ca.gov/Traffic.aspx
UTILITIES
City of Big Bear Lake Department of Water & Power Activity and Outage Information • https://www.bbldwp.com/
Bear Valley Electric Service Activity and Outage Information • https://www.facebook.com/BearValleyElectricServiceInc
Southwest Gas Activity and Outage Information • https://www.swgas.com/
MEDIA
KBHR 93.3 and 102.5 FM Radio News, Weather, and Roads Information • https://kbhr933.com/
CITY WINTER SERVICES & INFORMATION
City of Big Bear Lake Winter Services & Information • https://www.citybigbearlake.com/index.php/services-main/berm-reduction-program

Notes:

1) This table is not an endorsement of any organization, site, or source**.**

2) Multiple sources should be used when validating emergency information**.**

3.15.3 DISSEMINATION

Dissemination: Once validated, vetted, refined, and organized, emergency incident information will be disseminated by the **EOC Planning & Intelligence Section** in several ways and formats, not limited to the following:

- EOC Operations Briefings
- EOC Situation Briefings
- EOC Action Plans
- EOC Situation Reports
- To the public via the PIO
- To Assisting and Cooperating Agencies via the EOC Liaison Officer and Agency Representatives
- To elected officials via the Director or Emergency Services, Liaison Officer, or Legislative Liaiso
- To the Operational Area - County of San Bernardino via Situation Reports, Operational Area Reporting Forms, sharing of city EOC Action Plans, and through County emergency management staff assigned to the city or the city EOC
- To Cal OES and FEMA via WebEOC®, CalEOC®, or specific agency or incident forms

WebEOC: San Bernardino County utilizes WebEOC® as the county's emergency operations communications platform for sharing elements of the crisis. This allows the County to have a common operating picture, situational awareness, and information coordination throughout the Operational Area (OA) during an emergency. OA EOC responders can share real-time information with other agencies within the county and cities/towns, allowing for a coordinated deployment of resources available to emergency managers. The WebEOC® is not a public facing communications platform.

Access to the San Bernardino County WebEOC® system information is in EOP Part 2, on file in the EOC, and with the city's Emergency Operations Manager.

3.16 COMMUNICATIONS

Coordinated with and sourced from the 2018 San Bernardino County Emergency Operations Plan.

3.16.1 ALERT AND WARNING

Alert and warning is the process by which government organizations and the public are notified of the threat of imminent or extraordinary danger. Depending

on the nature of the threat and the population at risk, warnings can originate at any level of government. Protection of life and property depends on the timely dissemination of warning and emergency information to the populations in threatened areas.

While the city is responsible for emergency management activities within its boundaries, emergency public alerting and warnings in the city will most often originate from a public safety agency. Public safety agencies may include the San Bernardino County Sheriff's Department, Big Bear Fire Authority, California Highway Patrol, San Bernardino County Fire Protection District, California Department of Forestry and Fire Protection, and the U.S. Forest Service.

During emergencies within city boundaries, alert and warning activities will likely be managed by the County of San Bernardino via the County EOC or with the San Bernardino County Sheriff's Department Dispatch Center if the EOC is not activated. The Big Bear Lake Fire Authority also maintains a public alerting system. The County of San Bernardino is responsible for alerting and warning the unincorporated county areas and county departments. As the Operational Area, it assists the OA jurisdictions with alert and warning of their populations. The San Bernardino County OA warning point is the San Bernardino County Sheriff's Department Dispatch Center, which is collocated at the County/OA EOC. The 24-hour-a-day personnel at the Dispatch Center are responsible for notifying County departments, jurisdiction warning points, and the county and OA emergency management staff.

There are various means and methods by which an alert or warning may be received or distributed by city. They include the following:

GOVERNMENT NOTIFICATIONS AND ALERTS

The city, county, and OA may receive and send notifications of emergencies or conditions via the following methods, systems, or technologies:

CALIFORNIA STATE WARNING CENTER (CSWC)

The California State Warning Center is the official state-level point of contact for emergency notifications. The CSWC maintains contact with Operational Area Warning Points, state agencies, federal agencies, and the National Warning Center. (Source: California State Warning Plan)

The Governor's Office of Emergency Services (Cal OES) operates the California State Warning Center (CSWC), which is staffed 24 hours a day, 365 days a year. It acts as the official state-level point of contact for emergency notifications. From this center, Warning Center personnel maintain contact with county Warning Points, state agencies, federal agencies, and the National Warning Center in Berryville, Virginia.

Notifications received by the CSWC

Local governments and Operational Areas notify the CSWC of emergencies that affect their community per existing laws and protocols or when state assistance is requested or anticipated. Notifications may occur directly or via the Cal OES Regional Offices. Local Emergency proclamations should be sent to the CSWC to inform the Governor and key state agencies of emergency conditions or when state assistance is requested.

- Earthquake Notifications: The CSWC receives notification of earthquakes from the California Integrated Seismic Network (CISN), the National Earthquake Information Center (NEIC), and the United States Geological Survey (USGS). CISN is a statewide network that provides essential information on California earthquakes, as shown on the CISN Display. The CISN Display is an Internet-based rapid earthquake notification system that receives earthquake information from networks worldwide.
- Tsunami Notifications: The CSWC receives tsunami notifications from the Alaska Tsunami Warning Center via the National Weather Service (NWS) and the National Warning Center.
- Weather Notifications: Notification of severe weather is received from the NWS.
- Energy Notifications: The California Independent Systems Operator (California ISO) monitors the California power grid, which consists of a network of long-distance, high-voltage transmission lines and substations that carry bulk electricity to local utilities for distribution to their customers. When the grid cannot meet electrical demands, the California ISO directs utilities to reduce their load and issues emergency notices of energy interruptions. The California ISO contacts the CSWC when the operating reserves reach these critical levels.

- Hazardous Materials/Oil Spill Release Notifications: Under state law, handlers, any employees, authorized representatives, agents, or designees of handlers shall, upon discovery, immediately report any release or threatened release of hazardous materials to the CSWC.
- Nuclear Power Plant Notifications: The CSWC receives notifications of nuclear power plant events directly from Diablo Canyon, San Onofre, and Rancho Seco power plants. Secondary notifications may be received from the affected county sheriff departments via the California Law Enforcement Telecommunications System (CLETS), California Law Enforcement Radio System (CLERS), and Operational Area Satellite Information System (OASIS).
- Communications, Alert, and Warning Systems: The CSWC is responsible for informing, communicating, alerting, and notifying local governments, Operational Areas and state officials, and the Federal Government of natural or human-caused emergencies. To meet this responsibility, the Warning Center is equipped with a number of telephone, data, and radio systems, including the California Warning System (CALWAS), CLETS, NWS Weather Wire, CSWC message switching computer, CISN and Dialogic Automated Notification System, all of which are described in more detail later in this document. Most of these systems are used daily, while others are available in emergencies.
- NAWAS and CALWAS: The CSWC maintains the California Warning System (CALWAS), which is part of the National Warning System (NAWAS). During an emergency, CALWAS communicates with CalEMA Regional Offices and County Warning Points.
- OASIS, CLETS, CLERS, and EAS: The Operational Area Satellite Information System (OASIS), California Law Enforcement Telecommunications System (CLETS), and the California Law Enforcement Radio System (CLERS) are utilized to alert and notify sheriff and police departments and key Emergency Alert System (EAS) stations.
- Radios and Microwave Systems: The State Agencies Radio/Microwave System communicates information to State Agencies and Emergency Operations Centers (EOC).

Alerting and Warning State and Local Agencies

Multiple communication channels may be used to maintain constant communication with local, state, and federal communications centers and ensure the state can quickly respond to developing emergencies. The Warning Center provides local and state agencies with a broad range of information, including, but not limited to:

- Local emergencies
- Earthquakes
- Tsunamis (seismic sea waves)
- Floods
- Dam and levee failures
- Major fires
- Hazardous material spills
- Radiological and nuclear incidents
- Radioactive fallout wind data
- Energy emergencies
- Foreign animal disease
- Missing and overdue aircraft or runaway trains
- Terrorism threat
- Precipitation forecasts
- Winter road information
- Major road closures
- Weather watches and warnings
- Severe weather emergencies
- Search and rescue incidents

CSWC Dissemination of Alerts and Warnings

The CSWC is responsible for informing, communicating, alerting, and notifying local government, OAs, state officials, and the federal government of emergencies. CSWC is equipped with a number of telephone, data, and radio

systems, including CALWAS, CLETS, and NWS Weather Wire; most of these systems are used daily, while others are available for use in an emergency.

- CALWAS: The CSWC maintains the California Warning System (CALWAS) to communicate with Cal OES Regional Offices and County Warning Points during emergencies. CALWAS is part of the National Warning System (NAWAS).
- CLETS: The California Law Enforcement Telecommunications System (CLETS) is a high-speed message-switching system that allows law enforcement and criminal justice agencies to obtain information directly from federal, state, and local computerized information files. The system also provides fast and efficient point-to-point message delivery between agencies.
- CLEMARS: The California Law Enforcement Mutual Aid Radio System provides common police radio frequencies for use statewide by state and local law enforcement agencies during emergencies where inter-agency coordination is required. It operates under appropriate FCC rules and regulations and is administered by the State through Cal OES. Participation in CLEMARS is open to all California law enforcement agencies, which are eligible to operate on radio frequencies authorized by the FCC for Police Radio Service.

  A system of priorities governs CLEMARS use:

  - Priority 1-Disaster and extreme emergency operations for mutual aid and interagency communications.
  - Priority 2-Emergency or urgent operations involving imminent safety of life or the protection of property.
  - Priority 3-Special event control activities, such as a planned event involving the participation of two or more agencies.
  - Priority 4-Drills, tests, and exercises.

NATIONAL WEATHER SERVICE (NWS)

The NWS provides warnings for weather, hydrologic, and climate needs for the United States, its territories, adjacent waters, and oceans. The City of Big Bear Lake and the County of San Bernardino receive notifications from the San Diego Forecast Office and Las Vegas Forecast Office, which prepare any necessary

warning for San Bernardino County and the Operational Area. The Big Bear Lake area primarily receives weather forecasts from the San Diego NWS Forecast Office. **The City of Big Bear Lake is in NWS Zone CA 055.**

The National Weather Service transmits continuous weather information for San Bernardino County and the Operational Area on Santa Ana WWG21 162.450 MHz and Victorville WXM66 162.500 Hz. Weather Service severe weather broadcasts are preceded with a 1050 MHz sine wave audio tone that activates weather monitor receivers equipped with decoders. The Weather Service can also access

NAWAS to announce severe weather information, which is disseminated to the county warning points using the CALWAS system.

The types of notifications that the NWS issues include the following:

- **Watches**
    - A watch is used when the risk of hazardous weather or hydrologic events has increased significantly, but its occurrence, location, or timing is still uncertain. It is intended to provide enough lead time so those who need to make plans can do so. A watch means that hazardous weather is possible. People should have a plan of action in case a storm threatens and listen for follow-up information and possible warnings, especially when planning travel or outdoor activities.
- **Warnings**
    - A warning is issued when hazardous weather or hydrologic event is imminent or likely. It means weather conditions pose a threat to life or property, and people in the storm's path need to take protective action.
- **Advisories**
    - An advisory is issued when a hazardous weather or hydrologic event is occurring, imminent, or likely. Advisories are for less severe conditions than warnings, events that cause significant inconvenience and, if caution is not exercised, could lead to situations that may threaten life or property.

- **Statements**
    - Statements also explain why watches, advisories, or warnings have been issued. Four types of statements include: Special Weather Statements - If strong or severe thunderstorms are expected, a statement is issued discussing this outlook (or potential)

NOAA National Tsunami Warning Center

Tsunami warnings for California are issued by the National Oceanic and Atmospheric Administration's National Tsunami Warning Center (NTWC) located in Palmer, Alaska. The NTWC monitors a network of seismic and sea level stations,

providing the basis for tsunami warnings, advisories, watches, and information statements to the State Warning Center and local coastal communities.

PUBLIC MEDIA

The city's EOC Responders, city departments, and Dispatch Centers have access to and monitor news media outlets. If a news media reports on incidents underway or threats of pending incidents, the City will become aware of those events. Public media outlets may be monitored via live TV broadcasts, social media feeds, RSS feeds, text or email alerts, and the city's PIO staff.

PUBLIC NOTIFICATIONS AND ALERTS

Emergency information warnings, advice, and protective action instructions may be broadcast to the public by one or more means or methods, including:

- City of Big Bear Lake Live Meeting Video Broadcast
    - Spectrum Public Access Channel 182
- SBCO Telephone Emergency Notification System (TENS)
- Emergency Alert System (EAS)
- Wireless Emergency Alerts (WEA)
- Sig-alerts issued by CHP or local law enforcement
- News media releases
- Social Media posts
- KBHR 93.3 and 102.5 FM Radio

All public emergency alerts and notifications issued by the city should be coordinated with the county - operational area.

BIG BEAR FIRE AUTHORITY

Big Bear Fire Authority maintains an emergency text alert notification system that may deliver time-sensitive emergency alerts to residents when there is a threat to their health and safety. This system is called "**BBFD Alerts**," these notifications provide important information during incidents such as wildland fires, hazardous materials, health emergencies, and more. These messages will include information regarding evacuations, shelter-in-place orders, road closures, and other important details.

There are two types of notifications from "**BBFD Alerts**" to provide information to our communities:

- **Alert** - Highest priority notification that is considered the most urgent; and
- **Advisory** - An informational or educational type of notification.

Residents should not rely solely on **BBFD Alerts** notifications for emergency information. The system should be used in conjunction with other information provided by the media, directions given by first responders, and information posted on official city, county, and government websites and social media.

The BBFD Alert System will work for any device with a phone number that can receive standard text messages, such as cell phones. Registering to join "**BBFD Alerts**" is free, but keep in mind that text messaging charges may apply, and BBFD is not responsible for any charges that may be incurred as a result of receiving these text alerts.

To subscribe to **BBFD Alerts**, text the words "opt-in" to (218) 350-0268. You may unsubscribe by texting "opt-out" at any time.

Note: All phone numbers provided to subscribe to the system remain confidential.

SBCO TELEPHONE EMERGENCY NOTIFICATION SYSTEM (TENS)

The County of San Bernardino acquired the TENS to provide rapid emergency notifications to its residents. TENS, also called a Reverse 9-1-1 Public Warning

System, is a public warning system that may be used to warn or advise county residents of the potential for fire, flood, or other emergency circumstances in the county.

An emergency may require varied responses, depending on the type of incident, whether it is an act of nature, human-caused, or a technical event. The primary purpose of TENS is to improve notification of people within a geographic area in the event of a life-threatening incident or threat. Notifications may include evacuation notices, shelter-in-place orders, and special instructions for an imminent threat.

The TENS system uses a database of phone numbers and addresses, geocoded with the county's street network to identify phone numbers in a specific area. The notification system can complete both small and large-scale notifications. The system is a notification option for public safety officials to make timely emergency notices.

Reference: San Bernardino County Operational Area Telephone Emergency Notification System (TENS) ConOps.

The use of any Mass Notification System for emergency activity contains two components:

1. The need to disseminate critical safety-related information to individuals about emergency events occurring now, follow-up information regarding the event, and termination of the emergency.
2. Communicating about an emergency event with public safety, responder staff, and volunteers.

As a general rule, a mass notification system is to be used when the public is being asked to take some protective action (e.g., evacuate, prepare to evacuate, shelter in place, boil tap water before drinking) or being provided information about local disaster assistance centers, other follow-up information, food and water distribution, re-entry to areas after evacuation orders have been lifted, or termination of the emergency because the risk has passed.

Emergency public notifications should be limited to:

- Imminent or perceived threat to life or property.
- Evacuation notices.

- Shelter-in-place notices.
- Lockdown situations.
- Public health emergencies.
- Public safety emergencies.
- Amber, silver, blue, and yellow alerts by CHP.

Emergency responder notifications should be limited to:

- Contacting first responders to advise of an emergency.
- Contacting first responders to report for duty due to an emergency.
- Contacting key staff regarding an emergency or crisis.
- Contacting agency employees to report at a different time or location (or provide an update) due to an emergency.
- Emergency exercises and training events.

SBSD NIXLE

The San Bernardino County Sheriff's Department (SBSD) - Big Bear Station uses NIXLE to distribute emergency alerts through emails, texts, or phone calls.

SBSD Big Bear Lake NIXLE alerts may be viewed online at https://local.nixle.com/sbsd---big-bear-sheriffs-department/

Residents and visitors may sign up to receive NIXLE alerts at https://local.nixle.com/register/

INTEGRATED PUBLIC ALERT AND WARNING SYSTEM (IPAWS)

In San Bernardino County, the components of IPAWS are accessed through the TENS to launch messages using its component technologies. IPAWS is an internet-based alert and warning capability operated by FEMA.

EMERGENCY ALERT SYSTEM (EAS)

The Emergency Alert System (EAS) is used by alerting authorities to send warnings via broadcast, cable, satellite, and wireline communications pathways. EAS participants, which consist of broadcast, cable, satellite, and wireless providers, are the stewards of this important public service in close partnership with alerting officials at all levels of government. The EAS is also used when all other means of

alerting the public are unavailable, providing an added layer of resiliency to the suite of available emergency communication tools.

EAS can be accessed at federal, state, and local levels to transmit essential information to the public. Message priorities under Part 73.922(a) of the FCC's rules are as follows:

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

Presidential messages, national programming, and news will be routed over established network facilities of the broadcast industry. State programming will originate from the state operations center and be transmitted through the state using the California Law Enforcement Radio System (CLERS). Local programming will be transmitted by the Local Primary (LP-1) and (LP-2) stations.

Examples of emergencies that may warrant EAS activation by the broadcast industry include earthquakes, serious fires, heavy rains, and flooding, 9-1-1 system outages, severe industrial accidents, and hazardous material accidents. The context of any emergency broadcast transmitted on EAS should be of concern to a significant segment of the population in the warned area. The message must be a voice message, it may be prerecorded, and it must be at most two (2) minutes in length.

EAS activation can be authorized by any one of the following parties for the county:

- San Bernardino County Sheriff's Department
- San Bernardino County Fire Protection District
- County of San Bernardino Office of Emergency Services

San Bernardino County relies on the stations listed below as its LP-1 EAS station. The LP-2 backup is located at the San Bernardino County Emergency Operations Center, Miro Way, Rialto facility.

This system uses the facilities and personnel of the broadcast industry on a volunteer basis. The broadcast industry operates EAS according to established and approved EAS plans, standard operating guides, and the rules and regulations

of the Federal Communications Commission (FCC). FCC rules and regulations require all participating stations with an EAS operating area to broadcast a common program.

The local EAS stations for San Bernardino County are:

- 93.3 FM KBHR Big Bear Valley
- 95.1 FM KFRG High Desert/Valley
- 98.9 FM KHWY High Desert
- 102.3 FM KZXY Victor Valley
- 107.7 FM KCDZ Yucca Valley/Joshua Tree

WIRELESS EMERGENCY ALERTS (WEA)

With the implementation of IPAWS, the ability to launch Wireless Emergency Alerts (WEA) became available to the Operational Area. WEA messages allow brief alert messages (90 characters or less) to be sent to compatible cellular telephones in an impacted area.

These messages alert the user to the type of hazard and give brief instructions. WEA messages can also alert those in an impacted area to take immediate action and seek additional information. WEA messages are enabled by default on compatible wireless devices and do not require users to subscribe or opt-in to receive them. When a WEA alert message is sent via IPAWS, it is transmitted to cellphone carriers, who then broadcast it from towers in the alert area.

Because these messages are broadcast from cellphone towers, it is impossible to know precisely how many people will be alerted.

Other considerations when assessing the efficacy of launching a WEA include:

- The geography of the area potentially impacts the reception.
- Populations within buildings may have limited or no reception.
- Potential that devices have been turned off or lost power.
- Potential that smaller towers may not have power backup during outages.
- Whether a tower has directional or omnidirectional antennas impacts its ability to broadcast a signal across a geography, as well as the tower's signal strength.

FEMA and Cal OES govern the public alerting authority for WEA with consultation of the Operational Area.

ROUTE ALERTING AND DOOR-TO-DOOR CANVASSING

Route Alerting is a form of alert and notification used frequently in small-scale emergencies or during rapidly evolving situations in a defined area. In route alerting, emergency officials drive or walk through an affected or potentially affected area, alerting residents of the emergency and actions they need to take. Route Alerting can be conducted door-to-door or via a public address system on a police car or fire engine. Although route alerting is effective when other systems are unavailable, it depends on resource availability and can be a slow process. Route Alerting is traditionally used in smaller areas such as neighborhoods, apartment complexes, mobile home parks, hotel complexes, and college campuses. Route alerting can be used to supplement other means of alert and warning.

3.16.2 COMMUNICATIONS WITH THE PUBLIC

During all phases of an emergency, considerable effort should be made to keep residents, businesses, and government employees informed of the emergency.

Information may include what they can expect from the city, where and how they can access emergency information, actions they should take, and how to access the resources needed to be self-reliant and advance their recovery.

Public information channels such as social media, hotlines, or in-person visits and meetings may need to be quickly established to field questions, dispel rumors, and provide urgent information. Communication with employees, residents, and businesses that may have been temporarily displaced outside the city will need to be addressed.

The city has a multitude of tools available to assist in the dissemination of public information. These include the city's website, social media, media releases, press conferences, community meetings, and live meeting broadcasts. The City of Big Bear Lake PIO, EOC PIO, or a designee will coordinate the use of communication mediums to reach the intended audiences during response and recovery. The tools listed below are intended to complement each other in distributing public information. The same message should be distributed across all channels to ensure timely information and clarity due to conflicting information.

MEDIA OUTLETS

A list of news media outlets for the area is maintained by the city EOC. PIO team members should contact as many news media outlets as possible when disseminating information, paying particular attention to include non-English speaking outlets and any other information delivery vehicles to ensure the greatest number of affected people is informed. Additionally, news media outlets should be encouraged to provide a television crawler and sign language interpreters during press conferences or news media releases. Hence, people with disabilities and those with access and functional needs have every opportunity to receive the broadcast message.

CITY BROADCAST

The City of Big Bear Lake maintains the ability to provide broadcast. Systems and tools to broadcast include:

- City of Big Bear Lake Live Meeting Video Broadcast
    - Spectrum Public Access Channel 182

Live and recorded broadcasts can be found here:

https://bigbearlake.12milesout.com/live-video

EMERGENCY PREPAREDNESS WEBSITES

The **San Bernardino County Office of Emergency** Services website https://oes.sbcounty.gov/ is an informational site for the public and city employees.

During an activation of the Operational EOC, this site serves as a place for news media releases and information to be publicly posted online.

FEMA and Cal OES maintain websites that provide information and resources available to assist businesses and individuals; their addresses are as follows:

- FEMA: http://www.fema.gov and http://www.DisasterAssistance.gov
- Cal OES: http://www.caloes.ca.gov

NEWS CONFERENCES, PUBLIC FORUMS, AND COMMUNITY MEETINGS

News conferences are an integral part of the public information function before (when possible), during, and after an emergency. A well-crafted news conference should identify essential facts to share, such as public resources (e.g., Local Assistance Center(s), 2-1-1, volunteer services, donations). It should also present a focused theme and a synchronized message from participating agencies.

Multiple spokespersons may participate in news conferences, public forums, or community meetings. Sometimes, one spokesperson for all aspects of the incident may be enough, but in most complex incidents, a unified approach with multiple spokespersons is preferred. Consequently, pre-planning meetings before a press conference are vital.

For public meetings, consideration must be given to ensure all resources are available to accommodate the audience being addressed, such as sign-language interpreters, large-print handouts and displays, non-English translation services, maps, visual displays, and news media using in-frame captioning at press conferences held by public officials.

The public looks to its elected officials as sources of information and strength during an emergency and recovery. Officials need to advise people on the status of the response and recovery efforts, the resources available to them, and what the public needs to do to assist in their recovery. The city EOC will work to give these officials the critical information needed to guide the public. EOC PIOs can provide tools or guidance to help elected officials, including the following:

- Preparing talking points and key messages for elected officials to deliver during interviews.
- Anticipating questions elected officials may be asked and prepare appropriate answers (particularly for difficult questions).
- Highlighting public response efforts and recovery resources.

SOCIAL MEDIA

The City of Big Bear Lake maintains Twitter http://twitter.com/CityofBBL, Facebook http://facebook.com/citybigbearlake, and Instagram https://www.instagram.com/citybigbearlake/ accounts, which keep the public

informed on city business and activities. During emergencies, both social media platforms will be an important source of emergency information.

Social media can also be a powerful tool in information dissemination; however, messages released by the EOC to social media sites should be approved by the City Manager/Director of Emergency Services. Social media platforms the city uses should only contain information approved for news media release, validated, vetted, and posted by authorized social media managers or PIO staff.

2-1-1 SAN BERNARDINO COUNTY

2-1-1 San Bernardino County (Inland SoCal 211+) is a telephone-based service set aside by the Federal Communications Commission for the public's use in accessing community services 24 hours a day, seven days a week. This need becomes even more significant during and following a disaster. 2-1-1 works closely with the county and OA to provide essential information to San Bernardino County residents during an emergency and maintains close working relationships with the County, San Bernardino County Red Cross, San Bernardino County Human Services, and San Bernardino County Department of Public Health. 2-1-1 is kept informed with the most up-to-date information from county authorities to ensure it can relay and support accurate information to any calls received. 2-1-1 also forwards calls to the County and OA if there are specific requests beyond the scope of services, such as people with disabilities and those with access and functional needs requests and volunteer and donation offers. 2-1-1 San Bernardino County is supported by the Inland SoCal United Way. 2-1-1 San Bernardino County may also be reached at 833-372-2372.

NON-GOVERNMENTAL, NON-PROFIT, VOLUNTARY ORGANIZATIONS

Non-government, non-profit, and voluntary organizations have a significant role in public information within the city and the OA. Organizations will look for up-to-date information, and citizens will turn to their familiar community organizations as a source of information. Accurate, timely, and approved information developed by the PIOs must be disseminated to local organizations and residents. PIOs will

work with all information personnel, including organization liaisons, to communicate the most accurate and up-to-date information. The City of Big Bear Lake and the County of San Bernardino work closely with the San Bernardino County Volunteers Active in Disasters (VOAD) organization.

3.16.3 COMMUNICATING WITH CITY DEPARTMENTS AND OPERATIONAL AREA JURISDICTIONS

The city EOC has access to a variety of voice, data, and combined voice and data systems to ensure uninterrupted communications among city departments, OA jurisdictions, and supporting organizations.

TELEPHONES

The city maintains a land-based telephone system for regular city business and emergencies.

CELLULAR PHONES

The city maintains a cellular-based telephone system used daily for regular city business and emergencies.

RADIOS

The city maintains a radio system that supports the Public Works Department. Public Works radios are located at the Public Works Department Corporate Yard, 42040 Garstin Drive, and in public works operations vehicles. The public works radio system is digital and encrypted.

SATELLITE PHONE

The city does not maintain satellite telephones.

RADIO AMATEUR CIVIL EMERGENCY SERVICE (RACES)

RACES may be accessed through the San Bernardino County Office of Emergency Services as the Emergency Communications Services (ECS). RACES consists of volunteer amateur radio (ham radio) operators who assist with emergency communications during disasters and other emergencies. This group provides auxiliary communication for all response agencies and other departments. The county maintains a cadre of RACES volunteers and radio base stations to ensure

communication between the EOC and various locations. Individual operators may have their base stations that can also be dispatched at the discretion of the county/OA EOC. Emergency information can be communicated through RACES operators to any location where an operator is dispatched (e.g., local EOCs,

Incident Command Posts, shelters, staging areas, etc.). A ham radio operator may communicate emergency information of any sort. While operating in a RACES capacity, RACES stations and amateurs registered in the local RACES organization may not communicate with amateurs not operating in a RACES capacity.

WEBEOC®

San Bernardino County Office of Emergency Services and the San Bernardino County Operational Area use WebEOC® as their crisis information management system, which allows for real-time information sharing and primary EOC-to-EOC communication during a disaster.

WebEOC® is a software program for electronically sharing disaster information within the county/OA EOC, county departments, OA jurisdictions, and supporting agencies. WebEOC® is accessed through the internet by authorized users.

The system is used for, but not limited to:

- Maintaining individual activity logs by each position in the EOC.
- Monitoring and posting significant events taking place in the OA.
- Providing and sharing situational status information from County departments, OA jurisdictions, and supporting agencies involved in the response, with display capabilities within the EOC.
- Monitoring who is supporting the response.
- Providing status information on operational shelters (e.g., location, capacity, accessibility, significant events, and other special considerations).
- Coordinating resource requests using WebEOC® Resource Manager.

EMAIL

Email is the redundant method of communication between the city and city departments, county/OA EOC, and OA jurisdictions and supporting. Like cellular telephones, if other primary means of data or voice communications fail, email should be considered a backup. Before using email, however, personnel should confirm that the intended recipient(s) can access and check their email. Confidential information should only be sent over email if confirmation exists that the intended recipient is receiving the messages. The county has email accounts for use specifically during county/OA EOC activations. These accounts are identified in EOP Part 2-EOC Operations.

REDDINET®

ReddiNet is an emergency medical communications system that uses radio, telephone, and the internet to transmit messages between hospitals, dispatch centers, EOCs, and public health officials. ReddiNet is used in the following California counties: Alameda, Contra Costa, El Dorado, Imperial, Inyo, Kern, Los Angeles, Marin, Mono, Monterey, Napa, Orange, Riverside, San Benito, San Bernardino, San Francisco, San Luis Obispo, San Mateo, Santa Barbara, Santa Cruz, Solano, Ventura, and Yolo.

ReddiNet provides capabilities for managing mass casualty incidents, assessing available healthcare system resources, participating in syndromic surveillance, communicating hospital diversion status, and sending secure messages to multiple network facilities. It is used to produce Diversion History Reports, Assessment History Reports, MCI Reports, Bed Availability Reports, and Bed Census Reports in near real-time (depending on the frequency of census requests).

ReddiNet service is available at the San Bernardino County Sheriff's Department Dispatch Center and the CONFIRE Emergency Communications Center. The data component is viewable from any authorized Dispatch Center.

3.17 EMERGENCY SITUATION TERMINOLOGY

Emergency Situation Terminology:

For the purpose of emergency management, the city will use the same emergency situation terminology used by state and federal agencies and consistent with NIMS.

3.17.1 NATIONAL WEATHER SERVICE WARNING SYSTEM

WEATHER (NATIONAL WEATHER SERVICE)

(1) Advisory

(2) Watch

(3) Warning

DEFINITIONS

Advisory - Issued for weather hazards that do not meet Warning criteria within a designated advisory area. Advisories are generally issued for large geographical areas over an extended period.

An advisory is issued when severe conditions exist that cause significant inconvenience but do not meet warning criteria, and if caution is not exercised, it could lead to life-threatening situations. Advisories are issued for significant events that are occurring, are imminent, or have a high probability of occurrence. Advisories may lead to a watch or warning.

Watch - Severe weather is possible within a designated watch area. A watch is issued well in advance when conditions are favorable for a weather event that can threaten life and property in the watch area. A watch recommends planning, preparation, and increased awareness (i.e., being alert for changing weather, listening for further information, and thinking about what to do if the danger materializes).

Warning - Severe weather has been reported or is imminent within a designated warning area. Warnings are generally issued for smaller geographical areas over a shorter and more definite period.

A warning is issued when a weather event that can threaten life and property is imminent or already occurring in the warned area. It indicates the need to take immediate action to protect life and property. The type of hazard is reflected in the type of warning (e.g., a tornado warning or excessive heat warning). The Emergency Alert System (EAS) is activated for short-fused warnings, such as a severe thunderstorm warning.

3.17.2 DEPARTMENT OF ENERGY NUCLEAR WARNING SYSTEM

FIXED NUCLEAR FACILITY (DEPARTMENT OF ENERGY)

(1) Unusual Event

(2) Alert

(3) Site Area Emergency

(4) General Emergency

Nuclear power plant emergencies are classified into four categories, as described below. The nearest nuclear power plant to the City of Big Bear Lake is the San Onofre Nuclear Generating Station (SONGS), which has been decommissioned.

An unusual event is an event that is in process or has occurred and indicates a potential degradation of the plant's level of safety or a security threat to facility protection. No releases of radioactive material requiring offsite response or monitoring are expected unless further degradation of safety systems occurs.

The **Alert** classification is characterized by an event that is in process or has occurred and involves an actual or potential substantial degradation of the plant's safety level. It is also a security event that involves probable life-threatening risk to site personnel or damage to site equipment because of intentional malicious dedicated efforts of a hostile act. Any releases are expected to be limited to small fractions of the Environmental Protection Agency (EPA) Protective Action Guideline exposure levels.

A **Site Area Emergency** is characterized by an event that is in process or has occurred, which involves actual or likely major failures of plant functions needed for protection of the public or a security event that results in intentional damage or malicious act: (1) toward site personnel or equipment that could lead to the likely failure of or (2) that prevents effective access to equipment needed for the protection of the public. Any releases are not expected to result in exposure levels that exceed EPA Protective Action Guideline exposure levels beyond the site boundary.

A **General Emergency** classification is characterized by an event that is in process or has occurred which involves actual or imminent substantial core degradation or melting with potential for loss of containment integrity or a security event that results in an actual loss of physical control of the facility. Releases can be reasonably expected to exceed EPA Protective Action Guideline exposure levels offsite for more than the immediate site area.

3.17.3 NATIONAL TERRORISM ADVISORY SYSTEM (NTAS)

In 2011, the Department of Homeland Security (DHS) replaced the color-coded alerts of the Homeland Security Advisory System (HSAS) with the National Terrorism Advisory System (NTAS), designed to communicate information more effectively about terrorist threats by providing timely, detailed information to the American public.

National Terrorism Advisories (Bulletins and Alerts) contain actionable information about an incident involving, or a threat targeting, critical national networks, infrastructures, or key assets.

Types of Advisories:

- **Homeland Security Information Bulletins** describe current developments or general trends regarding threats of terrorism.
- **Elevated Alert** warns of a credible terrorism threat against the United States.
- **Imminent Alert** warns of a credible, specific, and impending terrorism threat against the United States.

3.18 SPECIAL NEEDS POPULATIONS

3.18.1 ACCESS AND FUNCTIONAL NEEDS POPULATIONS

According to the US Census Bureau statistics, there are 377 people in the City of Big Bear Lake under the age of 65 who identify as having a disability. This number represents 7.5% of the total population of the City of Big Bear Lake based on 2022 census data. The number of individuals with disabilities will likely increase as the city's overall population grows. The city's population of older adults is also increasing. According to the US Census Bureau statistics, there are 996 people 65 years and older in the City of Big Bear Lake. This number represents 19.8% of the total population of the City of Big Bear Lake, based on 2022 census data.

Populations with access and functional needs include those community members who may have additional requirements before, during, and after an emergency incident in functional areas, including but not limited to maintaining independence, communication, transportation, supervision, language, and medical care.

Individuals who may need additional response assistance include those who:

- Have disabilities.
- Live in institutionalized settings.
- Are elderly.
- Are children.
- Are from diverse cultures.
- Have limited English proficiency or are non-English speaking.

- Are transportation disadvantaged.

Lessons learned from past emergencies concerning people with disabilities and older adults have shown that the existing paradigm of emergency planning, implementation, and response must change to meet the needs of these groups during an emergency. These lessons show four areas that are often identified as most important to people with disabilities and older adults:

Communications and Public Information - Emergency notification systems must be accessible to ensure effective communication for people who are deaf/hard of hearing, blind/low vision, or deaf/blind.

Evacuation and Transportation - Evacuation planning must incorporate disability and older adult transportation providers to identify and move people with mobility impairments and those with transportation disadvantages.

Sheltering - Care and shelter planning must address the access and functional needs of people with disabilities and older adults to allow for sheltering in general-population shelters.

Americans with Disabilities Act - When disaster shelter facilities are activated, the City of Big Bear Lake will work with the American Red Cross and other emergency officials to ensure they accommodate the provisions of the Americans with Disabilities Act (ADA).

EOP PROVISIONS

The various parts of the Emergency Operations (EOP) and associated policies or procedures have provisions to ensure that emergency notification systems, evacuation, transportation procedures, and sheltering operations allow for accommodating persons with access and functional needs.

3.18.2 AT-RISK POPULATIONS

Another perspective is to consider the needs of people not in contact with traditional emergency service providers. These people may need help to access and use the standard resources typically offered in preparedness, response, and recovery phase and activities comfortably or safely. These populations may include, but are not limited to, individuals who are:

- Homeless

- Without radio or television
- Without access to telephones
- Visiting or temporarily residing in an impacted area
- Not familiar with available emergency response and recovery resources
- Geographically or culturally isolated

The City of Big Bear Lake Emergency Operations Plan (EOP), Parts 1-5 collectively, includes provisions in its guidelines and procedures that address the specific needs of these individuals during response and recovery. *All or parts of EOP Parts 1-5may be under development and not fully completed at the time of adoption of this plan*.

3.19 ADA/DAFN/CULTURAL COMPETENCE

Americans with Disabilities Act (ADA)

Disabilities and Access, and Functional Needs (DAFN)

3.19.1 AMERICANS WITH DISABILITIES ACT COMPLIANCE

The City of Big Bear Lake, valuing its diverse population and attending to community needs, strives to comply with the Americans with Disabilities Act (ADA). This need became evident after significant challenges surfaced following the 1989 Loma Prieta earthquake and the 1994 Northridge earthquake. The city will ensure that disaster planning, response, and recovery consider the populations highlighted in the ADA.

After disaster strikes, a response to at-risk populations will be initiated without prejudice. However, many opportunities for exclusion may surface when providing disabled persons with critical needs such as shelter and essential recovery information. The City of Big Bear Lake will rely on and coordinate with the American Red Cross to assist. According to the *1996 Statement of Operational Relationship* between the CA Department of Social Services and the American Red Cross, the Red Cross will make every effort possible to select shelter sites that are accessible for citizens with disabilities and work to include compensatory equipment in their shelter design. Furthermore, the American Red Cross will provide disabled shelter residents with appropriate literature, and through their human relations liaisons, they will ensure their clients' needs are being met per the ADA. The City of Big Bear Lake will continue to work closely with the American Red Cross, San Bernardino County Department of Aging and Adult Services, and the San Bernardino County Office of Emergency Services to ensure that other

response and recovery needs, such as food, transportation, and communication, are appropriately addressed.

Activities under this section will be overseen by the Director of Emergency Services and coordinated by the appropriate EOC Section and Branch, depending upon the activity. (e.g., Evacuation, Mass Care & Sheltering, Logistics-Facilities Management). The Building & Safety Department coordinates ADA/AFN matters during steady state times. During an EOC activation, the city will appoint an ADA/DAFN Coordinator to provide expertise and guidance on ADA matters if needed.

3.19.2 DISABILITIES AND ACCESS AND FUNCTIONAL NEEDS

Emergency preparedness and response programs must be made accessible to people with disabilities and access to functional needs (DAFN). The Americans with Disabilities Act of 1990 (ADA) requires so. Disabilities may include, but not be limited to, mobility, vision, hearing, cognitive disorders, mental illnesses, and language barriers.

Included in the city's perpetual planning efforts for those with disabilities are:

- Notification and warning procedures.
- Evacuation considerations.
- Emergency transportation issues.
- Sheltering requirements.
- Accessibility to medications, refrigeration, and backup power.
- Accessibility to mobility devices or service animals while in transit or at a shelter.
- Accessibility to information and translation services.

3.19.3 ADA/DAFN CONCEPT OF OPERATIONS

PRE-RESPONSE ACTIONS

These items represent ongoing roles and responsibilities for the city:

- Develop a general understanding of the City of Big Bear Lake DAFN populations, their distribution throughout the city, and their general needs.

- Work with city PIO to ensure methods used for alert and warning are accessible to persons with hearing, speech, and vision disabilities and non-English speaking persons.
- Work with the EOC Logistics Section (Transportation) to ensure plans are in place with public and private providers of accessible transportation to assist with the evacuation of persons with disabilities, access, and functional needs, including identification of a mechanism to track medical equipment when life safety requires separation of the equipment from the owner during evacuation.
- Assist the PIO in developing preparedness, pre-scripted emergency messages, and associated communication methods appropriate for the access and functional needs community.
- Review potential shelter sites for compliance with ADA requirements, such as access and signage, in coordination with the Care and Shelter Branch and the American Red Cross (ARC).
- Identify shelters with backup power or emergency generators for disabled people who need electricity for battery-powered wheelchairs, respirators, and other medical devices.
- Identify emergency sources for durable medical equipment (e.g., wheelchairs, walkers, and canes), personal hygiene supplies, and skilled staff (e.g., translators, health aids, and medical personnel).
- Develop procedures for assessing persons and facilities for medications, durable medical equipment, and health care (including equipment repair) needs. Nursing organizations such as home nursing associations and the Cal OES FAST (Functional Assessment Service Team) can help.
- Develop procedures for accommodating service and companion animals in shelters.

The City of Big Bear Lake Building and Safety Department coordinates ADA matters during steady state times.

The city will appoint an ADA/DAFN Coordinator to provide expertise and guidance on ADA matters during times of EOC activation if needed.

RESPONSE ACTIONS

The DAFN Coordinator leads the DAFN activities in the Care and Shelter Branch of the Operations Section in the city EOC. Since DAFN considerations are included in many aspects of emergency response, the DAFN Coordinator may coordinate with many city EOC representatives and external support agencies. The DAFN Coordinator is responsible for ensuring that DAFN are planned for and have the same services as the rest of the impacted community. In working with city EOC functions, city departments, and county agencies, coordination will take place on a variety of city and county levels including, but not limited to:

- **Aging and Adult Services** - Work to address the needs of DAFN in all aspects of the emergency response.
- **Public Health** - Work to address DAFN's needs throughout emergency operations, especially those involving public health threats.
- **Public Information Officer -** Work to provide approved messages accessible to all sectors within the DAFN population, including the hearing and sight impaired and those who require messages in a different language.
- **Mass Care and Shelter** - Work to accommodate DAFN in the shelter locations, ensuring that medical and health services are available, including access to medications, medical supplies, counseling, and translation services.
- **Behavioral Health** - To identify and address the needs of those with specific mental health issues and who are part of the Disabilities, Access, and Functional Needs population.
- **Animal Services** - Work to address the needs of service animals serving the DAFN population's evacuees. (Service animals are allowed in general population shelters and will be accommodated through coordination with the Care and Shelter Branch.)
- **Logistics Section - Transportation** - Work to address the transportation needs of the DAFN community, including the use of paratransit companies, vehicles, and equipment. The Transportation Coordinator and the DAFN Coordinator will work closely during evacuation operations.

- **Logistics Section - Supply and Acquisition** - Work to coordinate the procurement and purchasing of DAFN equipment and supplies. Much effort may be needed on DAFN transportation and care and shelter operations.

- **Volunteer and NGO Service Representatives** - Work with volunteer and NGO representatives and their organizations to address the needs of the impacted DAFN community.

Note: The **San Bernardino Office of Emergency Services** maintains a *Mass Care and Sheltering Plan* with DAFN guidance. The **California Office of Emergency Services** maintains a *FAST (Functional Assessment Service Team)* as technical advisors and operations-based support for DAFN considerations. The Functional Assessment Service Team (FAST) assists individuals with disabilities and others with access and functional needs (AFN) in general population shelter settings. FAST members are deployed when a request is made to the Emergency Operation Center (EOC) and stay until services are no longer needed.

Preparedness information on DAFN may be found here:

- https://hss.sbcounty.gov/daas/Disaster_Emergency.aspx

FAST information may be found here:

- https://www.caloes.ca.gov/office-of-the-director/policy-administration/access-functional-needs/sheltering/

POST-INCIDENT RESPONSE ACTIONS

Post-incident response actions will include initial damage assessment and continuing services for the disaster-impacted population with disabilities, access, and functional needs. Many of the services provided in the response phase must continue into the recovery phase. Organizations that provided DAFN services during the response phase may need to implement continuity plans to continue services into the recovery phase.

City recovery planning, post-disaster planning, and public information efforts should consider the following:

- Households with children should understand the school's emergency plan and how the school will keep children safe if adults from the household need shelter in other locations.

- Individuals who are deaf or hard of hearing should ensure they can receive emergency alerts and warnings in an accessible form.
- Individuals who require accessible transportation should work with their local paratransit and disability service providers to make an emergency plan.
- People who speak languages other than English may need to identify sources of alerts, warnings, and information about community plans in other languages.
- People without vehicles should know local public transportation plans and arrange for emergency transportation from transit agencies, service organizations, family, friends, neighbors, or others.
- Households with infants should plan for food and supplies for infants and nursing mothers.
- People with special dietary needs should have adequate emergency food supply to meet their needs.
- People who take medications should maintain an adequate supply and copies of their prescriptions.
- People with service animals should understand community care and shelter plans to ensure their service animals will be admitted to general population shelters with them during emergencies (as required by law). They should ensure their emergency kit supplies include food and other items for their service animal.
- People who require power for medical or other assistive devices should consider how they will maintain the use of these devices if there is a loss of power. Keep extra batteries for small devices (hearing aids, cell phones, for example) and consider obtaining and learning how to use a generator for home use and carrying a charger when away from home, especially when loss of power may jeopardize health or safety.

ACTIVITIES COORDINATION

Activities under this section will be overseen by the Director of Emergency Services/EOC Director and coordinated by the appropriate EOC Section and Branch, depending on the activity (e.g., Evacuation, Mass Care & Sheltering, or Logistics-Facilities Management).

The City of Big Bear Lake Building and Safety Department coordinates ADA matters during steady state times.

The city will appoint an ADA/DAFN Coordinator to provide expertise and guidance on ADA matters during times of EOC activation if needed.

AB 2311 AND AB 477

California Assembly Bill 2311 and Assembly Bill 477, Access and Functional Needs, have been considered in crafting the EOP and subsequent updates and revisions.

Considerations on how the population with AFN is served may include the following:

1. "Emergency communications, including integrating interpreters, translators, and assistive technology.

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

3. Emergency sheltering, including ensuring that designated shelters are compliant with the federal Americans with Disabilities Act of 1990 (42 USC Sec. 12101 et seq.) or can be made compliant through modification and that showers and bathrooms are fully accessible to all occupants (Gov. Code, § 8593.3, subd. (a)(1), (2) & (3)."

3.19.4 CULTURAL COMPETENCE

Cultural competence is generally considered the ability of an individual or entity to understand and respect values, attitudes, beliefs, and mores that differ across cultures and to consider and respond appropriately to these differences. This general definition applies to a jurisdiction or community preparedness, response, and recovery from a disaster.

When disaster strikes a community, it sometimes disproportionately affects people of various cultural backgrounds. Cultural competence will help emergency planners, responders, and leadership reduce this disparity.

During the preparedness phase and response activities coordinated by the EOC, cultural considerations to be addressed include, though are not limited to:

- Race
- Ethnicity
- Age
- Sex
- Sexual orientation
- Educational background
- Financial standing
- Professional Standing
- Disabilities
- Health
- Religious background or affiliation
- Primary language spoken

EOC responders and emergency support organizations should maintain a continuous compendium of respect, communication, understanding, and engagement in caring for those diverse populations affected by an emergency or disaster. These same considerations apply to the various individuals and organizations responding to or supporting emergency response operations.

Being and remaining culturally competent as responders and as an organization will be central to all prevention, preparedness, planning, response, recovery, and mitigation activities and efforts.

ACTIVITIES COORDINATION

Activities under this section will be overseen by the Director of Emergency Services/EOC Director and coordinated by the appropriate EOC Section and Branch, depending on the activity (e.g., Evacuation, Mass Care & Sheltering, or Logistics-Facilities Management).

SB 160

California Senate Bill 160, Cultural Competence, has been considered in crafting the EOP and subsequent updates and revisions.

Considerations on how the culturally diverse communities is served may include the following:

1. Emergency communications, including the integration of interpreters and translators.
2. Emergency evacuation and sheltering.
3. Emergency mitigation and prevention.
4. Emergency planning, including drawing on community-based values and customs and incorporating qualified representatives from diverse population groups in the community during the preparedness process.
5. Emergency preparedness, including the use of culturally appropriate resources and outreach techniques to educate and prepare community members for emergencies or disasters (Gov. Code, § 8593.3.5, subd. (a)(1), (2), (3), (4) & (5)).”

3.20 DISASTER ANIMAL CARE CONSIDERATIONS

CA Assembly Bill 781, Accessibility to emergency information and services, emergency shelters, and persons with pets, provides for the accommodation of pets at certain emergency facilities. AB 781 was signed into law on October 7, 2023, and added as Section 8593.10 of the California Government Code.

This bill requires a county to update its emergency plan to designate emergency shelters that accommodate persons with pets. It requires a city that has previously adopted an emergency plan designating emergency shelters to update its emergency plan to designate emergency shelters able to accommodate persons with pets. Upon the next update to a city or county's emergency plan, this bill further requires that whenever a city or county designates any number of emergency shelters, it also designates at least one **emergency shelter** that can accommodate persons with pets. This bill requires, upon the next update to a city or county’s emergency plan, whenever a city or county designates any number of cooling centers or warming centers, that it also, to the extent practicable, designate at least one **cooling center** or **warming center**, as applicable, that can accommodate persons with pets. The bill requires an emergency shelter designated as able to **accommodate persons with pets** to comply with safety procedures regarding the sheltering of pets referenced or established in the component of the state and local emergency plan and applicable disaster

assistance policies and procedures of the Federal Emergency Management Agency.

This bill also requires a city or county to include whether the cooling or warming center can accommodate pets whenever a city or county provides public information regarding the availability of a cooling center or warming center. This bill would require a city or county to make available to the public by posting on its internet website information for pet emergency preparedness, including, but not limited to, among other things, information for creating an evacuation plan and emergency checklist for pets consistent with recommendations publicly published by Department of Food and Agriculture and the Federal Emergency Management Agency.

The City of Big Bear Lake has not designated any disaster shelters, cooling centers, or warming centers when this plan was adopted. The City of Big Bear Lake EOC will work closely with the American Red Cross and the San Bernardino County Animal Care Division - Department of Public Health in any subsequent designation and activation of disaster shelters.

The PETS Act (Pets Evacuation and Transportation Standards Act of 2006) directs state and local emergency preparedness plans to address the needs of people with pets and service animals after a major disaster, including the rescue, care, and sheltering of animals. The needs of animals during a disaster have been incorporated into this base plan. They will be considered as additional "parts" are developed or revised, especially in emergency transportation, care, and shelter activities.

The City of Big Bear Lake EOC will work closely with the San Bernardino County Animal Care Division - Department of Public Health during EOC activations in the preparedness and pre-event planning phases and the response phase.

3.21 RECOVERY OPERATIONS

3.21.1 RECOVERY OVERVIEW

Recovery overview: The recovery phase of an emergency or disaster is focused on restoring a community to its pre-disaster condition and establishing a state of normalcy. The specific approach to recovery operations following a disaster will depend on the incident's location, type, magnitude, and effects.

Transition to recovery: While the immediate lifesaving activities are occurring, emergency managers are simultaneously assessing how soon the response phase can transition to recovery. Response phase operations will gradually shift to assisting individuals, households, businesses, and non-governmental organizations in meeting basic human needs and returning impacted people to self-sufficiency.

Short-term recovery: Short-term recovery operations begin concurrently with or shortly after the commencement of response operations. Although referred to as "short-term" recovery, these activities may last for weeks. Short-term recovery includes actions required to:

- Stabilize the situation.
- Restore services.
- Implement critical infrastructure recovery plans to maintain operations during emergencies and the recovery phase.
- Commence the planning for the restoration of the community, including economic functions.

Mid-term recovery: In the days and weeks following a disaster event, recovery activities will focus on restoring community lifelines and services, access to food and fuel, and the transitioning of mass care operations into transitional assistance activities. Mid-term recovery activities focus on the following priorities.

- Survivor care includes housing, medical, emotional, behavioral, legal, and financial support.
- Survivor reunification to reunite displaced persons with family networks.
- Restoring community lifelines, including safety and security; food, water, and shelter; health and medical; energy (power & fuel); communication, transportation, and hazardous materials.
- Debris management on public and private property.
- Damage and safety inspection of homes, businesses, schools, and infrastructure.

Long-term recovery: Long-term recovery continues the mid-term recovery actions but focuses on community restoration. Long-term recovery may continue for months or years, depending on the severity and extent of the damage sustained.

Given the inevitable changes resulting from a major disaster, these activities include those necessary to restore a community to normalcy. Long-term recovery activities require significant planning to maximize opportunities and mitigate risks after a major incident and may include the following:

- Reconstruction of facilities and infrastructure, including the technology systems and services necessary to restore all operations functions.
- Community planning, including the development of long-term housing plans.
- Implementation of waivers, zoning changes, and other land use legislation to promote recovery.
- Assistance to displaced families includes financial support and social and health services.
- Restoration of the local economic system.
- Integration of mitigation strategies into recovery efforts.
- Documentation of eligible disaster-related costs for reimbursement through.

3.21.2 RECOVERY ORGANIZATION

Individuals and households: Individuals and households will try to stabilize their circumstances by seeking adequate shelter, assessing damage to their property, resuming work and other regular activities, applying for federal assistance, and obtaining insurance proceeds.

The private sector: The private sector engages in activities necessary to resume business operations, including assessing damage, implementing continuity of business plans, caring for employees, shifting operations to temporary facilities or other locations, applying for federal assistance, and obtaining insurance proceeds. In coordination with the City and non-governmental organizations (NGOs), businesses may also play a key role in donating goods and services for community recovery.

Non-government organizations: NGOs and community-based organizations, such as the American Red Cross and the Salvation Army, will support individuals and households displaced by a disaster and work with governmental organizations to support the transition from care and shelter operations to interim housing arrangements. Community organizations that are active before a disaster may

expand their services to meet increased needs. Such groups include churches, neighborhood health clinics, and food distribution agencies. NGOs and community-based organizations may provide a wide range of services such as donations management, emergency food, clothing, shelter, and housing reconstruction support. They may provide these services independently or in coordination with federal, state, and local efforts.

Local government actions: Local governments, including counties and cities, organize recovery operations according to their priorities and business mechanisms. These organizations may work with neighboring jurisdictions to share resources or address common problems. Regional entities may also play a role in setting priorities and obtaining resources for recovery within their respective areas of authority.

These organizations, particularly the City of Big Bear Lake, may undertake the following actions to stimulate recovery within their respective communities:

- Conduct damage and safety assessment.
- Assess the housing situation, identify potential solutions, and request support.
- Assess damage to public facilities and initiate repairs.
- Assess damage to private property and issue permits for repairs and demolition.
- Remove debris.
- Open transportation routes.
- Restore services such as power, water, sewer, and transportation.
- Activate Local Assistance Centers to assist individuals and households.
- Document disaster-related costs for reimbursement through state and federal grant programs.
- Work with states and federal officials to assess damage, identify needs, and secure financial assistance.
- Resume governmental functions. Begin planning for sustained long-term community recovery.
- Enact appropriate zoning variances to accommodate business and commercial repairs.

- Assist with the identification of temporary housing and business space.

City of Big Bear Lake EOC: Both short-term and long-term recovery activities will be coordinated by the city EOC. Certain recovery efforts and functions may be carried out in other facilities, including Department Operations Centers and Local Assistance Centers. The recovery organization will include functions added to the existing EOC response organization.

State government actions: When a State of Emergency is proclaimed in the impacted counties, the California Office of Emergency Services (CalOES) will lead California's recovery operations and coordinate assistance provided by other state agencies and the federal government. When federal assistance is required, CalOES will work with the Federal Emergency Management Agency (FEMA) and other federal agencies to ensure the effective delivery of services.

State Coordinating Officer: The Governor appoints a State Coordinating Officer (SCO) to coordinate the state's requests for federal assistance.

Federal Coordinating Officer: In accordance with the Stafford Act, the President appoints a Federal Coordinating Officer (FCO) to manage federal operations and coordinate recovery programs.

Local Assistance Centers: A Local Assistance Center (LAC), which provides social services and financial support to individuals, businesses, and non-governmental organizations, may be established where services for disaster survivors can be centralized. LACs are staffed with representatives of local, state, and non-governmental agencies (NGOs) and provide a convenient "one-stop shop" for disaster survivors who can access recovery assistance and referrals to other programs and assistance that may not be represented. LACs may also host representatives of organizations that provide different services, such as the U.S. Postal Service, building officials, utilities, non-governmental organizations, school districts, and property tax officials who can help survivors begin the recovery process. Federal agencies may also assign representatives to provide information regarding federal disaster assistance programs. A LAC will be established as close to the affected neighborhood or community as possible, as it is safe and practical.

FEMA Disaster Recovery Centers: FEMA may establish Disaster Recovery Centers (DRCs) to centralize public outreach operations for federal agencies and their respective assistance programs and to supplement LAC operations. California

Office of Emergency Services (Cal OES), Federal Emergency Management Agency (FEMA), and the local jurisdiction(s) coordinate the locations of LACs and DRCs to best meet the needs of the communities affected by the disaster.

FEMA-State transition to the Joint Field Office: As resources and conditions allow, Cal OES and FEMA may establish a Joint Field Office (JFO) to manage and coordinate recovery operations. Generally, all Emergency Support Functions (ESFs) that support federal response and recovery efforts operate from the JFO once it is activated. Cal OES and other state agencies deploy staff to the JFO to ensure effective coordination with federal counterparts as part of the joint state-federal operation.

FEMA-State JFO operations: State and federal officials will coordinate directly with other state agencies, other states, and FEMA to provide recovery resources requested by local governments. Under the direction of the SCO, Cal OES will implement Stafford Act assistance programs with FEMA and coordinate the implementation of long-term recovery operations.

Cal OES is responsible for:

- Requesting federal assistance.
- Setting priorities for federal assistance in conjunction with local government requirements.
- Ensuring effective implementation of assistance programs.
- Managing grants under the Public Assistance Program.
- Coordinating with state agencies that are responsible for managing grant programs.

State agency assistance: Other state agencies may support local governments under their respective authorities or other state or federal recovery programs. These state agencies coordinate their activities with Cal OES but may direct operations from their Department Operations Centers.

3.21.3 RECOVERY DAMAGE ASSESSMENT

Recovery Damage Assessment serves several distinct, though interdependent purposes. As such, the damage assessment process occurs in steps that run concurrently.

The **first step** involves a **rapid damage assessment**, often called a window survey, conducted by emergency responders, critical facility operators, utility providers, and essential service providers. This component of the overall damage assessment process focuses on gaining situational awareness to apply scarce resources to saving lives, protecting property, and limiting environmental harm.

The **second step** involves conducting a **rapid needs assessment** of the affected community. The needs assessment focuses on identifying critical community needs, such as water, food, electricity, mutual aid resources, care and shelter requirements, specialized equipment, and sanitation.

The **third step** is to conduct a **preliminary damage estimate**, which focuses on placing monetary estimates for debris management, emergency protective actions (firefighting, policing.), road repair, and repair to water control infrastructure, government buildings and facilities, public utilities, private dwellings, and businesses.

3.21.4 RECOVERY DOCUMENTATION

Recovery Documentation focuses on documenting damage, response costs, and identifying mitigation or preventative opportunities.

Sequential steps to achieve recovery documentation include:

1. Identification of immediate needs such as feeding, sheltering, etc.
2. Identification of housing needs both short-term and long-term.
3. Safety Assessment of both residential and commercial structures.
4. Assessment of critical infrastructure such as hospitals and fire stations.
5. Evaluation of essential services and systems such as power grids and cellular systems.
6. Assessment of public infrastructure such as municipal buildings and utilities.
7. Costs will be documented and generally identified as Response Costs or Damage Costs.

8. Response costs and damage estimates will be documented using San Bernardino County, Cal OES, FEMA format and forms, or other appropriate state or federal agencies.

9. The EOC Planning and Intelligence Section, in coordination with the Operations Section and Finance and Administration Section, calculates and organizes damage reporting.

10. The EOC Finance and Administration Section calculates and organizes cost and cost-recovery reporting.

3.21.5 RECOVERY AFTER-ACTION REPORTS

Recovery After-Action reporting focuses on documenting lessons learned and potential corrective actions. EOC activations often require an After-Action/ Corrective-Action Report (AAR/CAR). The AAR/CAR is an internal controlled document. Consistent with § 2450 (a) of the SEMS Regulations, "*Any city, city and county, or county declaring a local emergency for which the Governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after-action report to Cal OES within ninety (90) days of the close of the incident period as specified in the California Code of Regulations, section 2900(j)*." The City of Big Bear Lake Director of Emergency Services will cause for the development and transmittal of an After-Action Report to Cal OES consistent with the California Code of Regulations. After-Action Reports are to be submitted to Cal OES via Cal EOC (Web EOC) within 90 days of the incident's close. https://caleoc.caloes.ca.gov/eoc7/default.aspx

3.21.6 RECOVERY DISASTER ASSISTANCE

Recovery Disaster Assistance assists individuals, businesses, non-governmental organizations, and governments in rebuilding and recovering following a disaster. Recovery assistance comes from a wide array of organizations for specific purposes. For the Emergency Operations Plan (EOP), disaster assistance is organized into Individual Assistance and Public Assistance.

I. INDIVIDUAL ASSISTANCE

Non-governmental organizations assistance: Many non-governmental agencies (NGOs), such as the American Red Cross and the Salvation Army, provide recovery assistance to individuals, families, and community organizations. This assistance may include shelter, food, clothing, or housing reconstruction.

State assistance: The state does not have the authority to offer financial assistance to private-sector disaster victims under the California Disaster Assistance Act (CDAA). However, the California Office of Emergency Services (Cal OES) coordinates with federal, state, local, and NGOs to provide other types of recovery assistance to individuals, households, businesses, and the agricultural community. Under the Welfare and Institutions Code, the California Department of Social Services (CDSS) is authorized to assist those who receive the maximum grant under the Federal Individuals and Households Program (IHP) and still have eligible losses as identified by the Federal Emergency Management Agency (FEMA) inspector.

The state also has a variety of other programs and services to assist individuals, businesses, and farmers in recovering from a disaster.

FEMA assistance: Under the Robert T. Stafford Disaster Relief and Emergency Assistant Act of 1988 (PL 100-707); amended Disaster Relief Act of 1974 (PL 93-288). This Act constitutes the statutory authority for most federal disaster response activities, especially those that pertain to FEMA and FEMA programs.

FEMA provides a wide range of programs for individuals and households. This assistance includes:

- Housing Assistance: The IHP provides financial and direct assistance to eligible homeowners and renters displaced from their pre-disaster primary residence.
- Other Needs Assistance*:* The IHP provides financial assistance for uninsured disaster-related necessary expenses and serious needs, including personal property, medical, dental, and transportation expenses.
- Additional Programs: Other Stafford Act Programs that may be made available due to a major disaster declaration include crisis counseling, disaster unemployment assistance, and legal services.

Low-interest loans: The U.S. Small Business Administration (SBA) provides low-interest disaster loans to homeowners, renters, businesses, and private non-profit organizations in declared disaster areas. Loans for uninsured physical damage to homes, businesses, and other properties or economic losses may be made. Following presidential disaster declarations, SBA implemented its program with FEMA's Individual Assistance (IA) Stafford Act programs. When a Presidential

disaster declaration is not viable or warranted or does not include IA due to the scope of the disaster, it may be appropriate for the California Office of Emergency Services (Cal OES) to coordinate requests for SBA assistance since this can be done independently of a FEMA declaration. To pursue SBA assistance, the damage incurred by the community must meet certain minimum thresholds.

Agricultural assistance: The US Department of Agriculture (USDA) provides low-interest loans to farmers, ranchers, and aqua-culturists for physical or crop production losses in areas designated a disaster by the Secretary of Agriculture. This designation may also follow a Presidential disaster declaration. As a result, the SBA may also provide economic injury disaster loans to small non-farm businesses, small agricultural cooperatives, and most private non-profit organizations of any size.

II. PUBLIC ASSISTANCE

State assistance: The California Disaster Assistance Act (CDAA) authorizes the State to provide financial assistance for costs incurred by local governments due to a disaster. CDAA assistance may be implemented when local resources are exceeded, but the President does not declare an emergency or major disaster under the Stafford Act. The State's share of work eligible under CDAA is no more than 75% of total state-eligible costs. However, funding may vary depending on the disaster type at the Legislature's discretion.

There are two levels of CDAA assistance:

- Secretary's Concurrence*:* Under CDAA, the CalOES Director may concur with a local government request for state assistance independently of a Governor's Proclamation of a State of Emergency. A Director's Concurrence is limited to eligible permanent repair work. Generally, a 75%/25% cost share between state and local governments applies.
- During a State of Emergency*:* When the Governor proclaims a State of Emergency, emergency and permanent work are eligible for assistance. Again, a 75%/25% cost share between state and local governments applies.

Federal assistance: Under a declaration of emergency or major disaster, the President may designate certain counties in the affected areas as eligible for Public Assistance (PA). FEMA manages the Major Public Assistance programs available under the Stafford Act.

FEMA Public Assistance Grant Program*:* The Federal Emergency Management Agency (FEMA) provides state agencies, local governments, and certain private non-profit entities with federal grants to cover eligible disaster recovery work on a cost-share basis. Per the Stafford Act, the federal cost share is 75%. The State of California shares the remaining cost with the applicant. Costs are categorized into Emergency Work and Permanent Work.

Eligible costs must be associated with:

Emergency Work

- Debris removal (Category A)
- Emergency protective measures. Emergency work necessary to save lives, protect public health and safety, and protect property. (Category B)

Permanent Work (restoration of)

- Roads/bridges (Category C)
- Water control facilities (Category D)
- Buildings/equipment (Category E)
- Utilities (Category F)
- Parks, recreational, and other facilities (Category G)

Non-Stafford Act programs: The federal government provides recovery assistance through authorities and programs outside the Stafford Act. These programs may be implemented with Stafford Act programs under a disaster declaration or separately. Depending on the program, the agencies assist recipients directly or through another state agency besides Cal OES. Examples include:

- Federal Highway Administration*:* Under the Emergency Relief Program, the Federal Highway Administration (FHWA) provides assistance to the Department of Transportation (Caltrans) and local governments for damage to roads, bridges, and other facilities on the federal-aid system. Caltrans implements this program on behalf of FHWA.
- Natural Resources Conservation Service*:* Under the Emergency Watershed Protection Program, the Natural Resources Conservation Service (NRCS) provides assistance to state agencies and local governments for emergency work necessary to protect life, property, and public health and safety in watersheds damaged by a disaster, such as a wildfire or flood.

- US Army Corps of Engineers**:** Under the Rehabilitation and Inspection Program, the United States Army Corps of Engineers (USACE) assists in flood fighting, emergency repairs, and repairs to damaged facilities. The USACE provides this assistance for levees and other flood control works that meet pre-disaster program participation criteria.
- US Department of Housing and Urban Development*: The* United States Department of Housing and Urban Development's (HUD) Community Development Block Grants may be requested by state and local governments for a wide range of recovery purposes.
- Congressional Appropriations*:* The US Congress may make disaster-specific appropriations that allow federal agencies to provide assistance beyond existing authorities and programs. State coordination of this assistance depends on the nature of the appropriation and the federal agency charged with its implementation.

3.22 CITY DEPARTMENT PARTICIPATION

City department participation during all phases of the emergency management cycle ensures the Emergency Operations Plan (EOP) reflects the current policies, organizational structures, and methodologies utilized by the City of Big Bear Lake response and support organizations.

The City of Big Bear Lake City Manager's Office has delegated the responsibility for coordinating overall planning under the EOP, including reviewing, and revising the plan, related annexes, and supporting operational procedures, to the Public Works Department. Lead departments are responsible for taking the lead in preparing input and supporting the maintenance of their specific Emergency Support Function (ESF) to the EOP.

Lead and Support departments are responsible for planning and coordinating the delivery of emergency assistance. Lead departments are responsible for leading and managing an Emergency Support Function (ESF), while Support departments support a Lead department in executing an ESF. All departments will contribute to developing supporting material for the EOP, including annexes and supplements describing specific policies and procedures for emergency operations.

The preparedness of departments, organizations, agencies, and units is demonstrated by their capabilities to deliver emergency response assistance. The Federal Emergency Management Agency (FEMA) measures the development and

maintenance of capability through a concept spanning 32 Core Capabilities across 5 Mission Areas.

More information on the Core Capabilities may be found at https://www.fema.gov/core-capabilities

THIS SECTION IS INTENTIONALLY LEFT BLANK

4.0 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

4.1 GENERAL OVERVIEW OF EMERGENCY RESPONSIBILITIES

All departments and employees have a role during emergency response and recovery operations. Additionally, all city employees are considered Disaster Service Workers (DSW), per CA Government Code Title I, Section 3100, and may be pressed into service during proclaimed or declared disasters.

The City of Big Bear Lake's emergency operations, organizational structure, and support functions are organized according to the concepts and principles of the California Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

4.2 DIRECTOR OF EMERGENCY SERVICES

The **City Manager** is the **Director of Emergency Services**, having jurisdiction and full authority over the City's response and recovery to extraordinary emergencies and disasters. The Assistant City Manager is the Assistant Director of Emergency Services, and the Deputy City Manager is the Deputy Director of Emergency Services. Alternates may be assigned by the Director or the Assistant Director of Emergency Services.

4.3 CITY COUNCIL

The **Mayor** and **City Council** may promulgate orders and regulations necessary to protect life and property, including orders and regulations imposing a curfew within designated boundaries where necessary to preserve public order and safety, orders against price fixing, and all other orders necessary to protect lives and property. Members of the City Council serve as liaisons to their respective districts and constituents regarding the city's response and recovery efforts during and following a disaster. They also serve to liaise with county, state, and federal elected officials.

4.4 ELECTED OFFICIALS

Elected officials, including City Council members, play a non-operational, supportive role during disasters. During an active disaster response, elected officials best serve the public by supporting—rather than directing—trained emergency personnel and EOC staff. Their role is non-operational, focused on

maintaining public confidence and enabling responders to stabilize the situation without interference. Strategic decisions by elected officials may follow once the incident is under control. The immediate priority remains rapid, coordinated action by emergency professionals.

4.5 DISASTER COUNCIL

The **City Disaster Council** plays a key role in emergency preparedness. Its main responsibility is to develop and recommend emergency plans, mutual aid agreements, and supporting policies for city leadership to consider. These efforts help ensure the city is ready to respond effectively during disasters.

The council meets when called by the chairman or, if unavailable, by the vice chairman. Disaster Council Members Include:

- The Mayor (Chairman)
- The Mayor Pro Tem (Vice Chairman)
- Emergency service chiefs listed in the city's current emergency plan

The Disaster Council is created and described in the city's Municipal Code §2.24.030.

4.6 EOC POLICY GROUP

The **EOC Policy Group** plays a key role in disaster response. When convened, the EOC Policy Group serves to proclaim and ratify a local emergency, approve emergency orders, and render emergency policies. During an emergency or disaster, the EOC Policy Group serves to support the EOC Director by proclaiming or ratifying a local emergency, establishing executive-level policies to guide response efforts, and by receiving briefings from the Emergency Operations Center (EOC) Director. They also play a key role in sharing critical updates with departments, partner agencies, and stakeholders. In coordination with the Public Information Officer (PIO), they may host and accompany VIPs and government officials on site visits to affected areas.

EOC Policy Group Members include:

- City Executive Leadership Team
- One City Council Member appointed by the Mayor

4.7 CITY EMERGENCY ORGANIZATION

The **City Emergency Organization** constitutes the operational forces necessary to meet the conditions of a local emergency. All officers and employees of the 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 pressed into service, be charged with duties incident to the protection of life and property in the City during an emergency, constitute the City of Big Bear Lake Emergency Organization.

The City Emergency Organization is defined in City of Big Bear Lake Municipal Code Chapter 2.24.070.

4.8 DISASTER SERVICE WORKER

A **Disaster Service Worker** is any person registered with a disaster council, the California Office of Emergency Services, or a state agency granted authority to register disaster service workers to engage in disaster service work pursuant to the California Emergency Services Act without pay or other consideration. Disaster Service Workers include public employees and any unregistered persons pressed into service during a state of war emergency, a state of emergency, or a local emergency by a person having authority to command the aid of citizens in the execution of his or her duties. All City of Big Bear Lake employees, full-time and part-time, are Disaster Service Workers consistent with CA Government Code Title I, Section 3100.

Municipal Code Chapter 2.24.070 further defines Disaster Service Workers.

4.9 FIRST RESPONSE DEPARTMENTS

First Response Departments are operational departments or agencies with primary jurisdictional authority or responsibility for responding to and recovering from extraordinary emergencies and disasters.

First Response Departments include:

- City of Big Bear Lake Public Works Department

While not departments of the City of Big Bear Lake, the following external agencies are considered first response agencies:

- Big Bear Lake Fire Authority

- San Bernardino County Sheriff's Department

First Response Departments are responsible for developing policies, procedures, guidance, and resources to enable them to execute their responsibilities in the EOP.

4.10 LEAD DEPARTMENTS

Lead Departments or agencies are designated as the primary organizations responsible for executing an Emergency Support Function (ESF) based on their authorities, resources, or capabilities in the functional area. Departments may serve in one or more Lead, Support, or Coordinating roles regarding ESFs.

Lead City Departments (leading one or more ESF) include:

- City Manager's Office
- Management Services
- Finance/Treasury Services
- Public Works/Engineering
- Community Development

External agencies and organizations (leading one or more ESF) include:

- Big Bear Lake Fire Authority
- San Bernardino County Department of Public Health
- San Bernardino County Sheriff's Department
- San Bernardino County Animal Care

NOTE: External agencies and organizations are deemed Lead generally due to jurisdictional authority or contractual agreement.

Lead departments or organizations are responsible for developing policies, procedures, guidance, and resources to enable them to execute their responsibilities in the EOP.

4.11 SUPPORT DEPARTMENTS

Support Departments are those designated as responsible for supporting Lead Departments in executing a Lead Department's emergency support function. They

are designated based on their capabilities and capacities to support a Lead Department's emergency function mission.

All city departments are considered Support Departments in the Emergency Operations Plan (EOP) context.

Support Departments are responsible for developing policies, procedures, guidance, and resources to enable them to execute their responsibilities in the EOP.

4.12 COORDINATING DEPARTMENTS

Coordinating Departments are those responsible for coordinating an Emergency Support Function (ESF) for which no specific City department has jurisdictional authority. Coordination occurs with an outside organization having jurisdictional or contractual authority over the ESF. Public Health is an example of an ESF for which no city department has specific authority or capability. This ESF requires outside coordination with the San Bernardino County Department of Public Health.

Coordinating Departments include:

- City Manager's Office
    - Coordinates for public health services.
    - Coordinates for animal care services.
    - Coordinates for emergency food and water distribution.
    - Coordinates for military support.
- Public Works/Engineering Department
    - Coordinates mass care and sheltering.
    - Coordinates energy and utilities.

Coordinating Departments are responsible for developing all policies, procedures, or guidance to enable them to execute their responsibilities in the EOP.

4.13 DEPARTMENT OPERATIONS CENTER (DOC)

Department Operations Center (DOC) is the location from which centralized departmental emergency management is performed. First Response Departments maintain primary and alternate DOC capabilities. Lead Departments are

encouraged to maintain primary and alternate DOC capabilities. DOCs serve a supporting role in the city EOC.

The following city departments maintain Department Operations Centers:

- City of Big Bear Lake Public Works Department

4.14 EMERGENCY OPERATIONS CENTER (EOC)

Emergency Operations Center (EOC) is the location from which centralized city emergency management is performed. The City of Big Bear Lake maintains primary and alternate EOC capabilities. Locations for both facilities are identified in Section 7.1.4 of this plan.

4.15 DEPARTMENT RESPONSIBILITIES

Department Responsibilities: All departments, non-governmental organizations, and volunteer organizations comprising the city Emergency Organization are grouped into 28 Emergency Support Functions (ESF) to coordinate and complete assigned missions. These functions represent specific response and recovery activities that are cross-cutting and common to all disasters. Each Emergency Support Function comprises one Lead Department or agency serving as the primary tasked organization and one or more Support Departments, agencies, or organizations providing operational, logistical, or technical support.

ESFs, which are not a typical capability of the City of Big Bear Lake, are identified as having a Coordinating Department instead of a Lead Department. An example is the Health and Medical ESF, in which the San Bernardino County Department of Public Health serves as the Lead agency, and the City of Big Bear Lake City Manager's Office as the internal city Coordinating Department. Coordinating departments should establish communications with Lead agencies or organizations in the preparedness phase and before a disaster.

Lead, Support, and Coordinating Departments should develop SOPs, SOGs, policies, or enabling documents required to execute Emergency Support Functions. Lead, Support, and Coordinating Departments should also develop and conduct any training and exercises needed to perform Emergency Support Functions.

4.16 EMERGENCY SUPPORT FUNCTION (ESF) OVERVIEW

Emergency Support Function Overview: The Federal Emergency Management Agency (FEMA) developed the ESF concept in the late 1980s to address the potential management concerns that would be necessary to coordinate a federal response to a catastrophic earthquake in California. FEMA subsequently implemented the ESF concept in developing its original National Response Plan and subsequent National Response Framework.

The 2009 State of California Emergency Plan established the California Emergency Support Functions (CA-ESF). The ESFs are 18 primary disciplines or activities essential to addressing the emergency management needs of communities in all phases of emergency management. The ESFs are designed to bring together discipline-specific stakeholders at all levels of government to collaborate and function within the four phases of emergency management. Local governments and Operational Areas are only required to implement the ESF concept if they choose to do so. Instead, they may organize in a manner consistent with local resources and SEMS regulations and guidelines.

The City of Big Bear Lake uses the ESF concept.

The City of Big Bear Lake should be prepared to respond quickly and effectively on a 24-hour basis to developing emergency events. When a threat or potential threat is first detected, the city Emergency Operations Center (EOC) is activated to a level appropriate to the event's magnitude and complexity. The city's response effort is then initiated through the city Emergency Organization, which comprises designated Emergency Support Function (ESF) Coordinators from tasked City departments, non-governmental organizations, and volunteer organizations. These ESF Coordinators are authorized to assign resources of their department or organization to carry out response and recovery mission assignments.

The **County of San Bernardino**'s use of ESFs aligns with the state's 18 ESFs. The **City of Big Bear Lake** has further broken down emergency support functions into sub-level functions, resulting in 28 ESFs. However, not all 28 ESFs are led by the city. Many are led by external organizations that have jurisdictional authority over the emergency support function.

4.17 EMERGENCY SUPPORT FUNCTION CROSSWALK

4.17.1 CITY EMERGENCY SUPPORT FUNCTION CROSSWALK

The **Emergency Support Functions** for the City of Big Bear Lake have been coordinated with those used by the California Office of Emergency Services (Cal OES) and the Federal Emergency Management Agency (FEMA). In doing so, the ESFs are modified to meet the City of Big Bear Lake's unique emergency management roles and capabilities. Additional ESFs were added for the City of Big Bear Lake, while others were broken down into subcomponents, resulting in a bifurcation of certain ESFs. ESF Crosswalks are found in **Table 4.17.1** below and the Big Bear ESF Matrix is found in **Table 4.22**.

It merits reiteration that the City of Big Bear Lake receives services from several external agencies and organizations and may not possess the internal tactical capabilities for certain ESFs. In these circumstances, the city coordinates with the lead external agency or organization.

Table 4.17.1

City of Big Bear Lake ESF	CA ESF	Federal ESF
ESF-1 Transportation	ESF-1 Transportation	ESF-1 Transportation
ESF-2 Communications	ESF-2 Communications	ESF-2 Communications
ESF-3 Public Works & Engineering	ESF-3 Construction and Engineering	ESF-3 Public Works & Engineering
ESF-4 Firefighting & Rescue	ESF-4 Fire and Rescue	ESF-4 Firefighting
ESF-5 Emergency Management	ESF-5 Management	ESF-5 Information and Planning
ESF-6 Mass Care and Sheltering	ESF-6 Care and Shelter	ESF-6 Mass Care, Emergency Assistance, Housing, and Human Services
ESF-7 Resource Support	ESF-7 Resources	ESF-7 Logistics Management and Resource Support

ESF-8 **Medical & Health**	ESF-8 Public Health and Medical	ESF-8 Public Health and Medical Services
ESF-9 **Urban Search & Rescue**	ESF-9 Search and Rescue	ESF-9 Search and Rescue
ESF-10 **Hazardous Materials**	ESF-10 Hazardous Materials	ESF-10 Oil and Hazardous Materials Response
ESF-11 **Animal Care & Welfare**	ESF-11 Food and Agriculture	ESF-11 Agriculture and Natural Resources
ESF-12 **Energy & Utilities**	ESF-12 Utilities	ESF-12 Energy
ESF-13 **Law Enforcement & Security**	ESF-13 Law Enforcement	ESF-13 Public Safety and Security
ESF-14 **Long-Term Community Recovery**	ESF-14 Recovery	ESF-14 Cross-Sector Business and Infrastructure
ESF-15 **Emergency Public Information and External Affairs**	ESF-15 Public Information	ESF-15 External Affairs
ESF-16 **Evacuation, Movement, & Re-Entry**	ESF-16 Evacuation	N/A
ESF-17 **Volunteer Management**	ESF-17 Volunteer and Donations Management	N/A
ESF-18 **Donations Management**	ESF-17 Volunteer and Donations Management	N/A
ESF-19 **Alert & Warning**	N/A	N/A
ESF-20 **Direction & Control**	N/A	N/A
ESF-21 **Damage Assessment &**	N/A	N/A

Inspection		
ESF-22 **Food & Water Distribution**	N/A	N/A
ESF-23 **Route Recovery**	N/A	N/A
ESF-24 **Debris Management**	N/A	N/A
ESF-25 **Disaster Cost Recovery**	N/A	N/A
ESF-26 **Information & Planning**	N/A	N/A
ESF-27 **Special Populations**	N/A	N/A
ESF-28 **Military Support**	N/A	N/A

4.17.2 COUNTY EMERGENCY SUPPORT FUNCTION CROSSWALK

San Bernardino County has identified the county department(s) with the closest similarities to the state's lead agency for each of the 18 state ESFs. This is shown in **Table 4.17.2** on the following two pages**.**

THIS SECTION IS INTENTIONALLY LEFT BLANK

Table 4.17.2

CA-ESF Title	Definition	County Lead Agency	State Lead Agency
ESF 1 Transportation	Assists in the management of transportation systems and infrastructure during domestic threats or in response to incidents.	County Public Works: Transportation	California Transportation Agency
ESF 2 Communications	Provide resources, support, and restoration of government emergency communications, including voice and data.	County Information Services	California Governor's Office of Emergency Services
ESF 3 Construction and Engineering	Organizes the capabilities and resources of the government to facilitate the delivery of services, technical assistance, engineering expertise, construction management, and other support to local jurisdictions.	County Public Works: Construction/Engineering Facilities Mgmt. Land Use Services	California Government Operations Agency
ESF 4 Fire and Rescue	Monitors the status of fire mutual aid activities. Coordinates support activities related to the detection and suppression of urban, rural, and wildland fires and emergency incident scene rescue activities and provide personnel, equipment, and supplies to support local jurisdictions.	County Fire: Suppression	California Governor's Office of Emergency Services
ESF 5 Management	Coordinates and resolves issues among the ESFs in the four phases of emergency management to ensure consistency in the development and maintenance of the EOP annexes. During emergencies, serves in an advisory capacity to the EOC Director.	Office of Emergency Services	California Governor's Office of Emergency Services
ESF 6 Care and Shelter	Coordinates actions to assist responsible jurisdictions to meet the needs of victims displaced during an incident including food assistance, clothing, non-medical care and sheltering, family reunification, and victim recovery.	County Human Services Office of Emergency Services	California Health and Human Services Agency
ESF 7 Resources	Coordinates plans and activities to locate, procure, and pre-position resources to support emergency operations.	County Purchasing	California Government Operations Agency
ESF 8 Public Health and Medical	Coordinates Public Health, Environmental Health, and Emergency Medical Services activities in support of local jurisdiction resource needs for preparedness, response, recovery, and mitigation from emergencies and disasters.	County Public Health ICEMA	California Health and Human Services Agency
ESF 9 Search and Rescue	Supports and coordinates response of personnel and equipment to search for and rescue missing or trapped persons that may involve criminal acts and water rescues.	County Fire County Sheriff/Coroner	California Governor's Office of Emergency Services

CA-ESF Title	Definition	County Lead Agency	State Lead Agency
ESF 10 Hazardous Materials	Coordinates resources and supports the responsible jurisdictions to prepare for, prevent, minimize, assess, mitigate, respond to, and recover from a threat to the public or environment by actual or potential hazardous materials releases, including oil spills.	County Fire: HazMat	California Environmental Protection Agency
ESF 11 Food and Agriculture	Supports the responsible jurisdiction and coordinates activities during and immediately following a disaster, affecting the agriculture and food industry, and supports the recovery of impacted industries and resources post disaster.	County Agriculture Weights and Measures	California Department of Food and Agriculture
ESF 12 Utilities	Provide resources and support to responsible jurisdictions and in partnership with the private sector to restore gas, electric, water, wastewater and telecommunications.	County Public Works County Special Districts	California Natural Resources Agency
ESF 13 Law Enforcement	Coordinates law enforcement personnel and equipment to support responsible law enforcement agencies, coroner activities, Wilderness Search and Rescue, and public safety in accordance with Law Enforcement and Coroner's Mutual Aid Plans.	County Sheriff/Coroner	California Governor's Office of Emergency Services
ESF 14 Recovery	Supports and enables economic recovery of communities from long-term consequences of extraordinary emergencies and disasters.	***TBD***	California Governor's Office of Emergency Services
ESF 15 Public Information	Supports the accurate, coordinated, timely, and accessible information to affected audiences, including governments, media, the private sector, and the local populace, including the special needs population.	CAO Public Information County Fire Public Information County Sheriff/Coroner PIO	California Governor's Office of Emergency Services
ESF 16 Evacuation	Supports the safe evacuation of persons, domestic animals and livestock from hazardous areas.	County Sheriff/Coroner Transit Agencies Animal Control	N/A
ESF 17 Volunteer and Donations Management	Supports responsible jurisdictions in ensuring the most efficient and effective use of affiliated and unaffiliated volunteers and organizations and monetary and in-kind donated resources.	Office of Emergency Services	California Volunteers
ESF 18 Cybersecurity	Coordinates resources to prepare, mitigate, respond to, and recover from a significant cybersecurity event.	Office of Emergency Services County Information Services Department	California Governor's Office of Emergency Services

4.18 EMERGENCY FUNCTION DESCRIPTIONS

ESF 1-TRANSPORTATION

Lead Department or Agency: **Public Works/Engineering Department (LEAD)**

Responsible for coordinating transportation support to departments, non-governmental organizations, and voluntary organizations. Transportation support includes the following:

(1) Performance and assisting with evacuation and re-entry.

(2) Processing transportation assistance requests and tasks received in the EOC.

(3) Prioritizing and arranging resources for the transportation of people, materials, and services.

(4) Performing all necessary actions to assist with recovery operations.

ESF 2-COMMUNICATIONS

Lead Department or Agency: **Public Works/Engineering Department (LEAD)** – radios

Management Services/Information Technology (SUPPORT) – network and telecom

Responsible for coordinating actions to provide required communications (2-way radios) and telecommunications (computer and telephone systems) support to disaster response personnel. Actions may include acquiring, deploying, activating, and maintaining emergency communications systems and equipment.

ESF 3-PUBLIC WORKS AND ENGINEERING

Lead Department or Agency: **Public Works/Engineering Department (LEAD)**

Responsible for providing technical advice and evaluations, engineering systems, construction management and inspection, emergency repair of wastewater and solid waste facilities, assisting with removal and handling of debris, and assisting in the opening and maintaining roadways.

ESF 4-FIREFIGHTING AND RESCUE

Lead Department or Agency: **Big Bear Fire Authority (LEAD)**

Responsible for firefighting and rescue activities, including hazard control, fire suppression, and technical rescue. Areas of responsibility and activities include suburban, urban, rural, and wildland settings. Emergency medical first responder services, general and technical rescue activities, and other hazard control consistent with the firefighting and rescue emergency support function.

ESF 5-EMERGENCY MANAGEMENT

Lead Department or Agency: **Public Works/Engineering Department (LEAD)**

Responsible for overall incident management support and coordination, event information and action planning activities, resource coordination and allocation, multi-agency multi-jurisdictional coordination, and mission tasking and tracking activities.

ESF 6-MASS CARE AND SHELTERING

Lead Department or Agency: **City of Big Bear Lake (LEAD)**

American Red Cross (SUPPORTING)

Responsible for coordinating efforts to provide shelter, food, and basic human needs and coordinating the distribution of emergency relief supplies to disaster victims. Also, it may include activities related to emergency responders and the emergency responders' family care.

ESF 7-RESOURCE SUPPORT

Lead Department or Agency: **Public Works/Engineering Department (LEAD)**

Responsible for providing logistical and resource support to entities involved in emergency response efforts for natural and technological emergencies and disasters. Resource support activities are wide-ranging and include logistics and resources not coordinated by other ESFs.

ESF 8-MEDICAL AND HEALTH

Lead Department or Agency: **San Bernardino County Department of Public Health (LEAD)**

City Manager's Office (COORDINATING)

Responsible for coordinating medical and health resources to respond to public health and medical care needs before, during, and following a disaster.

ESF 9-URBAN SEARCH AND RESCUE

Lead Department or Agency: **Big Bear Fire Authority (LEAD)**

Responsibilities include searching for and locating disaster victims in urban environments. Urban environments include confined spaces, damaged or destroyed buildings, slow-rise or swift water environments, and other situations where entrapment has occurred due to a natural, technical, or human-caused disaster. Will coordinate with county and regional USAR resources.

ESF 10-HAZARDOUS MATERIALS

Lead Department or Agency: **Big Bear Fire Authority (LEAD)**

Responsibilities include coordinating the mitigation, response, and recovery to an actual or potential discharge or release of hazardous materials resulting from a natural or technological disaster. The Maintenance and Facilities Department is responsible for supervising the clean-up of spills on city streets, catch basins, storm drains, and storm channels. Will coordinate with county and regional HAZMAT resources.

ESF 11-ANIMAL CARE & WELFARE

Lead Department or Agency: **City Manager's Office (COORDINATING)**

San Bernardino County Animal Care (LEAD)

Responsible for coordinating animal response, rescue, and relief activities following a major emergency or disaster.

ESF 12-ENERGY AND UTILITIES

Lead Department or Agency: **Public Works/Engineering Department (COORDINATING)**

Responsible for coordinating the provision of emergency power to support emergency response and recovery efforts and normalized community functions. EF 12 coordinates electric power, power distribution systems, fuel, emergency generators, and water systems.

ESF 13-LAW ENFORCEMENT AND SECURITY

Lead Department or Agency: **San Bernardino County Sheriff's Department (LEAD)**

Responsibilities include establishing procedures for the command, control, and coordination of law enforcement activities to support disaster response operations. EF 13 works with County, State, National Guard, and Federal law enforcement agencies to support security missions and other law enforcement activities.

ESF 14-LONG-TERM COMMUNITY RECOVERY

Lead Department or Agency: **Community & Economic Development Department (LEAD)**

Responsible for the community's effort to regain normal functions, such as commerce and employment, public transportation, and the use of structures like buildings, bridges, and roadways. Longer-term recovery generally involves rebuilding efforts, post-event mitigation activities, repatriation of communities and neighborhoods, and economic assistance and stabilization.

ESF 15-EMERGENCY PUBLIC INFORMATION AND EXTERNAL AFFAIRS

Lead Department or Agency: **City Clerk's Office (LEAD)**

Responsible for emergency public information, media affairs, community relations, and coordination of special and political visits.

ESF 16-EVACUATION, MOVEMENT, AND RE-ENTRY

Lead Department or Agency: **San Bernardino County Sheriff's Department (LEAD)**

Responsible for evacuating people, controlling, and moving people and vehicles, escorting residents and business representatives into closed disaster areas when appropriate and safe, and controlling the re-entry or repatriation of people to a previously evacuated area.

ESF 17-VOLUNTEER MANAGEMENT

Lead Department or Agency: **Human Resources/Risk Management Department (LEAD)**

Responsible for coordinating the efforts of affiliated, spontaneous-unaffiliated volunteers and volunteer organizations during emergencies and disasters.

ESF 18-DONATIONS MANAGEMENT

Lead Department or Agency: **City Manager's Office (LEAD)**

Responsible for the coordination of donated goods and services during times of emergencies and disasters.

ESF 19-ALERT AND WARNING

Lead Department or Agency: **San Bernardino County Sheriff's Department (LEAD)**

Responsible for coordinating public alerting and warning. This includes activating alerting, warning systems, restoring critical alerting, and warning systems.

ESF 20-DIRECTION AND CONTROL

Lead Department or Agency: **EOC-City Manager's Office**

ICP-Dependent upon hazard and incident type

Responsible for directing and controlling incident resources, personnel, and incident objectives. Direction and Control includes developing strategic incident goals, applying equipment and incident resources to accomplish tactical objectives, and supervising incident personnel and resources.

ESF 21-DAMAGE ASSESSMENT AND INSPECTION

Lead Department or Agency: **Community & Economic Development Department (LEAD)**

Responsible for collecting and organizing damage data related to critical infrastructure, city facilities, commercial properties, residential and dwelling units, special districts, non-governmental organizations, and agriculture.

ESF 22-FOOD AND WATER DISTRIBUTION

Lead Department or Agency: **Public Works/Engineering Department (LEAD)**

Responsible for acquiring and distributing bulk food, water, and ice at points of distribution sites. Bulk distribution involves providing sustenance to disaster victims independent of shelter operations, where food is generally offered in a prepared format. This ESF is critical when roads and transportation modes are disrupted and food distribution systems are compromised.

ESF 23-ROUTE RECOVERY

Lead Department or Agency: **Public Works/Engineering Department (LEAD)**

Responsible for the opening and restoring of transportation routes to aid in the response and recovery efforts of emergency response and support organizations.

ESF 24-DEBRIS MANAGEMENT

Lead Department or Agency: **Public Works/Engineering Department (LEAD)**

Responsible for identifying, moving, collecting, sorting, re-using, or disposing of disaster-related debris.

ESF 25-DISASTER COST RECOVERY

Lead Department or Agency: **Finance/Treasury Services Department (LEAD)**

Responsible for identifying, coordinating, and recovering emergency response and recovery-related financial expenses and costs.

ESF 26-INFORMATION AND PLANNING

Lead Department or Agency: **Public Works/Engineering Department (LEAD)**

Responsible for collecting, processing, and disseminating information to facilitate emergency response and recovery efforts. Preparation of special operations plans, pre-event monitoring, situational assessments, determination of operating conditions, hazards and risk assessments, and capability and gap analysis activities.

ESF 27-SPECIAL POPULATIONS

Lead Department or Agency: **City Manager's Office (LEAD)**

Responsible for the unique planning considerations for populations with special needs and those at particular risk during emergencies and disasters.

ESF 28-MILITARY SUPPORT

Lead Department or Agency: **San Bernardino County Sheriff's Department (LEAD)**

City Manager's Office (COORDINATING)

Responsible for coordinating with the United States Department of Defense, California National Guard, and related armed forces and resources during emergencies and disasters.

4.19 EMERGENCY SUPPORT FUNCTION RESPONSIBILITIES

LEAD DEPARTMENTS

City departments designated as the Lead for an Emergency Support Function (ESF) serve as the executive agent to carry out the ESF mission. When an ESF is activated, the Lead Department for the ESF has operational responsibility for:

a) Orchestrating the department or organization support within the functional area.

b) Providing an appropriate level of staffing for operations at the EOC.

c) Activating and tasking Support Departments, Organizations, or Agencies.

d) Managing mission assignments and coordinating tasks with Support Departments, organizations, or agencies, as well as other necessary organizations, state, and federal agencies.

e) Supporting and keeping other ESFs and organizational elements informed of ESF operational priorities and activities.

f) Following established financial and property accountability procedures.

g) Supporting planning for short and long-term emergency operations.

h) Reviewing and updating plans and procedures associated with assigned emergency response target capabilities.

i) Training and exercising with Support Departments, Organizations, or Agencies to maintain response readiness and capabilities.

SUPPORT DEPARTMENTS

When an ESF is activated, each Support Department, Organization, or Agency for the ESF has operational responsibility for:

a) Supporting the ESF Lead Department by conducting operations using its authorities, expertise, capabilities, and resources.

b) Supporting the Lead Department mission assignments.

c) Providing status and resource information to the Lead Department.

d) Following established financial and property accountability procedures.

e) Supporting planning for short and long-term emergency operations.

f) Supporting the review and update of plans and procedures associated with assigned emergency response target capabilities.

g) Participating in training and exercising to maintain response readiness and capabilities.

COORDINATING DEPARTMENTS

City departments designated as the Coordinating Department for an Emergency Support Function (ESF) serve as the principal point of contact in coordinating the efforts of external lead departments. When an ESF is activated, the Coordinating Department for the ESF has operational responsibility for:

a) Coordinating emergency support activities with the Lead agency or organization.

b) Liaison between the city and external lead agencies or organizations.

c) Direct mission tasks to external lead agencies or organizations.

d) Request external lead agencies and organizations to respond to the EOC via the EOC Liaison Officer.

OTHER DEPARTMENTS, ORGANIZATIONS, AND AGENCIES

Other City of Big Bear Lake departments or divisions, non-governmental organizations, or outside agencies not explicitly designated as Lead or Support may have authorities, expertise, capabilities, or resources required to support

emergency operations. Those entities may be requested to participate in planning and pre-incident activities or provide support during emergencies.

4.20 EMERGENCY SUPPORT FUNCTION COORDINATORS

Emergency Support Function Coordinators: Each Emergency Support Function (ESF) has a designated coordinator, who is assigned by the responsible Department Director. The responsibilities for ESFs without assigned coordinators default to the responsible Department Director.

ESF Coordinators have the same responsibility and authority to allocate department resources as a Branch Director does in an EOC setting.

4.21 CONSOLIDATED EMERGENCY ACTIVITIES

Consolidated Emergency Activities: The consolidated emergency activities concept is a mechanism that consolidates multiple departments or agencies that perform similar or like activities or functions into a single, cohesive group to allow for more effective management of emergency response functions and resources. This consolidation of like activities forms the basis for the Emergency Support Function (ESF) concept of operations. For example, many local, state, non-governmental, and volunteer organizations have mass care, sheltering, and human services capabilities. Under the ESF concept, these organizations function as one entity under ESF 6, Mass Care, Sheltering, and Human Services.

4.22 EMERGENCY SUPPORT FUNCTIONS MATRIX

Emergency Support Functions Matrix: The Emergency Operations Plan (EOP) identifies 28 areas of functional responsibility called Emergency Support Functions (ESFs). Each ESF is headed by a Lead City Department designated based on its authorities, resources, or capabilities in the particular functional area. Each Lead Department is supported by various departments (Supporting Departments) and organizations with functional supporting roles and responsibilities based on their resources or capabilities.

<u>Important ESF Principles:</u>

- Emergency response activities are carried out using one or more ESFs based on the nature and magnitude of the event.
- ESFs are activated and carried out based on the emergency support functions required for the emergency.

- ESFs may be activated with or without the activation of the EOC.
- ESFs may be carried out by the EOC or a DOC.
- Departments with ESF Lead Department responsibility should assign by job title an ESF Coordinator for each ESF they are leading.
- The following section depicts the 28 Emergency Support Functions with their assigned Lead, Support, and Coordinating departments or agencies on the **Emergency Support Functions Matrix**.

THIS SECTION IS INTENTIONALLY LEFT BLANK

4.22 EMERGENCY SUPPORT FUNCTIONS RESPONSIBILITY MATRIX

EMERGENCY SUPPORT FUNCTION	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	Transportation	Communications	Public Works and Engineering	Firefighting and Rescue	Emergency Management	Mass Care and Sheltering	Resource Support	Medical and Health Services	Urban Search and Rescue	Hazardous Materials	Animal Care and Welfare	Energy and Utilities	Law Enforcement and Security	Long-Term Community Recovery	Emergency Public Information and External Affairs	Evacuation, Movement, and Re-Entry	Volunteer Management	Donations Management	Alert and Warning	Direction and Control	Damage Assessment	Food and Water Distribution	Route Recovery	Debris Management	Disaster Cost Recovery	Information and Planning	Special Populations	Military Support
Management Services City Manager's Office					S			C			C							L		L							L	C
Management Services Information Technology		S													S											S		
Management Services City Clerk/Communications															L													
Management Services Human Resources/Risk Mgt.																	L											
Finance/Treasury Services Finance							S											S							L			
Public Works/Engineering	L	L	L		L	L	L					C				S						L	L	L		L		
Community Development														L							L							
American Red Cross						S																						
Big Bear Lake Fire Authority				L					L	L																		
SBCO Department of Public Health								L																				
SBCO Sheriff's Department													L			L			L									L
SBCO Animal Care											L																	

Key: **L = Lead** Lead departments or agencies have jurisdictional authority over the emergency support function or associated capability.

S = Support Support departments or agencies possess a capability supportive to the lead department or agency.

C = Coordinate Coordinating departments coordinate with outside agencies or organizations that are Lead for an emergency function.

4.23 SAN BERNARDINO COUNTY OPERATIONAL AREA

The **San Bernardino County Office of Emergency Services** is the **Operational Area (OA) Coordinator**. As defined in SEMS, the "OA Level" means an intermediate level of the state emergency services organization, consisting of a county and all political subdivisions within the county area. Each county's geographic area is designated as an OA. An OA is used by the county and political subdivisions comprising the OA for coordinating emergency activities and serving as a link in the system of communicating and coordinating between the State's emergency operations center and the emergency operation centers of the political subdivisions comprising the OA. **The City of Big Bear Lake is located within the San Bernardino County Operational Area (SBCO OA).**

4.24 CITY VOLUNTEER GROUPS

The City of Big Bear Lake does not maintain any volunteer resources or groups. Volunteer resources and support are generally coordinated with area, county, or regional volunteer organizations.

4.25 COMMUNITY INVOLVEMENT

Resilient communities begin with prepared communities. Individuals, families, and caregivers to those with access and functional needs should enhance their awareness of risks and threats, develop household emergency plans that include care for pets and service animals, and prepare emergency supply kits. Individuals can also volunteer in their communities. Individuals and households play an essential role in emergency management by contributing to community, neighborhood, and family preparedness.

Community members can contribute by:

- Reducing hazards in and around their homes. Hazard reduction actions include making their home earthquake-resistant or storing unanchored objects during high winds. These actions can reduce damage caused by an emergency.
- Preparing an emergency supply kit and household emergency plan. By developing a household emergency plan and assembling disaster supplies before an emergency, people can take care of themselves until assistance arrives. Emergency kits should include supplies for household pets and service animals.

- Monitor emergency communications carefully. Critical information and directions will be released to the public via various media throughout an emergency. By carefully following the directions provided, residents can reduce their risk of injury, keep emergency routes open to response personnel, and reduce the demands on landline and cellular communication.
- Volunteering with an established organization. Organizations and agencies with a role in response and recovery are always seeking hardworking and dedicated volunteers. By volunteering with an established voluntary agency, individuals and households become a part of the emergency management system and ensure that their efforts are directed where they are most needed.
- Enrolling in emergency response training courses. Emergency response training, whether basic first aid through the American Red Cross or a more complex course through a local college, will enable residents to take initial response actions required to care for themselves and their households. This allows first responders to focus on higher-priority tasks that affect the entire community. Strong partnerships with citizen groups and organizations provide support for incident management prevention, preparedness, response, recovery, and mitigation.

4.26 NON-GOVERNMENTAL ORGANIZATIONS

Non-Governmental Organizations (NGOs) play essential roles before, during, and after an emergency.

NGOs provide shelter, emergency food supplies, counseling services, and other vital services to support response and promote the recovery of disaster survivors. These groups offer specialized services that help individuals with special needs, including those with disabilities. Non-governmental organizations collaborate with first responders, governments at all levels, and other agencies and organizations providing relief services to sustain life, reduce physical and emotional distress, and promote disaster victims' recovery when assistance is available from other sources.

Examples of NGO and voluntary organization contributions include:

- Training and managing volunteer resources.

- Identifying shelter locations and needed supplies.
- Providing critical emergency services to those in need, such as cleaning supplies, clothing, food, shelter, or post-emergency clean-up assistance.
- Identifying those survivors whose needs have not been met and helping coordinate the provision of assistance.

The American Red Cross (ARC) is a Non-Governmental Organization (NGO) that provides relief at the local level and assists in coordinating the Mass Care Emergency Support Function. The ARC does not direct other NGOs, but it takes the lead in integrating the efforts of national NGOs that provide mass care services during response operations. The National Voluntary Organizations Active in Disaster (NVOAD) is a consortium of more than 50 recognized national organizations of volunteers active in disaster relief. Such entities provide significant capabilities to incident management and response efforts at all levels.

San Bernardino County Voluntary Organizations Active in Disasters (SBCOVOAD) is a community network of independent membership organizations that serve as a lifeline to share knowledge throughout a disaster. VOAD Members work to help communities prepare, be in response, recover from, and mitigate these tough times. More information: https://sbcountyvoad.org/

4.27 BUSINESS AND INDUSTRY

City of Big Bear Lake Emergency Operations Plan (EOP) Lead and Support Departments coordinate with the private sector to share information; form plans of action and incorporate resources into preparedness and response efforts.

Roles: The private sector's roles, responsibilities, and participation during incidents of local or regional significance vary based on the organization's nature and the type and impact of the incident. The roles of private-sector organizations are summarized below.

Impacted business organizations and infrastructure private sector organizations may be affected by direct or indirect consequences of the incident, including privately owned critical infrastructure, key resources, and those private sector organizations that are significant to local, regional, and national economic recovery from the incident. Examples of privately owned infrastructure may include transportation, telecommunications, private utilities, financial institutions, and hospitals.

Private sector organizations provide response resources (donated or compensated) during an incident, including specialized teams, essential service providers, equipment, and advanced technologies, through local public-private emergency plans, mutual aid agreements, or incident-specific requests from the government, the private sector, or volunteer initiatives.

Regulated and Responsible Party Owners and Operators of certain regulated facilities or hazardous operations may bear responsibilities under the law for preparing for and preventing incidents from occurring and responding to an incident once it occurs.

Responsibilities: Private sector organizations support the City's EOP - voluntarily or to comply with applicable laws and regulations - by sharing information with the government, identifying risks, performing vulnerability assessments, and developing emergency response and business continuity plans. Additionally, they may enhance their overall readiness, implement appropriate prevention and protection programs, and donate or otherwise provide goods and services through contractual arrangements or government purchases to assist in response to and recovery from an incident.

Response resources: Unless the response role is inherently governmental (e.g., law enforcement, fire rescue, or public works), private sector organizations are encouraged to develop and maintain capabilities to respond to and manage a complete range of incidents and emergencies. The City of Big Bear Lake interacts regularly with the critical infrastructure and key resources industries to coordinate prevention, mitigation, preparedness, response, and recovery activities. When appropriate, private sector representatives are included in emergency planning, training, and exercises.

Functional coordination: The Lead Department(s) for each Emergency Support Function (ESF) maintains working relations with its associated private sector counterparts through partnerships or other means. (e.g., ESF #1 – Transportation: transportation personnel and equipment through the region's transportation committees, organizations, and relationships)

4.28 SCHOOLS, COLLEGES, AND UNIVERSITIES

In California, schools (K-12) are required to have a disaster plan, hold periodic drop, cover, and hold drills, and hold educational and training programs for students and staff.

Preparedness activities often include:

- Identify hazards likely to affect schools.
- Mitigate the likely hazards.
- Develop a response plan, including evacuation routes.
- Plan for coping and sustaining students and staff after a disaster.
- Implement drills and family education programs.

Schools (K-12), colleges and universities must take action to train students and staff on proper emergency response procedures, educate student families on the schools' plans and procedures during and immediately following an emergency, and plan for sustaining students and staff following a major disaster. Another important consideration is the student release procedure following an emergency. This involves considering what circumstances, when, and how to release students back to responsible persons following or during an emergency.

In addition to their preparedness role, schools, colleges, and universities are often used in emergency response by sheltering and housing evacuated persons during a disaster. To accomplish this important emergency function, the City of Big Bear Lake, schools, colleges, universities, and the San Bernardino County Chapter of the American Red Cross coordinate closely.

4.29 FAITH-BASED ORGANIZATIONS

Following a disaster, many people and organizations often respond immediately. A significant role of faith community response is addressing those needs other disaster responders cannot provide. "Unmet Needs" refers to basic life-sustaining needs for which there is no immediately accessible resource. The needs identified in the early hours or days of a disaster will be much different than those identified in the weeks and months following the disaster. Response and support organizations generally provide other services in the varied phases of the emergency or disaster, including emergency response, emergency relief, short-term recovery, and long-term recovery phases following a disaster.

First responders provide much of the immediate services needed during the emergency phase. Their primary tasks are to get people to safety, administer emergency medical care, and restore order. Other response agencies may include the American Red Cross, the Salvation Army, and other community-based organizations. Services provided will depend upon the need but may include food, water, shelter, medical supplies, clothing, transportation, security, debris removal, and other specialized services.

As the immediate emergency subsides and the community moves into the stabilizing phase of relief and initial recovery, assistance may be offered in the form of material goods, volunteers, services such as debris removal or assessment, and other assistance programs. When the impact of the disaster is such that it outstrips the capability of the local community to respond and adequately recover, additional assistance may come to the community in the form of state and federal governmental programs, other voluntary agencies, and upper levels of faith-based disaster response organizations.

Coordinated and collaborative recovery efforts lead to the best possible recovery outcomes for disaster survivors. These often involve a community-based effort including secular, voluntary, and faith-based participants, or a faith-based recovery program alone. The scope of the disaster, its identified needs, resources, and available or interested participants are likely the most influential forces in determining the structure of the long-term recovery mechanism. Usually, the most sustainable structure is organically created by residents in the affected community.

Following a disaster, the recovery response will often be vast and, at times, overwhelming. The response must be coordinated and collaborative and serve the affected people's and community's long-term recovery needs. For complete recovery following a disaster, the faith-based community must not only be involved at the onset but committed to its role as a conduit of resources and advocacy for the long-term recovery process. Faith-based community organizations, churches, other religious groups, and other agencies can work together to ensure the most complete recovery following a disaster. Within a pre-planned and cohesive community disaster recovery organization, they can most effectively ensure that needs are identified and addressed without wasteful duplication of services. When large numbers of marginalized people have been

affected by a disaster, the faith-based community organization can significantly contribute to the disaster response and long-term recovery.

All departments and employees have a role during emergency response and recovery operations. Additionally, all City employees are considered Disaster Service Workers (DSW), per CA Government Code Title I, § 3100, and may be pressed into service during proclaimed or declared disasters.

The City of Big Bear Lake's emergency operations, organizational structure, and support functions are organized according to the California Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) concepts and principles.

THIS SECTION IS INTENTIONALLY LEFT BLANK

5.0 DIRECTION AND CONTROL

5.1 DIRECTOR OF EMERGENCY SERVICES/ASSISTANT DIRECTOR OF EMERGENCY SERVICES

The responsibility for emergency management in the city rests with the City Manager, who serves as the **Director of Emergency Services** for the City of Big Bear Lake Emergency Organization. The Emergency Organization consists of various functions described in the SEMS regulations, further described in Part 2 of this plan. The City Manager has delegated the day-to-day emergency management tasks to other segments of the city's Emergency Organization, including the City of Big Bear Lake Public Works Department.

The City Manager/Director of Emergency Services is responsible for the coordinated delivery of all emergency services (public, volunteer, and private) during a natural, technological, or national security emergency or disaster situation. The Assistant City Manager, who serves as the **Assistant Director of Emergency Services**, and the Deputy City Manager as the **Deputy Director of Emergency Services**, also have the authority to implement this plan and to coordinate city-level emergency operations through the regularly constituted governmental structure.

5.2 CITY EMERGENCY OPERATIONS CENTER (EOC)

In an emergency or disaster, the emergency management functions of the City of Big Bear Lake government will be carried out from the City Emergency Operations Center (EOC) located at City Hall 39707 Big Bear Boulevard. Should the primary EOC become inoperative, isolated, or unusable, the EOC Manager will issue relocation instructions to the City Emergency Organization to prepare and activate the Alternate City EOC located at City of Big Bear Lake Public Works Yard 42040 Garstin Drive.

5.3 DEPARTMENT DIRECTION

Each City of Big Bear Lake department will be under the general control of its Department Director or Department Head or through their designated emergency representative. Department or outside agency representatives represent their department or agency as the Lead, Support, or Coordinating Department for an Emergency Support Function (ESF) and as a department or agency representative

to the EOC. The emergency representative will be empowered to make decisions and expend resources (personnel, materials, supplies, equipment, facilities, and funds) to provide operational or logistical support to City of Big Bear Lake departments, county, state, and special district governments during any extraordinary emergency or disaster.

5.4 LOCAL CONTROL

Local governments are responsible for emergency management within their jurisdiction under all applicable laws, executive orders, proclamations, rules, regulations, and ordinances. The city will manage emergency incidents and disasters within the City of Big Bear Lake from initial response to final recovery activities. Per the California Emergency Services Act, Title 2, Division 1, Chapter 7, Article 11-Mutual Aid, Section 8618, the City of Big Bear Lake shall remain in charge of any incident requiring mutual aid, including the direction of personnel and equipment provided through mutual aid.

Note: Mutual aid resources rendered under one of the State's mutual aid plans or programs remain under the operational control of the respective discipline and designated Incident Commander.

5.5 EOC RESPONSE

Upon activating the City of Big Bear Lake EOC, city departments will ensure the necessary personnel and resources are available for emergency response and recovery. Department and agency representatives should bring or have prepositioned plans, procedures, resource inventories, supplies, and notification lists needed to facilitate emergency or disaster operations from the EOC.

5.6 CITY MANAGER AUTHORITY

During a proclaimed local emergency incident or disaster in the City of Big Bear Lake, the City Manager/Director of Emergency Services has complete control and full authority to assign emergency resources from the City of Big Bear Lake, special districts, non-governmental organizations, volunteer entities, and private parties to save lives, reduce human suffering, protect property, and expedite recovery.

This authority is described in Municipal Code Chapter 2.24.60 – Director and Assistant Director of Emergency Services Powers and Duties.

5.7 ON-SCENE CONTROL

An incident command structure from an Incident Command Post (ICP) directs and controls on-scene tactical activities. This control may support single incidents, incident sites as part of a series of city-wide emergency events, complex incidents, or an Area Command structure. The EOC or DOCs do not direct on-scene tactical activities, rather they support them.

5.8 EOC COORDINATION

The City Emergency Operations Center (EOC) will coordinate response and recovery to city-wide events, extraordinary emergencies, and disasters.

5.9 DOC COORDINATION

If activated, the management and coordination of department-level response and recovery activities to city-wide events, extraordinary emergencies, and disasters will be directed from Department Operations Centers (DOCs). The City of Big Bear Lake Public Works Department maintains a Department Operations Center.

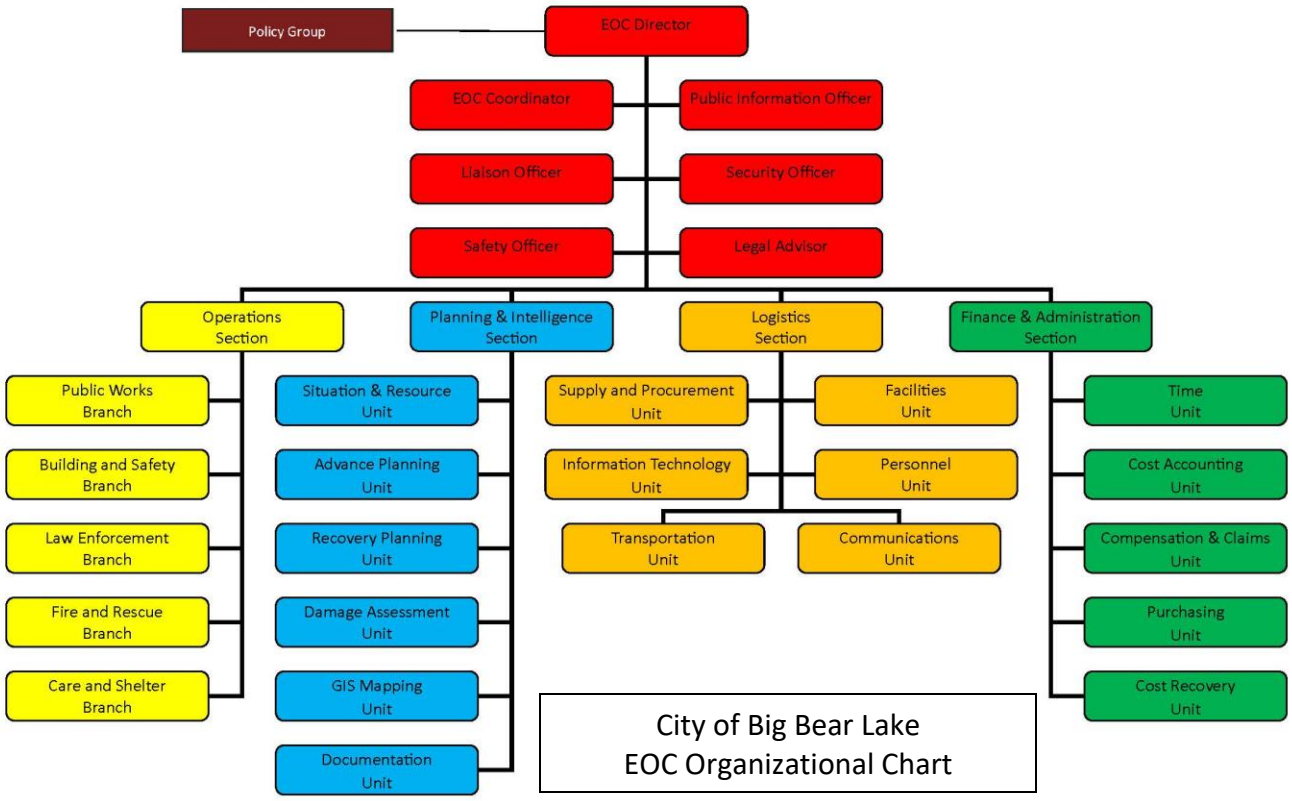
5.10 EOC ORGANIZATION

The EOC Organization and structure is based upon functional roles and responsibilities essential to multi-agency/multi-jurisdictional coordination, resource and information management, and operational support to other SEMS levels. The EOC Organization is consistent with local government SEMS organization and utilizes the elements common to the Incident Command System modified for EOC use. Collectively, the Sections, Branches, and Units of the EOC Organization are responsible for executing the Emergency Support Functions (ESF) of the Emergency Operations Plan (EOP) based on the EOC Action Plan developed for each unique emergency incident or disaster.

The City of Big Bear Lake EOC is organized using a hybrid of State SEMS, State Emergency Support Functions (ESF), and Federal Emergency Support Functions (ESF).

The City of Big Bear Lake Public Works maintains the EOC. The City Emergency Operations Manager and city Departments activate the EOC at the direction and concurrence of the City Manager as the Director of Emergency Services. The EOC activation criteria may be found in Section 3.0 of this plan.

The City of Big Bear Lake EOC Organizational Chart is depicted below.



City of Big Bear Lake
EOC Organizational Chart

5.11 FIELD AND EOC DIRECTION AND CONTROL INTERFACE

Close coordination and constant interface between Field Command and the EOC are essential for effective and efficient field emergency response and EOC support in emergency response and operations.

Close coordination and constant interface are required for jurisdictional priority setting, policy decisions, deployment and application of operational assets, assignment and tracking of logistical resources, operational planning, and the application of and tracking of financial costs.

Field/EOC direction and control interface may be achieved and maintained by using one or all of the following tactics:

- EOC Representative assigned to the ICP.
- EOC Representative attends ICP Operations Briefings.
- ICP Representative attends EOC Operations Briefings.
- EOC Action Plans coordinated and shared with ICP.
- ICP Incident Action Plans coordinated and shared with EOC.
- EOC Situation Reports shared with ICP.
- ICP Situation Reports shared with EOC.

5.12 FIELD COORDINATION WITH DOCS AND EOCS

Close coordination and constant interface between Field Command, the EOC, and the DOCs are essential for effective and efficient emergency response and EOC and DOC support of emergency response and operations. Close coordination and constant interface are required for jurisdictional priority setting, policy decisions, deployment and application of operational assets, assignment and tracking of logistical resources, operational planning, and the use of and tracking of financial costs.

Department Operation Centers (DOC) should directly support their field forces and coordinate operational activities with the EOC Operations Section. Department Operation Centers (DOC) should support the EOC by sharing information and assigning operational forces and logistical resources.

Jurisdictional priority setting remains the responsibility of the EOC. In coordination with the EOC, department-level priority setting is the responsibility of DOCs.

The following city departments maintain Department Operations Centers (DOCs):

- City of Big Bear Lake Public Works Department

THIS SECTION IS INTENTIONALLY LEFT BLANK

6.0 CONTINUITY OF GOVERNMENT

6.1 CONTINUITY OF GOVERNMENT

The **Continuity of Government** concept comprises three elements:

1. Standby Officers for the Governing Body
2. Temporary Seat of Government
3. Preservation of Vital Records

Continuity of operations, not the subject of this Emergency Operations Plan (EOP), consists of many additional operational, logistical, and procedural elements.

A major disaster could result in the death or injury of key government officials, the partial or complete destruction of established seats of government, and the destruction of public and private records essential to government operations.

Government at all levels is responsible for providing continuity of effective leadership and authority, direction of emergency operations, and management of recovery operations. To this end, the City of Big Bear Lake must continue functioning as a governmental entity during and immediately following a critical incident or disaster. The California Government Code and the Constitution of California provide the authority for state and local government to reconstitute if key officials are unavailable or unable to serve.

6.2 DIRECTOR OF EMERGENCY SERVICES

The Municipal Code provides for a **Director of Emergency Services**, Assistant Director of Emergency Services, and Deputy Director of Emergency Services.

Should the Director of Emergency Services be unable to serve, the positions defined in Municipal Code, Chapter 2.24, Section 2.24.050 will automatically succeed in the order identified until a permanent successor has been appointed by the City Council and seated. The Assistant Director and Deputy Director will have all the authority and powers of the Director.

6.3 SUCCESSION OF OFFICERS

California Government Code (CGC) § 8638, Article 15, Part 7, Division 1, Title 2 allows for the appointment of up to three standby officers for each governing body member. This article also provides for the succession of officers who head departments responsible for maintaining law and order or furnishing public health and safety services. Additionally, Article 15 outlines procedures to ensure the continued functioning of political subdivisions if the governing body, including standby officers, is unavailable or unable to serve. The standby officers shall have the same authority and powers as the regular officers or department heads. The succession list consistent with CGC Article 15, and as provided for by the City of Big Bear Lake, is on file with the City Clerk.

6.4 LINES OF SUCCESSION

The following staff positions are key to emergency operations. The city has identified standby officers if a member is unavailable or unable to serve during a proclaimed emergency or disaster. Emergency interim lines of succession are identified in separate city policies and procedures. The succession list consistent with this section, provided for by the City of Big Bear Lake, is on file with the City Clerk.

For purposes of this plan, emergency interim successors serve for the duration of the emergency and until the city can place interim, acting, or permanent successors through regular and customary city procedures.

The positions (key positions) identified as necessitating emergency interim successors include:

POSITION	INTERIM SUCCESSOR #1
City Manager	Assistant City Manager(s)
Assistant City Manager / City Clerk	Administrative Services Manager
Assistant City Manager / Director of PW	Deputy Public Works Director
Director of Finance	Finance Manager
Economic Development Manager	Community Development Manager

As used in this plan, the word 'unavailable' means that a department head or other key city official is either killed, missing, so seriously injured, or unavailable that they cannot attend meetings or otherwise perform their duties. The City Manager/Director of Emergency Services will settle any question as to whether a particular member is unavailable.

For the purpose of this plan, each person who will temporarily succeed to each position of office as provided herein and as provided for in continuity plans will temporarily assume all the powers and duties of the office succeeded to immediately upon such succession.

6.5 RECONSTITUTING GOVERNMENT

California Government Code § 8635 et seq., Article 15, Part 7, Division 1, Title 2, establishes a method for reconstituting the governing body. It authorizes that, should all members, including all standby officers, be unavailable, temporary officers shall be appointed by the Chairman of the Board of the county where the political subdivisions are located or by the Chairman of the Board of any other county within 150 miles. California Government Code § 8642 of Article 15 authorizes local governing bodies to convene as soon as possible whenever a state of emergency or local emergency exists and at a place not necessarily within the political subdivision. Under Article 15, the duties of a governing body during emergencies include ascertaining the damage to the jurisdiction and its personnel and property, reconstituting itself and any subdivisions, and performing functions in preserving law and order and furnishing local services.

The City of Big Bear Lake maintains continuity of operations policies and procedures. Each Lead City Department within this EOP should also do so.

6.6 PRESERVATION OF VITAL RECORDS

The City of Big Bear Lake City Clerk's Office is responsible for preserving and protecting vital records. Each department will identify, maintain, and protect its vital records. Vital records are those essential to the rights and interests of individuals, governments, corporations, and other entities, including vital statistics, land and tax records, license registers, and historical information. Vital records include those essential for emergency response and recovery operations, including utility system maps, emergency supplies, equipment locations, emergency operational plans, emergency procedures, and personnel rosters.

These vital records are essential to re-establishing normal city government functions and serve to protect the rights and interests of government. These rights and interests may include the city's constitutions, charters, statutes, ordinances, court records, official proceedings, and financial records.

The city will identify and make arrangements to protect records essential for continuing government functions, conducting emergency operations, and reconstituting government. The City Clerk's Office maintains official city documents and records. These records are archived or vaulted by a schedule administered by the City Clerk. The City Clerk's Office coordinates with other departments to maintain a records retention program.

6.7 SUCCESSION OF COMMAND AND CITY COUNCIL

Succession of Command. The emergency interim line of succession for the Director of Emergency Services is the Assistant City Manager, Deputy City Manager, and those as allowed in the City of Big Bear Lake Municipal Code Chapter 2.24.050. The emergency interim line of succession to each department head is according to the operating procedures established by each department and is identified in the city's continuity of operations policies and procedures.

Succession of City Council. The emergency interim succession of the City Council is permitted by California Government Code § 8638 et seq., Article 15, Part 7, Division 1, Title 2 states: To provide for the continuance of the legislative and executive departments of the political subdivision during a state of war emergency or a state of emergency or a local emergency, the governing body thereof shall have the power to appoint the following standby officers:

(a) Three for each member of the governing body.

(b) Three for the chief executive if he is not a member of the governing body.

If a standby office becomes vacant because of removal, death, resignation, or other cause, the governing body shall have the power to appoint another person to fill said office. Standby officers shall be designated Nos. 1, 2, and 3, as the case may be.

6.8 ALTERNATE SEAT OF GOVERNMENT

The City's primary seat of government is located at **Civic Center** - **City Hall 39707 Big Bear Boulevard**.

If the Civic Center - City Hall cannot be occupied due to an emergency, the alternate location is the **Public Works City Corporation Yard 42040 Garstin Drive.**

The City of Big Bear Lake also maintains virtual and remote work capabilities.

THIS SECTION IS INTENTIONALLY LEFT BLANK

THIS PAGE IS INTENTIONALLY LEFT BLANK

7.0 ADMINISTRATION AND LOGISTICS

7.1 ADMINISTRATION

During an emergency or disaster, local government will determine what, if any, routine administrative procedures will be suspended, relaxed, or made optional to prevent unnecessary impediments to emergency operations and recovery activities. Such an action should be carefully considered, and the consequences projected. Any departure from usual business methods will typically be stated in the Director of Emergency Services Proclamation of Local Emergency or as specified in the Emergency Operations Center (EOC) Action Plan. The City of Big Bear Lake's continuity of operations policies and procedures should be consulted in deciding what if any, routine administrative procedures will be suspended, relaxed, or made optional.

7.2 FINANCE DURING DISASTER

A major emergency or disaster may require the expenditure of large sums of local funds. Financial operations may be carried out under compressed schedules and intense political pressures, requiring expeditious actions that meet sound financial management and accountability requirements.

7.2.1 EMERGENCY FUNDS

Financial support for emergency response and recovery operations will generally be from funds regularly appropriated to the City of Big Bear Lake departments. If the demands exceed available funds, the City Manager may make additional funds available from Reserve Emergency Funds. In that case, the City Manager has the authority under a Local Proclamation of Local Emergency to transfer and expend money appropriated for other purposes. Emergency expenditures will be made in accordance with the City of Big Bear Lake Municipal Code Chapter 2.24.060 – Director and Assistant Director Powers and Duties unless otherwise authorized by other city policy or emergency actions.

7.2.2 DISASTER COST ACCOUNTING

The City of Big Bear Lake Finance Division identifies and oversees the disaster cost accounting system and associated procedures.

Departments designated as Lead Departments for Emergency Functions conducting emergency support activities will be responsible for organizing their

functional activities to provide financial support for their operations. Each department is responsible for maintaining adequate documentation to support reimbursement requests, submitting bills in a timely fashion, tracking emergency personnel time and equipment rates and charges, monitoring contractor costs, and closing out personnel and equipment assignments.

Departments are responsible for documenting all emergency or disaster-related expenditures using generally accepted accounting practices and procedures. Care must be taken to maintain detailed logs, records, receipts, invoices, purchase orders, rental agreements, and other financial records. Particularly important is documenting the justification for each expenditure. These documents will be necessary to support claims, purchases, reimbursements, and disbursements. Detailed and accurate record-keeping is essential to facilitating closeouts and supporting post-recovery audits.

7.3 LOGISTICS

The Public Works Department, in coordination with other departments and external organizations, will facilitate logistical support for city-wide emergency operations (e.g., provide supplies and equipment) and, if required, sleeping, and feeding facilities for the Emergency Operations Center (EOC) staff.

The EOC maintains the following logistics and resource databases:

- Roster of typed resources maintained by departments.
- Roster of vendor-provided emergency equipment and supplies.
- Roster of emergency management credentialed personnel.
- Roster of city emergency facilities.
- Roster of city personnel.
- Expendable emergency supplies.
- Emergency sustenance for EOC staff.

In EOC activations, a Logistics Section may be established. The EOC Logistics Section will coordinate resources, facilities, equipment, supplies, and services to support the emergency response. The EOC Logistics Section will work closely with any Department Operations Center (DOC) and Incident Command Post (ICP)

Logistics Sections that have been established. During emergencies and disasters, departments will implement resource control procedures and determine resource availability of essential equipment and supplies. Resource lists and databases maintained by departments should be kept current and maintained at the EOC. Emergency Operations staff and the Director of Emergency Services will be advised of any anticipated resource shortfalls during an emergency or disaster.

Departments should maintain current lists and databases of locally available resources, their locations, and procurement processes. Departments should also maintain lists and databases of out-of-area available resources should the local area resources not be available during an emergency or disaster. The database should include public and private equipment, personnel with specialized technical skills, facilities, emergency supplies, and services that may be needed during an emergency.

In advance of or upon the impending onset of an emergency event, departments should conduct just-in-time updates of resource lists and databases and move them to the EOC before the impact or arrival of the event.

7.4 EMERGENCY FACILITIES

The City of Big Bear Lake, and that of external public safety agencies, maintains several facilities that support emergency and disaster operations. These facilities each serve a unique and independent critical function, though they depend on each other to fulfill a broad spectrum of emergency response and recovery activities.

7.4.1 PUBLIC SAFETY COMMUNICATIONS CENTERS

The city does not maintain public safety dispatch capabilities. External service agencies providing public safety services maintain their own public safety dispatching capabilities and associated dispatch centers.

These include:

Fire-rescue and emergency medical services (EMS) are dispatched from the CONFIRE Communications Center (Comm Center) from:

CONFIRE COMMUNICATIONS CENTER
1743 Miro Way
Rialto, CA 92376

Local law enforcement services provided by the San Bernardino County Sheriff's Department (SBCSD) are dispatched from:

SBCSD DISPATCH CENTER
1771 Miro Way
Rialto, CA 92376

California Highway Patrol (CHP) services for the Big Bear area are dispatched from:

CHP INLAND COMMUNICATIONS CENTER
13892 Victoria Street
Fontana, CA 92336

7.4.2 DEPARTMENT OPERATIONS CENTERS

A **Department Operations Center** (DOC) is a coordination center utilized by a distinct discipline, such as fire, police, public works, or public utilities, to coordinate a department's field-level response to an emergency and to support the Emergency Operations Center (EOC). The First Response Departments for the city (Public Works) maintain a DOC and a suitable alternate DOC. A DOC is organized and staffed following the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). DOCs may be activated based on individual departmental needs or when the EOC requests. DOCs coordinate the department-level operational response to single-discipline incidents (police, fire, public works) and coordinate with the city EOC during more complex emergencies.

The City of Big Bear Lake Public Works Department maintains a Department Operations Center.

Department Operations Centers are located at:

CITY OF BIG BEAR LAKE PUBLIC WORKS DEPARTMENT
42040 Garstin Drive
Big Bear, CA 92315

7.4.3 EMERGENCY OPERATIONS CENTER

The City of Big Bear Lake **Emergency Operations Center** (EOC) is where centralized emergency management is carried out during large-scale emergencies and disasters. Though managed by the Public Works Department, the EOC is

staffed and supported by representatives of most city departments. It is organized and staffed consistent with SEMS and NIMS. During a major emergency or disaster, the EOC manages and coordinates the city's response and recovery.

Considered the city's most critical facility during a disaster, the EOC maintains backup and redundant systems and equipment to support continuous emergency operations even during the worst of conditions. The EOC must be kept in a constant state of readiness with the ability to be activated during an emergency or immediately following the impact of a disaster. The City of Big Bear Lake Public Works Department is responsible for maintaining the readiness of the Emergency Operations Center.

The City of Big Bear Lake Emergency Operation Center is located at the Civic Center-City Hall Building:

PRIMARY EMERGENCY OPERATIONS CENTER (PEOC)
City of Big Bear Lake Civic Center-City Hall Building
39707 Big Bear Boulevard
Big Bear, CA 92315

7.4.4 ALTERNATE EMERGENCY OPERATIONS CENTER

The City of Big Bear Lake has designated an Alternate Emergency Operations Center (AEOC) at The Public Works Department/City Corporation Yard.

ALTERNATE EMERGENCY OPERATIONS CENTER (AEOC)
City of Big Bear Lake Public Works Department
42040 Garstin Drive
Big Bear, CA 92315

7.4.5 MOBILE EMERGENCY OPERATIONS CENTER

The City of Big Bear Lake does not maintain a standalone Mobile Emergency Operations Center (MEOC).

7.4.6 JOINT INFORMATION CENTER

The **Joint Information Center** (JIC) is a location where staff from various organizations with public information responsibilities can co-locate to perform critical emergency public information, crisis communications, and public affairs functions. The JIC for the city is co-located with the Emergency Operations Center

(EOC). The JIC develops, coordinates, and disseminates unified news releases, coordinates press conferences, facilitates media interviews and tours, monitors media sources for accuracy of incident-related information, and coordinates all other public information activities. Representatives within the JIC are responsible for coordinating public information from their department or agency and facilitating the flow of incident public information back to their department or agency. The JIC may establish a Media Center where media members can stage to receive incident information.

The JIC coordinates public information with affected departments, agencies, and other levels of government. News releases are cleared through the EOC Director to ensure consistent messages, avoid the release of conflicting information, and prevent negative impacts on operations. This formal approval process for news releases protects law enforcement-sensitive information or other sensitive information.

Departments and outside agencies may issue news releases related to their policies, procedures, programs, and capabilities; however, these should be coordinated with the JIC. The JIC may have representatives from other jurisdictions or levels of government to ensure the adequacy and availability of information and maintain the consistency of public information.

The JIC focuses on delivering one synchronized message by the incident's agencies and jurisdictions.

7.4.7 INCIDENT COMMAND POST

The **Incident Command Post** (ICP) is the field location where the primary tactical-level, on-scene incident command functions are performed. The ICP signifies the site of the on-scene tactical-level incident command and management organization. The ICP typically comprises the Incident Commander (IC) and Command Staff. It may include other incident management officials, responders, public agency representatives, private-sector representatives, and non-governmental organizations.

Typically, the ICP is located at or near the incident site and is focused on directing on-scene tactical operations. Incident action planning is conducted at the ICP, which will also include mobile command and communications equipment. Significant and complex incidents require a close ICP-to-EOC interface,

communications, and coordination. Regardless of discipline or incident type, incident management activities are conducted using the Incident Command System organizational structure and action-planning process.

7.4.8 STAGING AREA

A **Staging Area** may be established as a temporary holding location for assigned resources. Staging Areas are established by the Incident Commander or Operations Section Chief to enable the positioning of and accounting for resources assigned, though not having an immediate operational task on an incident. A Staging Area is any location where personnel, supplies, and equipment can be temporarily positioned while awaiting an operational assignment. Generally, staging areas are established when emergency resources are required to support an emergency incident; however, they are not immediately needed for an assignment.

To ensure these resources are immediately available for emergency assignment, they will be brought into a safe and proximal location to the incident to await an assignment. City departments that respond to an emergency incident will often be directed to either the Incident Command Post (ICP) or a Staging Area.

Resources, personnel, or mobile equipment assigned to a Staging Area must:

1. Have a means of communication with the ICP.
2. Remain ready and able to respond outside of the staging area within three minutes.

7.4.9 MOBILIZATION CENTER

A **Mobilization Center** is an off-incident location where emergency service personnel and equipment are temporarily located pending assignment to incidents, release, or reassignment. It is similar to a Staging Area, though it is generally activated and managed by the Emergency Operations Center (EOC). The EOC may establish a Mobilization Center to support significant emergencies and disasters, serving as a mobilization point for mutual aid resources.

Unlike Staging Areas, Mobilization Centers are designed to support sustained operations during significant incidents and often include fuel, food, and supplies. Several Staging Areas could be established during a major emergency affecting the City of Big Bear Lake. However, only one Mobilization Center will likely be

established. A Mobilization Center may also be used when assembling city resources for out-of-area or out-of-region emergency assignments.

7.4.10 EVACUATION RECEPTION CENTER

An **Evacuation Reception Center** is where the public temporarily gathers when displaced from their home, school, or business. Here, evacuated people will either remain until the incident concludes or move to a mass care center or shelter. An Evacuation Reception Center should be established in a safe and comfortable place to provide disaster survivors and evacuees a space where they are provided temporary relief from an emergency. An Evacuation Reception Center may be established when the incident is of short duration, when overnight survivor assistance is not required, or when a shelter is not needed. Sometimes, an Evacuation Reception Center will be used until a fully operational Shelter can be set up. An Evacuation Reception Center is often used as a solution in short-term incidents since it may take four or more hours to fully set up a Shelter.

7.4.11 SHELTER

A **Shelter** is a facility that provides temporary care for individuals and families who have been evacuated or displaced from their homes, schools, or businesses by an emergency or disaster. Unlike an Evacuation Reception Center, a Shelter provides sleeping accommodations. Evacuation Reception Centers may be established in conjunction with a Shelter. Public Shelters are a refuge for those seeking temporary safety from a disaster or emergency. People going to public Shelters are doing so because they have been evacuated or displaced and need a safe and comfortable place to gather temporarily. Shelters offer minimal necessities and are not intended to replace other options for displaced people, such as staying with friends or family or staying in hotels and motels. People evacuating to a Shelter are encouraged to bring necessities such as blankets, pillows, toiletries, and snacks. Opening a Shelter requires planning, heavy logistical needs, significant staffing resources, shower and restroom facilities, sleeping accommodations, medical and mental health care availability, and security services.

7.5 MUTUAL AID

7.5.1 MUTUAL AID AGREEMENTS

No single local jurisdiction has all the personnel, equipment, and supplies to cope with a major emergency or disaster. Additional assistance may be obtained through mutual aid agreements that provide for obtaining resources from non-impacted, inter or intra-jurisdictional governmental agencies and other organizations. Mutual aid agreements are essential to emergency management planning, response, and recovery activities. These agreements can significantly increase the availability of critical resources and improve response and recovery efforts.

California's emergency assistance is based on a statewide mutual aid system designed to provide additional resources to the state's political subdivisions whenever their own resources are overwhelmed or inadequate. The basis for this system is the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA), which is entered into by and between the State of California, its various departments and agencies, and the various political subdivisions, municipal corporations, public agencies, and federally recognized Tribes to assist each other by providing resources during an emergency.

Mutual Aid assistance in California is provided through the following authorities:

- California Civil Defense Master Mutual Aid Agreement
- California Fire and Rescue Mutual Aid Plan
- California Urban Search and Rescue (US&R) Mutual Aid Plan
- California State Mutual Aid Pre-Position Program
- California Law Enforcement Mutual Aid Plan
- California Search and Rescue Mutual Aid Plan
- California Coroner Mutual Aid Plan
- California Public Health and Medical Assistance
- California Emergency Managers Mutual Aid (EMMA)
- California Public Works Mutual Aid Agreement

Interstate Mutual Aid assistance is provided through the following authorities:

- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 100-705)
- Interstate Civil Defense and Disaster Compact
- Emergency Management Assistance Compact (EMAC)

7.5.2 MUTUAL AID COORDINATION

Mutual Aid systems work through designated Mutual Aid Coordinators at the local agency, operational area (OA), regional, and state levels. Mutual Aid Coordinators receive requests, coordinate the provision of resources within their geographic area of responsibility, and pass on unfilled requests to the next level of coordination.

7.5.3 MUTUAL AID AREAS

Mutual Aid Region; Operational Area:

(a) A "mutual aid region" is a subdivision of the state emergency services organization established to facilitate the coordination of mutual aid and other emergency operations within an area of the state consisting of two or more county operational areas.

(b) An "operational area" is an intermediate level of the state emergency services organization consisting of a county and all political subdivisions within the county area.

7.5.4 MASTER MUTUAL AID AGREEMENT

"Master Mutual Aid Agreement" means the California Disaster and Civil Defense Master Mutual Aid Agreement, made and entered into by and between the State of California, its various departments and agencies, and the various political subdivisions of the state.

7.5.5 MUTUAL AID LEGISLATIVE PURPOSE

The legislative purpose of the Master Mutual Aid Agreement and related mutual aid systems is to facilitate the rendering of aid to areas stricken by an emergency and to make unnecessary the execution of written agreements customarily entered into by public agencies exercising joint powers. Emergency plans duly adopted and approved as provided by the Governor shall be effective as satisfying

the requirement for mutual aid operational plans provided in the Master Mutual Aid Agreement.

7.5.6 OUTSIDE AID

Each party agrees to furnish resources and facilities and to render services to each and every other party to this agreement to prevent and combat any disaster in accordance with duly adopted mutual aid operational plans, whether heretofore or hereafter adopted, detailing the method and manner by which such resources, facilities, and services are to be made available and furnished, which operational plans may include provisions for training and testing to make such mutual aid effective; provided, however, that no party shall be required to deplete its resources, facilities, and services unreasonably in furnishing such mutual aid.

Source: California Disaster and Civil Defense Master Mutual Aid Agreement.

7.5.7 EXERCISE OF MUTUAL AID POWERS IN NON-EMERGENCY PERIODS

In periods other than a State of War Emergency, a State of Emergency, or a Local Emergency, state agencies, and political subdivisions have the authority to exercise mutual aid powers in accordance with the Master Mutual Aid Agreement and local ordinances, resolutions, agreements, or plans thereof.

7.5.8 LOCAL CONTROL

Local officials will remain in charge of incidents requiring mutual aid.

Unless otherwise expressly provided by the parties, the responsible local official in whose jurisdiction an incident requiring mutual aid has occurred shall remain in charge at such incident, including the direction of personnel and equipment provided to him through mutual aid.

Source: California Disaster and Civil Defense Master Mutual Aid Agreement.

7.5.9 INTERSTATE AID AGREEMENTS

Reciprocal aid agreements with other states or federal government; consultation with local officials.

On behalf of a state, the Governor may enter into reciprocal aid agreements or compacts, mutual aid plans, or other interstate arrangements for protecting life and property with other states and the federal government, either statewide or

on a political subdivision basis. Before committing the personnel, equipment, or facilities of any political subdivision of this state, the Governor shall consult with the chief executive or governing body of such political subdivision. Such mutual aid arrangements may include the furnishing or exchange of supplies, equipment, facilities, personnel, and services on such terms and conditions as are deemed necessary.

7.5.10 LOCAL MUTUAL AID PROVISIONS

In periods of Local Emergency, political subdivisions have full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements thereof.

7.5.11 STATE MUTUAL AID PROVISIONS

State agencies may provide mutual aid, including personnel, equipment, and other available resources, to assist political subdivisions during a Local Emergency or in accordance with mutual aid agreements or at the direction of the Governor.

7.5.12 MUTUAL AID CHARGES AGAINST THE STATE OF CALIFORNIA

In the absence of a State of War Emergency or State of Emergency, the cost of extraordinary services incurred by political subdivisions in executing mutual aid agreements shall constitute a legal charge against the state when approved by the Governor by orders and regulations promulgated as prescribed in Section 8567 of the California Government Code.

Source: California Disaster and Civil Defense Master Mutual Aid Agreement.

7.5.13 CA MUTUAL AID SYSTEMS

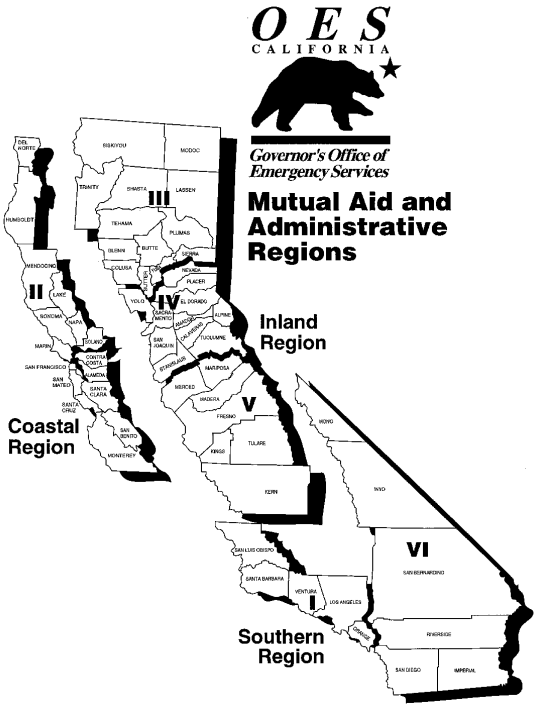
CALIFORNIA MUTUAL AID PROGRAM MUTUAL AID SYSTEMS AND CHANNELS OF STATEWIDE MUTUAL AID COORDINATION			
COORDINATED BY Cal OES			**COORDINATED BY EMSA**
Fire and Rescue	**Law Enforcement**	**Emergency Services**	**Disaster Medical/Health**
Fire-Rescue Mutual Aid	Coroner Mutual Aid	Public Works Mutual Aid	Disaster Medical/Health Mutual Aid
Urban Search and Rescue Mutual Aid	Law Enforcement Mutual Aid	Water Agency Response Network (WARN)	

	Search and Rescue Mutual Aid (non-urban)	Emergency Managers Mutual Aid	

7.5.14 STATE MUTUAL AID REGIONS

The State of California is divided into six **mutual aid regions** and three **administrative regions** to coordinate mutual aid. The **City of Big Bear Lake** is in the Southern Administrative Region and Mutual Aid Region VI.

The image to the below shows **State Mutual Aid Regions**.

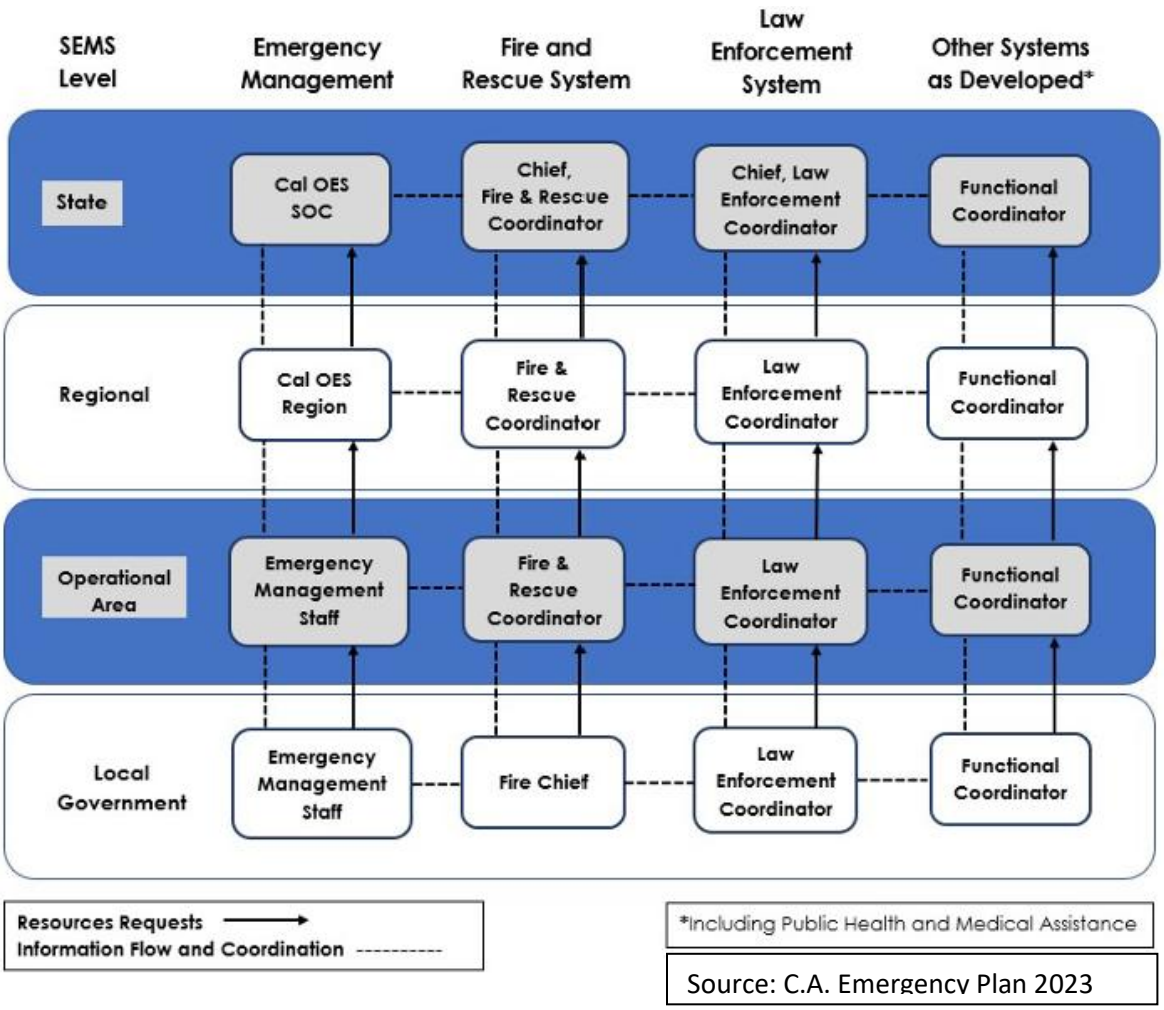


7.5.15 DISCIPLINE-SPECIFIC MUTUAL AID COORDINATION

The statewide mutual aid system includes several discipline-specific mutual aid systems, including Fire and Rescue, Law Enforcement, and Emergency Managers. To further facilitate the mutual aid process, particularly during day-to-day emergencies involving public safety agencies, Fire and Rescue and Law Enforcement Mutual Aid Coordinators have been selected and function at the operational area (OA), regional, and state levels. Regional Disaster Medical Health Coordinators have also been identified for each mutual aid region to coordinate medical mutual aid.

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the Emergency Managers Mutual Aid (EMMA) Plan by emergency management staff at the local government, OA, regional, and state levels.

The image below shows **Discipline-Specific Mutual Aid Systems**.



Source: C.A. Emergency Plan 2023

7.5.16 CITY MUTUAL AID PARTICIPATION

The City of Big Bear Lake participates, directly or indirectly through external service providers, in various California Mutual Aid Programs. Local participation is coordinated by the department or agency shown below:

CA MUTUAL AID PROGRAM	RESPONSIBLE DEPARTMENT OR AGENCY
Fire & Rescue	Big Bear Fire Authority San Bernardino County Fire Protection District
Law Enforcement	San Bernardino County Sheriff's Department California Highway Patrol
Public Works	Public Works Department
Utilities Water & Electric	Department of Water and Power External Utility Providers
Emergency Managers Mutual Aid	Public Works Department San Bernardino County Office of Emergency Services

7.5.17 MUTUAL AID AGREEMENT RESPONSIBILITY

The City of Big Bear Lake participates in various state, federal, or industry Mutual Aid Plans as part of the Mutual Aid Programs identified in Section 7.1.5.16. Local participation is coordinated by the department or agency shown below:

MUTUAL AID PLAN	RESPONSIBLE DEPARTMENT
California Master Mutual Aid Agreement	City Manager's Office
Fire and Rescue Mutual Aid	Big Bear Lake Fire Authority San Bernardino County Fire Protection District
Law Enforcement Mutual Aid	San Bernardino County Sheriff's Department California Highway Patrol
Coroner Mutual Aid	San Bernardino County Sheriff's Department
Water Agency Response Network (WARN) Omnibus Mutual Aid Agreement	Department of Water and Power External Utility Providers
Utilities Mutual Aid	Department of Water and Power External Utility Providers
Public Works Mutual Aid	Public Works Department

Emergency Managers Mutual Aid (EMMA)	Public Works Department San Bernardino County Office of Emergency Services

7.6 EMERGENCY MANAGEMENT ASSISTANCE COMPACT

Since 2005, California has been a party to the Emergency Management Assistance Compact (EMAC), a law in all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, and the Northern Mariana Islands. EMAC allows states to share emergency response resources immediately during a disaster without wasting valuable time reaching agreements and developing contracts. This mutual aid compact enables California to receive and provide help among other states quickly during a disaster.

EMAC is the state's primary legal tool for immediately sending and receiving emergency personnel and equipment across state borders during a major disaster. Before adopting EMAC, the California Office of Emergency Services sometimes negotiated individual Governor-to-Governor agreements with other states while the disaster was ongoing.

EMAC is neither a federal agency nor part of the federal government. It is an agreement among 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, and the Northern Mariana Islands to provide assistance across state lines when a disaster occurs.

The Governor of the affected area must first declare a State of Emergency before it requests interstate emergency assistance. This request triggers the response from other EMAC-member states and sets the EMAC operations system of coordination and deployment in motion. EMAC gained national recognition in 2004 when four major hurricanes hit the U.S. in six weeks, precipitating the most extensive utilization of state-to-state mutual aid in the nation's history.

Established in 1996, Congress ratified EMAC and signed it into law as Public Law 104-321. It was the first national disaster relief compact to be ratified by Congress since the Civil Defense Compact of 1950. EMAC's members can share resources from all disciplines, protect personnel who deploy, and be reimbursed for mission-related costs. EMAC is administered by the National Emergency Management Association (NEMA).

7.7 EMERGENCY PROMULGATIONS

7.7.1 DEFINITION OF LOCAL EMERGENCY

Definition of Local Emergency: "The duly proclaimed existence of conditions of disaster or extreme peril to the safety of persons and property within the territorial limits of a county, city, and county and city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake... or other conditions, other than conditions resulting from a labor controversy, which are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of other political subdivisions to combat…" Section 8558(c), Chapter 7 of Division 1 of Title 2 of the Government Code.

7.7.2 LOCAL EMERGENCY PROCLAMATIONS

The proclamation of a Local Emergency often provides the governing body with the legal authority to:

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

Local Emergency Proclamations should be as specific as possible to the orders being issued and any assistance being requested from the state or federal government.

The City Clerk and the City Attorney should provide guidance in developing and issuing a Proclamation of Local Emergency.

7.7.3 DESIGNATED OFFICIALS WITH AUTHORITY TO ISSUE

The Director of Emergency Services, Assistant Director of Emergency, Deputy Director of Emergency Services, any designated Alternate Director of Emergency Services, and the City of Big Bear Lake City Council have the authority to issue a Proclamation of Local Emergency.

Whenever the Director of Emergency Services proclaims a Local Emergency, the City Council must ratify the proclamation within seven days, or the proclamation has no further force or effect (City Big Bear Lake Municipal Code Chapter 2.24.060 (A) (1).

7.7.4 SITUATIONS TRIGGERING PROCLAMATION OF LOCAL EMERGENCY

A Local Proclamation of Emergency is recommended when:

- The event has or will exceed the capabilities and resources of the city.
- The city will likely have to exercise extraordinary police powers.
- The city will likely have to issue special orders or regulations to protect life and property.
- The proclamation is required to activate special purchasing agreements or spending authorities.
- The city will likely pursue state or federal response or recovery aid assistance.
- It is a prerequisite to requesting a county Emergency Proclamation, California Office of Emergency Services Director's Concurrence, Governor's Declaration of a State of Emergency, or a Presidential Declaration of Major Emergency or Disaster.
- The Director of Emergency Services or the City Council, recognizing the seriousness of the situation, wishes to assure the public through formal

proclamation that the city is responding with all available resources to protect public health and safety.

- While not a trigger for a local emergency, the proclamation does "time stamp" the emergency or disaster for disaster record keeping and cost recovery purposes.

7.7.5 DEADLINES

The following are state mandated deadlines important to the proclamation process:

Issuance: Within **ten days** after a disaster if assistance will be requested through the California Disaster Assistance Act (CDAA).

Ratification: If issued by an official designated by ordinance, it must be ratified by the governing body within **seven days**.

Renewal: Reviewed at least every **60 days** by the governing body until terminated.

Termination: At the earliest possible date that conditions warrant.

7.7.6 NOTIFICATION PROCESS

Local governments should notify the Operational Area (O.A.) and provide a copy of the emergency proclamation as soon as possible.

- The OA shall notify their Cal OES Region and provide a copy of the proclamation as soon as possible.
- The Cal OES Region will notify the Cal OES Director and Deputy Directors. It shall be the primary contact between the Cal OES Director, OA, and the local jurisdiction for updates on any requests for assistance.
- The Cal OES Director will respond in writing to the local government concerning the status of any requests for assistance included within the local proclamation or accompanying letter.

Note: A Local Emergency Proclamation or Governor's Proclamation is not a prerequisite for mutual aid assistance, Red Cross assistance, the Federal Fire Management Assistance Grant Program, or federal disaster loan programs designated by the Small Business Administration or the U.S. Department of Agriculture.

7.7.7 LEVELS OF DISASTER ASSISTANCE

DIRECTOR'S CONCURRENCE

Purpose

The CDAA authorizes the Cal OES Director to provide financial assistance to repair and restore damaged public facilities and infrastructure.

Deadline

Cal OES must receive a request from the local government within ten days of an incident.

Supporting Information Required

Local Emergency Proclamation, Initial Damage Estimate (IDE), and a request from the City Mayor, Administrative Officer, or County Board of Supervisors.

GOVERNOR'S PROCLAMATION

Purpose

Provides the Governor with powers authorized by the Emergency Services Act; authorizes the CalOES Director to provide financial relief for emergency actions and restoration of public facilities and infrastructure; is a prerequisite for requesting a federal declaration of a major disaster or emergency.

Deadline

Cal OES must receive a request from the local government within ten days of an incident.

Supporting Information Required

Local Emergency Proclamation, Initial Damage Estimate (IDE), and a request from the City Mayor, Administrative Officer, or County Board of Supervisors.

PRESIDENTIAL DECLARATION OF AN EMERGENCY

Purpose

Supports the response activities of the federal, state, and local governments. Authorizes federal agencies to provide "essential" assistance, including debris removal, temporary housing, and the distribution of medicine, food, and other consumable supplies.

Deadline

The Governor must request federal emergency assistance on behalf of the local government within five days of the need becoming apparent.

Supporting Information Required

All of the supporting information required above, a Governor's Proclamation, certification by the Governor that the response is beyond the capability of the state, confirmation that the Governor has executed the State's emergency plan, information describing the state and local efforts, and identification of the specific type and extent of federal emergency assistance needed.

PRESIDENTIAL DECLARATION OF A MAJOR DISASTER

Purpose

Supports the response and recovery activities of the federal, state, and local government and disaster relief organizations. Authorizes implementation of some or all federal recovery programs, including public assistance, individual assistance, and hazard mitigation assistance.

Deadline

The Governor must request a federal declaration of a major disaster within 30 days of an incident.

Supporting Information Required

All of the supporting information required above, and the Governor's Proclamation, certification by the Governor that the response is beyond the capability of the state, confirmation that the Governor has executed the State's emergency plan, and identification of the specific type and extent of federal aid required.

7.7.8 FEDERAL AND STATE ASSISTANCE THAT REQUIRE PROCLAMATIONS

Federal and State Disaster Assistance that require a Local Emergency Proclamation

Local Government Assistance

- Reimbursement of extraordinary emergency costs (e.g., overtime, debris removal, sandbagging).

- Funds to repair damaged public facilities (e.g., buildings, roads, equipment, parks, public utilities).
- Hazard Mitigation Projects.

Individuals and Families Assistance

- Housing assistance, such as home repairs and temporary lodging or rental assistance.
- Damage to personal property and medical or dental expenses.
- Disaster unemployment benefits.
- Crisis Counseling.

THIS SECTION IS INTENTIONALLY LEFT BLANK

7.7.9 SAMPLE LOCAL PROCLAMATION

SAMPLE LOCAL PROCLAMATION

WHEREAS, Ordinance No. _____ of the *City/County* of _____ empowers the *Director of Emergency Services** to proclaim the existence or threatened existence of a local emergency when said *City/ County* 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/County* of _____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 _____the 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/County,* and;

That the City Council/County Board of Supervisors of the *City/County* of _____ 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/County*, 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/County* shall be those prescribed by state law, by ordinances, and resolutions of this *City/County*, and; That this emergency proclamation shall expire in 7 days after issuance unless confirmed and ratified by the governing body of the *City/County* of _____.

Dated: _____ By: _____

*Director of Emergency Services**

Name_____ (Print)

Address_____

**Insert appropriate title and governing body*

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

7.7.10 REQUEST FOR CALIFORNIA DISASTER ASSISTANCE FUNDING

Request for California Disaster Assistance Act (CDAA) Funding in a Local Emergency Proclamation

CDAA Request Process

As outlined in the California Government Code, Title 2, Division 1, Chapter 7.5 – California Disaster Assistance Act (CDAA), only a governing body of a city (mayor or chief executive), county (chairman of a board of supervisors or county administrative officer), or city and county may seek financial assistance through CDAA, by order of a Director's Concurrence or Governor's Proclamation. The request for CDAA can be included in a Local Emergency Proclamation; however, it is more appropriate to request CDAA on separate letterhead once the governing body has identified and can certify that local resources are insufficient and the situation is beyond its collective capabilities.

Verification of Damages

When the governing body submits its Local Emergency Proclamation to the California Governor's Office of Emergency Services (Cal OES) Regional Operations, the package should include an Initial Damage Estimate (IDE). An IDE is the local government's identification of the impacts and local response and recovery activities. The IDE assists Cal OES in understanding the jurisdictions' damages and prioritizing Preliminary Damage Assessment (PDA) efforts, which can lead to a state or federal disaster declaration. An Operational Area must include all its affected governing bodies (cities, towns), special districts (school districts, water districts, community services districts), and private nonprofit organizations within the IDE. Cal OES Regional Operations then forward the IDE to Cal OES headquarters, which includes a Regional Event Summary (RES) delineating the event's impact.

An IDE should include:

- Type and extent of public and private sector damage;
- Estimates of damages and emergency response costs; and
- Any acute public health and environmental issues.

To assist the Governor in determining if funding under CDAA should be granted, the IDE and RES are reviewed, and if warranted, a State pre-assessment is conducted by the Cal OES Recovery Division. Cal OES works with the local jurisdictions' emergency management and public safety agencies in the Operational Areas affected by the disaster to complete these assessments. Once a determination is made, Cal OES will notify the requesting jurisdiction verbally by the Cal OES Region and in writing by the Cal OES Recovery Division.

Factors Utilized in Consideration

In evaluating a local government's request for financial assistance under CDAA, several factors and relevant information are considered in determining the severity, magnitude, and impact of a disaster and developing a recommendation to the Governor. The very nature of disasters, their unique circumstances, and varied impacts often impede a constant set of factors considered when evaluating disaster declaration requests; however, primary considerations include:

Factors Considered

- Activation of Emergency Operations Plan and Emergency Operations Center.
- Amount and type of damage, including response costs, emergency protective measures, debris removal, public infrastructure damage, number of businesses affected, and number of homes destroyed or with major damage.
- Amount of available funding at the local level.
- The availability of assistance or additional programs from other sources, including federal, state, local, voluntary, and NGOs.
- Costs of the disaster distributed per population (per capita).
- Dispersion or concentration of damages.
- The existence of a FEMA approved Local Hazard Mitigation Plan.
- History or frequency of disasters over a recent period.
- Imminent threats to public health and safety or the environment.
- Impact on the critical infrastructure and facilities of the affected area.
- Impacts on essential government services and functions.

- Level of insurance coverage in place for public facilities and homeowners.
- Per capita income and poverty level of the operational area (county).
- Requirement or request for regulatory, statutory, or permit extension waiver or relief.
- Resource commitments and availability of local, regional, and state mutual aid assets.
- Capabilities of the state government.

7.8 TRAINING AND EXERCISES

EMERGENCY MANAGEMENT TRAINING PROGRAM

*The City of Big Bear Lake maintains a separate **Emergency Management Training and Exercise Plan**.*

Training is essential to prepare public officials, emergency managers, and emergency response personnel for disasters. Based on performance requirements, a robust training program should be conducted regularly to ensure that existing staff maintain their readiness and that new staff learn the needed skills and knowledge.

The Emergency Operations Manager coordinates disaster response training for the city in cooperation with city Departments and external supporting agencies. Training includes Disaster Service Worker training, EOP orientation, SEMS-NIMS training, EOC Operations and Management training, and EOC Section and Position Specific training. Additional hazard-specific and emergency function-specific training is conducted as needed. A wide range of Workshops, Seminars, Drills, and Emergency Exercises are conducted to validate emergency plans and staff training.

Emergency operations staff training should be continually conducted on a regular cadence and schedule. In-house training sessions, exercises, actual operations, or sponsored classes are sources for accomplishing this training. Various training courses are provided by the San Bernardino County Office of Emergency Services, CalOES-California Specialized Training Institute (CSTI), Riverside Urban Area Initiative (RUASI, and other training organizations.

FEMA also offers classroom-based and online independent study through the Emergency Management Institute (EMI).

Each department, special district, non-governmental organization, and business institution is responsible for ensuring that staff are trained to an appropriate level commensurate with their potential emergency assignment. Training needs are often identified in emergency management credentialing standards, gap and needs assessments, and after-action/corrective action reports.

Standard emergency tasks and capabilities to be trained on may be found in FEMA's National Preparedness Goal – Core Capabilities.

Training of emergency organization staff should be consistent with their potential assigned in emergency operations, their role on special response teams, the CA Standardized Emergency Management System (SEMS) training requirements, and the National Incident Management System (NIMS) training doctrine.

EMERGENCY MANAGEMENT EXERCISE PROGRAM

*The City of Big Bear Lake maintains a separate **Emergency Management Training and Exercise Plan**.*

Exercises allow personnel to become familiar with the procedures, facilities, and systems used in emergencies. State agencies and local jurisdictions should plan and participate in all-hazards exercises with emergency management organizations and first response agencies. Exercises should also include recovery components. Regular exercises should also focus on running "sustained operations," which are carried out over multiple operational periods, hours, or even days.

The City of Big Bear Lake will execute emergency exercises essential to validating emergency plans and procedures, reinforcing section and position-specific roles and responsibilities, testing equipment and systems, and generally preparing the EOC response team and the public on responding and recovering from threats and risks.

Emergency exercises will generally include a combination of discussion-based and operations-based exercises, including:

- Seminars

- Workshops
- Games
- Drills and Tests
- Tabletop Exercises
- Functional Exercises
- Full-Scale Exercises

The following list describes the range of exercise types that are used:

- **Seminars** are discussion-based to introduce information about a particular topic or current policies, plans, and procedures. Seminars are suitable for an audience unfamiliar with emergency plans and may serve as a starting point for more complex exercises.
- **Workshops** are discussion-based and used to develop deliverables, such as a plan, procedure, or After-Action Report (AAR)/Improvement Plan (IP). They are more participant-based and suitable for collecting ideas from a diverse group of stakeholders.
- **Games** are discussion-based, structured forms of play designed for participants to test their operational decision-making in a hypothetical situation and explore the consequences of their choices. Games reinforce training, team building, and enhancing operational and tactical capabilities.
- **Drills and Tests** are operations-based and require participants to perform a single operation or function, such as an evacuation or sending a test wireless emergency alert. They are suitable for validating that a capability is operating as intended and providing participants with practice maintaining a skill.
- **Tabletop Exercises** (TTXs) are discussion-based and built around a scenario so participants can discuss how they would apply policies, plans, and procedures. Tabletop exercises are an excellent way to identify strengths and areas of improvement in existing or potential processes in a hypothetical situation.
- **Functional Exercises** (FEs) are operations-based and require participants to perform multiple capabilities and functions in a realistic environment but with most resource movement and complex interactions being simulated.

Functional Exercises are excellent for validating emergency capabilities, operational plans, and procedures.

- **Full-Scale Exercises** (FSEs) are operations-based and the most complex and resource-intensive to set up. FSEs often involve multiple agencies, departments, and jurisdictions and real-time interaction of participants from Emergency Operations Center(s) to field personnel, performing and moving as they would in a real emergency. Full-scale exercises are excellent for testing that an organization's plans, policies, and procedures can be applied in real time. FSEs can also validate that coordination with multiple organizations in a cooperative system (e.g., ICS) can be achieved.

THIS PAGE IS INTENTIONALLY LEFT BLANK

8.0 PLAN DEVELOPMENT AND MAINTENANCE

8.1 PLAN DEVELOPMENT

The Emergency Operations Plan (EOP), its annexes, appendices, and supporting procedures have been developed in coordination with and consistent with the following directives, guidance, or plans:

- California Emergency Plan
- California Standardized Emergency Management System (SEMS)
- National Incident Management System (NIMS)
- National Response Framework (NRF)
- Comprehensive Preparedness Guide (CPG 101 ver.3.0), and its predecessor SLG 101

The County of San Bernardino County Emergency Operations Plan (ver. 2018) was also considered in developing the City of Big Bear Lake EOP.

This EOP is the principal reference source that guides the City of Big Bear Lake's emergency management activities. Every city governmental function has a role in the EOP and, as such, shares the responsibility for input into its development and maintenance.

PLAN APPROVAL

Comprehensive updates should occur every two years. Following the adoption of the Emergency Operations plan, the City Manager or designee will approve substantive revisions and updates to the Emergency Operations Plan and any Standard Operating Procedures (SOPs). These revisions or updates are considered a matter of regular business. The City Emergency Operations Manager may make less substantive modifications or updates without further approval.

8.2 PLAN MAINTENANCE

Lead, Support, or Coordinating departments will maintain and keep current the EOP, annexes, appendices, procedures, resource inventories, and notification and recall lists in the following manner:

a) The EOP, its annexes, and appendices will be reviewed every year.

b) A comprehensive review and update of the EOP will be done every five years.

c) Department or agency changes or additions to the EOP will be forwarded to the Public Works Department for review and consideration.

d) Resource inventories and notification or recall lists should be reviewed every six months and updated as changes occur.

e) Procedures should be reviewed following evaluations of actual emergency or disaster operations and after exercises and training where deficiencies are noted.

f) Substantive changes to Part 1 of the EOP will be recorded in the Record of Changes Table on page 13.

The City of Big Bear Lake Emergency Operations Plan will be reviewed annually. Revisions will be made as changes are identified. The EOP should also be reviewed and revised when organizational changes occur in city government, with state or federal emergency planning standard changes, and after real-world incidents. City departments should be prepared to assist the Public Works Department with reviews, revisions, and updates to the plan. The EOP will be distributed to plan holders, as identified on page 15, when substantive changes are made. When non-substantive modifications to the plan are made, the EOP will not be re-distributed each time.

STANDARD OPERATING PROCEDURE DEVELOPMENT AND MAINTENANCE

The Lead, Support, and Coordination Departments are anticipated to develop standard operating procedures (SOP) or standard operating guidelines (SOG) supportive of the EOP. Due to the strategic nature and formatting of an EOP, every contingency or emergency function cannot be fully addressed in this plan.

As such, additional policies, procedures, or guidelines will continually need to be developed and revised.

SOPs and SOGs may include the following:

- Guidance information
- Responsibilities of responding employees and agencies
- Policies and procedures

- Personnel assignments
- Contact lists
- Equipment lists
- Forms and documents

INSPECTION, INVENTORY, AND TESTING OF EQUIPMENT AND SUPPLIES

EOC supplies maintained by the City of Big Bear Lake should be checked and inventoried annually. EOC communications equipment should be tested to the frequency listed below.

Equipment	Test Frequency
Commercial telephone network	Daily
City radio networks	Quarterly
Computers and networks	Monthly

The County of San Bernardino is responsible for testing any equipment owned and operated by County agencies.

8.3 PLAN REVISIONS

The EOP is continually being reviewed, updated, and revised. The Public Works Department will distribute revised versions with substantive changes digitally. Outdated versions of this plan should be destroyed when a new version is published so that only the most recent version is in circulation.

Revisions, updates, and enhancements to the EOP may be made without City Council adoption when they are part of the normal improvement planning and corrective action process. Regular and routine updates may be made without further promulgation or legislative action.

The schedule for revisions and updates to the EOP includes a complete update every five years. More frequent routine updates and revisions will be made when identified through lessons learned from actual events, training, and exercises.

Substantive revisions and changes to Part 1 of the EOP will be recorded in the Record of Changes table on page 13.

8.4 COORDINATION WITH OTHER PLANS

The City of Big Bear Lake EOP has been developed in coordination with the concepts and principles of the following plans and policies:

- Big Bear Lake Multi-Jurisdictional Hazard Mitigation Plan
- California Emergency Plan
- San Bernardino County Emergency Plan
- National Response Framework
- National Preparedness Goal
- National Infrastructure Protection Plan
- National Homeland Security Strategy

9.0 AUTHORITIES AND REFERENCES

The authorities and references in this section establish two foundations:

1. The legal basis (statutes, ordinances, executive orders, regulations, proclamations) for emergency operations; and
2. The basis for delegation of emergency authority, i.e., enabling measures sufficient to ensure that specific emergency-related legal authorities can be exercised by elected or appointed leadership or their designated successors.

The California State Emergency Plan (SEP), having been promulgated under provisions of the California Emergency Services Act, provides statewide authorities and responsibilities, and describes the functions and operations of government at all levels during extraordinary emergencies, including war. Section 8568 of the Act states in part that "the State Emergency Plan shall be in effect in each political subdivision of the State, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof."

The City of Big Bear Lake Emergency Operations Plan (EOP) is considered an extension of the State Emergency Plan.

Note: Not all authorities and references have been used in this EOP Base Plan.

CITY OF BIG BEAR LAKE

- Chapter 2.24 Emergency Services Organization
- Chapter 2.28.050 Director and Assistant Director of Emergency Services
- Chapter 2.28.080 Emergency Plan

COUNTY OF SAN BERNARDINO

- Title 2, Division 1, Chapter 1 Emergency Services Organization
- Title 2, Division 1, Chapter 1, Section 21.0103 Office of Emergency Services
- Title 2, Division 1, Chapter 1, Section 21.0104 Director of Emergency Services

CALIFORNIA

- California Assembly Bill 2311: Emergency Services - Access and Functional Needs (2016)
- California Constitution (Article XI: Local Government)
- California Coroners' Mutual Aid Plan
- California Disaster and Civil Defense Master Mutual Aid Agreement
- California Disaster Assistance Act (Title 19, Division 2, Chapter 6 of the California Code of Regulations)
- California Emergency Services Act (Title 2, Division 1, Chapter 7 of the Government Code)
- California Fire Service and Rescue Emergency Mutual Aid Plan
- California Government Code §3100, Disaster Service Workers and Public Employees
- California Law Enforcement Mutual Aid Plan
- California Senate Bill 160: Emergency Services - Cultural Competence (2019)
- California Assembly Bills 2311 and 477: Access and Functional Needs (2019)
- California Senate Bill 833: Emergencies - Office of Emergency Services - Guidelines - Alert and Warning Systems (2018)
- Disaster Service Worker Program Authorities (Title 1, Division 4, Chapter 8 of the Government Code and Section 3211.92 of the Labor Code)
- 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

- Title 19, Public Safety, Division 2, Chapter 2, Emergencies and Major Disasters, §2510
- Title 19, Public Safety, Division 2, Chapter 6, California Disaster Assistance Act, §2900

FEDERAL

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

THIS PAGE IS INTENTIONALLY LEFT BLANK

10.0 GLOSSARY OF ABBREVIATIONS AND DEFINITIONS OF TERMS

Not all abbreviations and acronyms are used in the EOP Base Plan.

ABBREVIATIONS AND ACRONYMS

ACS	Auxiliary Communications Services
AAR	After Action Report
ACI	Approved Course of Instruction
ADA	Americans with Disabilities Act
AP	Action Plan
ARC	American Red Cross
CA-ESF	California Emergency Support Function
Cal EOC	California Emergency Operations Center
Cal ISO	California Independent System Operations
Cal OES	California Governor's Office of Emergency Services
Cal FIRE	California Department of Forestry and Fire Protection
Cal TRANS	California Department of Transportation
CAP	Civil Air Patrol
CARES	California Animal Response Emergency System
CBO	Community Based Organization
CBRNE	Chemical, Biological, Radiation, Nuclear, Explosive
CCC	California Conservation Corps
CCR	California Code of Regulations
CDAA	California Disaster Assistance Act
CDC	Center for Disease Control
CERT	Community Emergency Response Team
CFR	Code of Federal Regulations
CHP	California Highway Patrol
CIP	Critical Infrastructure Protection

CISD	Critical Incident Stress Debriefing
CLERS	California Law Enforcement Radio System
CLETS	California Law Enforcement Telecommunications System
CNG	California National Guard
COG	Continuity of Government
CONOPS	Concept of Operations
COOP	Continuity of Operations
CPUC	California Public Utilities Commission
CST	Civil Support Team
CSTI	California Specialized Training Institute
CSWC	California State Warning Center
DHS	Department of Homeland Security
DMA 2000	Disaster Mitigation Act of 2000
DOC	Department Operations Center
DOE	Department of Energy
DOJ	Department of Justice
DRC	Disaster Recovery Center
DSR	Damage Survey Report
DSW	Disaster Service Worker
DWI	Disaster Welfare Inquiry
DWR	Department of Water Resources
EAS	Emergency Alert System
EDIS	Emergency Digital Information Service
EMS	Emergency Medical Services
EDIS	Emergency Digital Information System
EMAC	Emergency Management Assistance Compact
EMMA	Emergency Managers Mutual Aid
EMSA	Emergency Medical Services Authority
EOC	Emergency Operations Center
EOP	Emergency Operations Plan

EPA	Environmental Protection Agency
EPI	Emergency Public Information
EPZ	Emergency Planning Zone
ERD	Emergency Resource Directory
ESA	California Emergency Services Act
ESF	Emergency Support Function
ETA	Estimated Time of Arrival
FE	Functional Exercise
FEMA	Federal Emergency Management Agency
FHWA	Federal Highway Administration
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FIRESCOPE	Firefighting Resources of California Organized for Potential Emergencies
FIRM	Flood Insurance Rate Map
FMA	Flood Mitigation Assistance
FMAG	Fire Management Assistance Grant Program
FSE	Full Scale Exercise
GAR	Governor's Authorized Representative
GIS	Geographical Information System
HAZ MAT	Hazardous Materials
HHS	Department of Human Health Services
HMA	Hazard Mitigation Assistance
HMC	Hazard Mitigation Coordinator
HMGP	Hazard Mitigation Grant Program
HSPD	Homeland Security Presidential Directive
HT	Handy Talkie
IA	Individual Assistance
IAP	Incident Action Plan
IC	Incident Commander

ICP	Incident Command Post
ICS	Incident Command System
IDE	Initial Damage Estimate
IHP	Individuals and Households Program
IMAT	Incident Management Assistance Team
IMS	Incident Management System
IST	Incident Support Team
IPP	Integrated Preparedness Plan
JFO	Joint Field Office
JIC	Joint Information Center
JIS	Joint Information System
LAC	Local Assistance Center
LHMP	Local Hazard Mitigation Plan
MA	Mutual Aid
MAC	Multiagency Coordination
MAC Group	Multiagency Coordination Group
MACS	Multi-Agency Coordination System
MJHMP	Multi-Jurisdictional Hazard Mitigation Plan
MMAA	California Disaster and Civil Defense Master Mutual Aid Agreement
MOU	Memorandum of Understanding
NHTSA	National Highway Traffic Safety Administration
NAWAS	National Warning System
MHz	Megahertz
NCIC	National Crime Information Center
NDAA	Natural Disaster Assistance Act
NEPA	National Environmental Policy Act
NFIP	National Flood Insurance Program
NGO	Non-Governmental Organization
NIMS	National Incident Management System

NOAA	National Oceanic and Atmospheric Administration
NRC	U.S. Nuclear Regulatory Commission
NRF	National Response Framework
NTSB	National Transportation Safety Board
NWS	National Weather Service
OA	Operational Area
OASIS	Operational Area Satellite Information System
OEM	Office of Emergency Management
OES	Office of Emergency Services
OHS	Office of Homeland Security
PA	Public Assistance
PDA	Preliminary Damage Assessment
PDM	Pre-Disaster Mitigation
P.L.	Public Law
PIO	Public Information Officer
PNP	Private Nonprofit
POST	Commission on Peace Officer Standards and Training
PSPS	Public Safety Power Shutoff
RACES	Radio Amateur Civil Emergency Services
RDD	Radiation Dispersal Device
RDMHC	Regional Disaster Medical Health Coordinator
REOC	Region Emergency Operations Center
RIMS	Response Information Management System
SAP	State Safety Assessment Program
SAR	Search and Rescue
SAR	Suspicious Activity Reporting
SBA	U.S. Small Business Administration
SCO	State Coordinating Officer
SEMS	Standardized Emergency Management System
SEP	State of California Emergency Plan

SHMC	State Hazard Mitigation Coordinator
SHMP	State of California Enhanced Multi-hazard Mitigation Plan
SOC	State Operation Center
SOG	Standard Operating Guideline
SONGS	San Onofre Nuclear Generating Station
SOP	Standard Operating Procedure
SNS	Strategic National Stockpile
SPR	State Preparedness Report
STAC	State Threat Assessment Center
STAS	State Threat Assessment System
TLO	Terrorism Liaison Officer
TTX	Tabletop Exercise
UC	Unified Command
UCG	Unified Coordination Group
USACE	U.S. Army Corps of Engineers
USAR	Urban Search and Rescue
US-CERT	United States Computer Emergency Readiness Team
USDA	U.S. Department of Agriculture
USGS	United States Geological Survey
WMD	Weapons of Mass Destruction
VOAD	Voluntary Organizations Active in Disaster
WUI	Wildland-Urban Interface

DEFINITION OF TERMS

Not all terms are used in the EOP Base Plan.

ACTION PLAN (AP): See EOC Action Plan and Incident Action Plan.

ACTIVATE: As used in this plan, shall mean the placing into operation of the Emergency Organization hereinafter provided for, upon the receipt of official warning of an impending or threatened emergency, or upon the declaration of the existence of a local emergency.

AFTER-ACTION REPORT (AAR): A report that examines response actions, application of SEMS, modifications to plans and procedures, training needs and recovery activities. After action reports are required under SEMS after any emergency that requires a declaration of an emergency. Reports must be submitted within 90 days to Cal OES.

AGENCY: A division of government with a specific function offering a particular kind of assistance. In the Incident Command System (ICS), agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance). Governmental organizations are most often in charge of an incident, though in certain circumstances private sector organizations may be included. Additionally, Non-Governmental Organizations (NGOs) may be included to provide support.

CALIFORNIA DISASTER AND CIVIL DEFENSE MASTER MUTUAL AID AGREEMENT (MMAA): An agreement entered into by and between the State of California, its various departments and agencies, and the various political subdivisions, municipal corporations, and public agencies of the State of California to assist each other by providing resources during an emergency. Mutual Aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other in response to any type of disaster or emergency.

CALIFORNIA EMERGENCY FUNCTIONS (CA-EF): The California Emergency Functions are a grouping of state agencies, departments, and other stakeholders with similar functional activities/responsibilities whose responsibilities lend to improving the state's ability to collaboratively prepare for, effectively mitigate, cohesively respond to and rapidly recover from any emergency. California Emergency Functions unify a broad-spectrum of stakeholders with various capabilities, resources, and authorities to improve collaboration and coordination for a particular discipline. They also provide a framework for the state government to support regional and community stakeholder collaboration and coordination at all levels of government and across overlapping jurisdictional boundaries.

CALIFORNIA EMERGENCY SERVICES ACT (ESA): An Act within the California Government Code to ensure preparations within the state will be adequate to deal with natural, human-caused, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and the natural resources of the state, and generally to protect the health and safety and preserve the lives and property of the people of the state.

CATASTROPHE: As used in this plan, any natural or human-caused incident, including terrorism that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions.

COMMAND: The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

COMMAND/MANAGEMENT: Command is responsible for the directing, ordering, and/or controlling of resources at the field response level. Management is responsible for overall emergency policy and coordination at the SEMS EOC levels.

COMMAND POST: See Incident Command Post.

CONTINUITY OF GOVERNMENT (COG): As used in this plan, shall mean all measures taken to ensure the continuity of essential functions of government in the event of emergency conditions, including lines of succession for key decision makers and officials.

CONTINUITY OF OPERATIONS (COOP): As used in this plan, actions taken to ensure the continued performance of core capabilities and/or critical government operations during any potential incident.

CORRECTIVE ACTIONS: Implementing procedures that are based on lessons learned from actual incidents or from training and exercises.

CRITICAL INFRASTRUCTURE (CI): Systems and assets, whether physical or virtual, so vital to the United States that the incapacity or destruction of such systems and assets would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters.

CYBER THREAT: An act or threat that poses potentially devastating disruptions to critical infrastructure, including essential communications such as voice, email and internet connectivity.

CYBER SECURITY: The protection of data and systems in networks that are connected to the internet, including measures to protect critical infrastructure services. These services may include essential communications such as voice, email, and internet connectivity.

DEMOBILIZATION: The orderly, safe, and efficient return of an incident resource to its original location and status.

DEPARTMENT OPERATIONS CENTER (DOC): An Emergency Operations Center (EOC), specific to a single department or agency where the focus is on internal agency incident management and response.

DIRECTOR OF EMERGENCY SERVICES (DES): As used in this plan, shall mean the individual having jurisdiction and authority over the City's response and recovery to extraordinary emergencies and disasters.

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

DISASTER SERVICE WORKER (DSW): As used in this plan, shall mean any person registered with a disaster council or the California Office of Emergency Services, or a state agency granted authority to register Disaster Service Workers, for the purpose of engaging in disaster service work pursuant to the California Emergency Services Act without pay or other consideration. Disaster Service Worker includes public employees, and also includes any unregistered persons impressed into service during a state of war emergency, a state of emergency, or a local emergency by a person having authority to command the aid of citizens in the execution of his or her duties.

EMERGENCY: As used in this plan, shall mean 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, drought, sudden and severe energy shortage, plant or animal infestation or disease, or other conditions, including conditions resulting from war or imminent threat of war, severe or imminent threat of terrorist attack, but other than conditions resulting from a labor controversy, which conditions are or are likely to require the combined services, personnel, equipment, and facilities of this city.

EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC): A congressionally ratified organization that provides form and structure to interstate mutual aid. Through EMAC, a disaster-affected state can request and receive assistance from other member states quickly and efficiently, resolving two key issues upfront: liability and reimbursement.

EMERGENCY OPERATIONS CENTER (EOC): As used in this plan, shall mean the physical location from which centralized city emergency management is performed. The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOC may be organized by major functional disciplines (e.g., fire, law enforcement and medical services), by jurisdiction (e.g., federal, state, regional, tribal, city, county), or some combination thereof.

EMERGENCY OPERATIONS PLAN (EOP): The ongoing plan maintained by various jurisdictional levels for responding to a wide variety of potential hazards.

EMERGENCY RESPONSE AGENCY: Any organization responding to an emergency, or providing mutual aid support to such an organization, whether in the field, at the scene of an incident, or to an operations center.

EMERGENCY RESPONSE PERSONNEL: Personnel affiliated with or sponsored by emergency response agencies.

EOC ACTION PLAN (AP): The plan developed at SEMS EOC levels, which contains objectives, actions to be taken, assignments, and supporting information for the next operational period.

ESSENTIAL FACILITIES: May include facilities such as law enforcement, fire, emergency operations centers, schools, medical facilities, and other resources that have a role in an effective and coordinated emergency response.

EVACUATION: Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas and their reception and care in safe areas.

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

HAZARD: Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

INABILITY TO ACT: As used in this plan, shall mean that an official is either killed, missing, or so seriously ill or injured as to be unable to attend meetings and otherwise perform his/her duties. Any question as to whether a particular official can be deemed to have an "inability to act" shall be settled by the governing board of the political jurisdiction or any remaining available members of said body (including standby officers who are serving on such body).

INCIDENT: An occurrence or event, natural or human-caused, which requires a response to protect life or property.

INCIDENT ACTION PLAN (IAP): An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods. At the SEMS EOC level it is called the EOC Action Plan.

INCIDENT COMMAND (IC): Responsible for overall management of the incident and consists of the Incident Commander, either single or unified command, and any assigned supporting staff. Incident Commander (IC): The individual responsible for all incident activities, including the development of strategies and tactics, and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

INCIDENT COMMAND POST (ICP): The field location where the primary functions are performed. The ICP may be co-located with the incident base or other incident facilities.

INCIDENT COMMAND SYSTEM (ICS): A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents.

INTELLIGENCE: Product of an analytical process that evaluates information collected from diverse sources; integrates the relevant information into a cohesive package and produces a conclusion or estimate. Information must be real, accurate and verified before it becomes intelligence for planning purposes. Intelligence relates to the specific details involving the activities of an incident or EOC and current and expected conditions and how they affect the actions taken to achieve operational period objectives. Intelligence is an aspect of information. Intelligence is primarily intended for internal use and not for public dissemination.

INTEROPERABILITY: Allows emergency management/response personnel and their affiliated organizations to communicate within and across agencies and jurisdictions via voice, data, or video-on-demand, in real-time, when needed and when authorized.

JOINT INFORMATION CENTER (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media. Public information officials from all participating agencies should co-locate at the JIC.

JOINT INFORMATION SYSTEM (JIS): Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, accurate, accessible, timely, and complete information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the IC; advising the IC concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

JURISDICTION: A range or sphere of authority. Public agencies have jurisdiction over an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., federal, state, tribal, and local boundary lines) or functional (e.g., law enforcement, public health).

KEY RESOURCES: Any publicly or privately controlled resources essential to the minimal operations of the economy and government.

LIAISON: A form of communication for establishing and maintaining mutual understanding and cooperation.

LOCAL EMERGENCY: As used in this plan, shall mean the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, pandemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, including conditions resulting from war or imminent threat of war, severe or imminent threat of terrorist attack, 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 that political subdivision and require the combined forces of other political subdivisions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the State Public Utilities Commission.

LOCAL GOVERNMENT: According to Federal Code 30 a county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under state law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal entity, or in Alaska a Native village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity.

MITIGATION: Provides a critical foundation in the effort to reduce the loss of life and property from natural and/or human-caused disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Mitigation seeks to fix the cycle of disaster damage, reconstruction, and repeated damage. These activities or actions, in most cases, will have a long-term sustained effect.

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

MOBILIZATION CENTER: An off-emergency location where emergency services personnel and equipment may be temporarily located, pending assignment to emergencies, released, or reassigned.

MULTI-AGENCY OR INTER-AGENCY COORDINATION (MAC): The participation of agencies and disciplines involved at any level of the SEMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

MULTI-AGENCY COORDINATION GROUP (MAC GROUP): Typically, administrators/executives, or their appointed representatives, who are authorized to commit agency resources and funds, are brought together and form MAC Groups. MAC Groups may also be known as multiagency committees, emergency management committees, or as otherwise defined. It can provide coordinated decision-making and resource allocation among cooperating agencies and may establish the priorities among incidents, harmonize agency policies, and provide strategic guidance and direction to support incident management activities.

MULTI-AGENCY COORDINATION SYSTEM(S) (MACS): Multi-agency coordination systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. The elements of multi-agency coordination systems include facilities, equipment, personnel, procedures, and communications. Two of the most commonly used elements are EOC and MAC Groups. These systems assist agencies and organizations responding to an incident.

MUTUAL AID AGREEMENTS AND/OR ASSISTANCE AGREEMENTS: Written or oral agreements between and among agencies/organizations and/or jurisdictions that provide a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.

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

MUTUAL AID REGION: A mutual aid region is a subdivision of Cal OES established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more operational areas.

MULTI-AGENCY OR INTER-AGENCY COORDINATION: As used in this plan, shall mean the participation of agencies and disciplines involved at any level of the Standardized Emergency Management System (SEMS) organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

NATIONAL: Of a nationwide character, including the federal, state, tribal and local aspects of governance and policy.

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS): As used in this plan, shall mean the adopted national emergency management processes, protocols, and procedures for federal, state, tribal and local responders. National Incident Management System (NIMS) utilizes the Incident Command System (ICS), Resource Management, Joint Information Management System, Communication and Information Management and Preparedness policies. NIMS is consistent with SEMS.

NATIONAL RESPONSE FRAMEWORK (NRF): A guide to how the nation conducts all-hazards incident management.

NON-GOVERNMENTAL ORGANIZATION (NGO): An entity with an association based on the interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with the government. Such organizations serve a public purpose, not a private benefit. Examples of NGO include faith-based charity organizations and the American Red Cross.

OPERATIONAL AREA (OA): As used in this plan, shall mean an intermediate level of state emergency services organization, consisting of a county and all political subdivisions within the county area. Each county geographic area is designated an operational area for the coordination of emergency activities and to serve as a link in the system of communications and coordination between the state's emergency operations centers and the operations centers of the political subdivisions comprising the operational area, as defined in California Government Code Subsection 8559 (b) and Section 8605. This definition does not change the definition of operational area as used in the existing fire and rescue mutual aid system.

OPERATIONAL PERIOD: The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan or EOC Action Plan. Operational periods can be of various lengths, although usually last 12-24 hours.

ORGANIZATION: Any association or group of persons with like objectives. Examples include, but are not limited to, governmental departments and agencies, private sector, and/or non- governmental organizations.

POLITICAL SUBDIVISIONS: Includes any city, city and County, County, tax or assessment district, or other legally authorized local governmental entity with jurisdictional boundaries.

PREPAREDNESS: A continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action in an effort to ensure effective coordination during incident response. Within NIMS, preparedness focuses on the following elements: planning, procedures and protocols, training and exercises, personnel qualification and certification, and equipment certification.

PREVENTION: Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting or disrupting illegal activity, and apprehending potential perpetrators and bringing them to justice.

PRIVATE SECTOR: Organizations and entities that are not part of any governmental structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce, and industry.

PROTOCOLS: Sets of established guidelines for actions (which may be designated by individuals, teams, functions, or capabilities) under various specified conditions.

PUBLIC INFORMATION: Processes, procedures, and systems for communicating timely, accurate and accessible information on the incident's cause, size and current situation; resources committed; and other matters of general interest to the public, responders and additional stakeholders (both directly affected and indirectly affected).

PUBLIC INFORMATION OFFICER (PIO): A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.

RECOVERY: The development, coordination, and execution of service and site restoration plans; the reconstitution of government operations and services; individual, private sector, non-governmental, and public assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.

RECOVERY PLAN: A plan developed to restore the affected area or community.

REGION EMERGENCY OPERATIONS CENTER (REOC): Facilities found at Cal OES Administrative Regions. REOC provides centralized coordination of resources among Operational Areas within their respective regions and between the Operational Areas and the State Level.

REIMBURSEMENT: Provides a mechanism to recoup funds expended for incident-specific activities.

RESOURCE MANAGEMENT: Efficient emergency management and incident response requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under NIMS includes mutual aid agreements and assistance agreements; the use of special federal, state, tribal and local teams; and resource mobilization protocols.

RESOURCES: Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

RESPONSE: Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of EOP and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.

RESPONSE PERSONNEL: Includes federal, state, territorial, tribal, sub-state regional and local governments, private sector organizations, critical infrastructure owners and operators, NGO and all other organizations and individuals who assume an emergency management role. Also known as an Emergency Responder.

SITUATION REPORT: Often contains confirmed or verified information regarding the specific details relating to the incident.

SPAN OF CONTROL: The number of resources for which a supervisor is responsible, usually expressed as the ratio of supervisors to individuals. Under NIMS, an appropriate span of control is between 1:3 and 1:7, with optimal being 1:5.

SPECIAL DISTRICT: A unit of local government (other than a city, county, or city and County) with authority or responsibility to own, operate and maintain systems, programs, services, or projects (as defined in California Code of Regulations (CCR) Section 2900(s) for purposes of natural disaster assistance. This may include a joint power authority established under Section 6500 et. seq. of the Code.

STAFFORD ACT: The Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) establishes the programs and processes for the federal government to provide disaster and emergency assistance to states, local governments, tribal nations, individuals, and qualified private nonprofit organizations. The provisions of the Stafford Act cover all hazards including natural disasters and terrorist events. Relevant provisions of the President. The President may declare a major disaster or emergency.

STAGING AREA: Established on an incident for the temporary location of available resources. A Staging Area can be any location on an incident in which personnel, supplies, and equipment can be temporarily housed or parked while awaiting operational assignment.

STANDARD OPERATING PROCEDURE/GUIDE (SOP/SOG): Complete reference document or an operations manual that provides the purpose, authorities, duration, and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner.

STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS): As used in this plan shall mean the adopted State of California emergency management system. The Standardized Emergency Management System (SEMS) utilizes the Incident Command System (ICS), Multi/Interagency Coordination, Mutual Aid, and the Operational Area Concept to facilitate emergency incident management, priority setting, interagency cooperation, and the efficient use of resources and flow of information during an emergency. SEMS is consistent with NIMS.

STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS) GUIDELINES: The SEMS guidelines are intended to assist those responsible for planning, implementing, and participating in SEMS.

STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS) REGULATIONS: Regulations establishing the Standardized Emergency Management System (SEMS) based upon the Incident Command System (ICS) adapted from the system originally developed by the Firefighting Resources of California Organized for Potential Emergencies (FIRESCOPE) program including those currently in use by state agencies, the Multiagency Coordination System (MACS) as developed by FIRESCOPE program, the Operational Area concept and the Master Mutual Aid Agreement and related mutual aid systems. Regulations are found in TITLE 19. DIVISION 2. Chapter 1, 2400 et. Seq.

STATE: When capitalized, refers to any State of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, and any possession of the United States. See Section 2 (14), Homeland Security Act of 2002, Public Law 107−296, 116 Stat. 2135 (2002).

STATE OF EMERGENCY: As used in this plan, shall mean the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, pandemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a state of war emergency, which conditions, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the State Public Utilities Commission.

STATE OF WAR EMERGENCY: As used in this plan, shall mean the condition which exists immediately, with or without a proclamation thereof by the Governor, whenever this state or 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.

STATE OPERATIONS CENTER (SOC): The SOC is operated by the California Governor’s Office of Emergency Services (Cal OES)at the State Level in SEMS. It is responsible for centralized coordination of state resources in support of the three Cal OES Administrative Regional Emergency Operations Centers (REOCs). It is also responsible for providing updated situation reports to the Governor and legislature.

SYSTEM: An integrated combination of people, equipment and processes that work in a coordinated manner to achieve a specific desired output under specific conditions.

TECHNICAL ASSISTANCE: Support provided to state, tribal and local jurisdictions when they have the resources but lack the complete knowledge and skills needed to perform a required activity (such as mobile-home park design or hazardous material assessments).

TECHNICAL SPECIALISTS: Personnel with special skills that can be used anywhere within the SEMS organization. No minimum qualifications are prescribed, as technical specialists normally perform the same duties during an incident that they perform in their everyday jobs and they are typically certified in their fields or professions.

TERRORISM: Under the Homeland Security Act of 2002, terrorism is defined as activity that involves an act dangerous to human life or potentially destructive of critical infrastructure or key resources; is a violation of the criminal laws of the United States or of any state or other subdivision of the United States in which it occurs; and is intended to intimidate or coerce the civilian population, or influence or affect the conduct of a government by mass destruction, assassination, or kidnapping.

THREAT: An indication of possible violence, harm, or danger.

TYPE: 1) An ICS resource classification that refers to capability. Type 1 is generally considered to be more capable than Types 2, 3, or 4, respectively, because of size, power, capacity, or (in the case of incident management teams) experience and qualifications. 2) A class, kind, or group sharing one or more characteristics; category. 3) A variety or style of a particular class or kind of things.

UNIFIED COMMAND (UC): An ICS application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP.

VITAL RECORDS: The essential agency records needed to meet operational responsibilities under national security emergencies or other emergency or disaster conditions (emergency operating records), or to protect the legal and financial rights of the Government and those affected by Government activities (legal and financial rights records).

VOLUNTEER: As used in this plan, a volunteer is any individual accepted to perform services by the lead agency (which has authority to accept volunteer services) when the individual performs services without promise, expectation, or receipt of compensation for services performed. A volunteer may be “affiliated” with a volunteer organization or may be “spontaneous unaffiliated” when pressed into volunteer service at the time of a disaster.

THIS SECTION IS INTENTIONALLY LEFT BLANK

11.0 ATTACHMENTS

1. Historical Milestones in California Emergency Management
2. Innovative Technologies in Emergency Management

THIS PAGE IS INTENTIONALLY LEFT BLANK

ATTACHMENT #1

HISTORICAL MILESTONES IN CALIFORNIA EMERGENCY MANAGEMENT

The following is a brief history of emergency management in California.

1917 State Council of Defense created by the State Legislature to address public security, public health, economic resource development, and military training.

1929 State Emergency Council was formed to plan for potential future emergencies.

1933 Field Act of 1933 following the Long Beach earthquake marked a significant step in the advancement of earthquake-resistant building design.

1943 State War Powers Act was created by the Legislature and divided the civilian war effort into two segments: protective services and war services. The Act also established the California State War Council that assigned certain activities to State agencies.

1945 California Disaster Act enacted by the State Legislature. This combined responsibility for planning and preparing for emergencies, whether natural, technological, or human-caused, into a single State agency. During the period from 1945 to 1970, the agency was known variously as the Office of Civil Defense (1950) and California Disaster Office (1956) and functioned under the authority of the California Disaster Act.

***1950 California Civil Defense and Disaster Relief Plan and California Disaster and Civil Defense Master Mutual Aid Agreement*.** The relief plan was the first comprehensive emergency plan developed by the State. While the focus was civil defense, it contained annexes relating to natural disasters. The California Disaster and Civil Defense Master Mutual Aid Agreement under Governor Earl Warren was adopted that same year. It remains to this day a cornerstone of California's emergency management system.

1970 California Emergency Services Act (ESA) was enacted to supersede the California Disaster Act. The new Act established the Governor's Office of Emergency Services with a Director reporting to the Governor. The office was given responsibility of coordinating statewide emergency preparedness, post emergency recovery and mitigation efforts, and the development, review, approval, and integration of emergency plans.

1974 Natural Disaster Assistance Act (NDAA) authorized the Director of the California Governor's Office of Emergency Services to administer a disaster assistance program that provides financial assistance from the State for costs incurred by local governments because of a natural disaster event.

The program also provides for the reimbursement of local government costs associated with certain emergency activities. In 2002, the Act was amended to allow funding for terrorist acts and epidemics and renamed the ***Disaster Assistance Act (DAA)***. The Act was again amended in 2005 to change certain definitions of qualifying projects and renamed the ***California Disaster Assistance Act (CDAA).***

1990 Americans with Disabilities Act (ADA) prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. The ADA guarantees that people with disabilities have the same opportunities as everyone else to participate in the mainstream of American life.

1996 Standardized Emergency Management System (SEMS) resulted in a major revision of the California Emergency Services Act. With the ***Incident Command System*** at its foundation, SEMS emphasizes a standard organizational structure and terminology at all emergency management levels. The system was designed to enhance coordination among response organizations and facilitate the flow of emergency information and resources within and between the organizational levels.

2006 Post-Katrina Emergency Management Reform Act (PKEMRA) amended the Federal Homeland Security Act of 2002 to make extensive revisions to emergency response provisions and provided the Federal Emergency Management Agency (FEMA) with substantial new authority. The Act established a Disability

Coordinator within FEMA and developed guidelines to accommodate individuals with disabilities. It also established the national Emergency Family Registry and Locator System.

2006 California Animal Response Emergency System (CARES) resulted in a revision to the California Emergency Services Act. CARES provides operational guidance to assist with all aspects of animal care and control in the event of a disaster or emergency. In addition, CARES provides resources for the public, animal businesses, shelters, and emergency planners. CARES is structured in accordance with the Standardized Emergency Management System (SEMS) and the Incident Command System (ICS).

2013 Sandy Recovery Improvement Act (SRIA) amended the Stafford Act to include advances to states of up to 25 percent of the amount of estimated cost of post-disaster Hazard Mitigation Grant Program (HMGP) funds, together with other streamlining measures, and to direct FEMA to create a comprehensive national strategy for reducing the cost of future disasters.

2016 Access and Functional Needs in Emergencies (Chapter 520, Statutes of 2016) amended the California Government Code to require each county, including city and county, to integrate access and functional needs into its emergency plan upon the next update.

THIS PAGE IS INTENTIONALLY LEFT BLANK

ATTACHMENT #2

INNOVATIVE TECHNOLOGIES IN EMERGENCY MANAGEMENT

INNOVATIVE TECHNOLOGIES IN EMERGENCY MANAGEMENT

Innovative technologies are revolutionizing **emergency management** in numerous ways, enhancing preparedness, response, and recovery efforts. Innovative technologies include:

1. **Early Warning Systems:** Advanced technologies such as machine learning, artificial intelligence (AI), and data analytics enable the development of sophisticated early warning systems. These systems can predict natural disasters such as hurricanes, earthquakes, floods, and wildfires with greater accuracy, allowing authorities to issue timely warnings to affected populations, thereby reducing casualties and damage.
2. **Remote Sensing and Monitoring:** Satellites, drones, and other remote sensing technologies provide real-time data on disaster events. These tools enable emergency managers to monitor disaster situations, assess damages, and plan response efforts more effectively. For instance, drones equipped with cameras can quickly survey affected areas and identify hazards or trapped individuals.
3. **Big Data Analysis:** The vast amount of data generated during emergencies can be analyzed using big data techniques to derive valuable insights. By analyzing social media feeds, sensor data, and other sources, emergency managers can gain a better understanding of evolving situations, public sentiment, and resource needs, facilitating more informed decision-making.
4. **Geographic Information Systems (GIS):** GIS technology integrates geographic data with other information, enabling emergency managers to create detailed maps that visualize disaster scenarios, evacuation routes, and resource distribution. GIS also helps in spatial analysis, allowing authorities to identify high-risk areas and allocate resources accordingly.
5. **Communication and Coordination:** Mobile apps, social media platforms, and other communication technologies play a crucial role in disseminating information during emergencies. These tools enable authorities to

communicate with the public, coordinate response efforts among different agencies, and collect feedback from affected communities in real-time.

6. **Simulation and Training:** Virtual reality (VR) and simulation technologies offer realistic training environments for emergency responders. By simulating various disaster scenarios, responders can practice their skills, test different strategies, and improve their preparedness without exposing themselves to real-world risks.
7. **Robotics and Automation:** Robotics and automation technologies can assist in search and rescue operations, hazardous material handling, and infrastructure inspection in disaster-affected areas. Robots equipped with sensors and cameras can navigate through debris, locate survivors, and relay information to human responders, speeding up rescue efforts and minimizing risks.
8. **Resilient Infrastructure:** Innovative materials and construction techniques can make infrastructure more resilient to natural disasters. For example, earthquake-resistant buildings, flood-resistant barriers, and smart infrastructure equipped with sensors for early detection of structural weaknesses can mitigate the impact of disasters and reduce recovery times.

Innovative technologies offer significant potential to enhance emergency management by improving situational awareness, communication, coordination, and response capabilities, ultimately saving lives, and minimizing the impact of disasters.

OTHER INNOVATIVE TECHNOLOGIES IN PUBLIC SAFETY

Other **innovative technologies** are enhancing **public safety** and first responder response. Innovative technologies include:

1. **Smartphone Access to 911:** Smartphone access to 911 technology refers to the capability of smartphones to connect users directly to emergency services by dialing 911. This technology allows individuals to quickly access emergency assistance in critical situations using their mobile devices. Additionally, advancements in smartphone technology have enabled features such as Enhanced 911 (E911), which provides more precise location information to emergency dispatchers, enhancing the effectiveness of emergency response efforts.

2. **Enhanced 911:** Enhanced 911 (E911) is an advanced system that automatically provides emergency dispatchers with additional information about the location of a caller, beyond just the phone number. This additional data may include the caller's precise location, such as GPS coordinates, as well as information about the caller's name, address, and even medical history. E911 is designed to improve the accuracy and efficiency of emergency response efforts, enabling dispatchers to quickly send help to the caller's exact location, even if the caller is unable to verbally communicate their location.
3. **Automated Wildfire Protection Systems:** Automated wildfire protection systems are technological solutions designed to detect, prevent, or mitigate the impact of wildfires. These systems often incorporate various sensors, cameras, drones, weather monitoring devices, and artificial intelligence algorithms to detect signs of wildfire ignition or spread. Once a potential threat is identified, these systems can automatically trigger responses such as alerting authorities, activating sprinkler systems or fire suppression mechanisms, and notifying nearby residents to evacuate. The goal of automated wildfire protection systems is to improve early detection and response, ultimately reducing the risk of property damage, loss of life, and environmental destruction caused by wildfires.
4. **Wildfire Remote Camera Technology:** Wildfire remote camera technology involves the deployment of cameras in remote areas prone to wildfires to monitor and detect fire activity. These cameras are typically equipped with high-resolution lenses and thermal imaging capabilities to detect smoke, flames, or other signs of fire. They are often positioned strategically across vast areas to provide comprehensive coverage. These cameras are connected to a central monitoring system, which may be operated by fire departments, forestry agencies, or other relevant authorities. When the cameras detect signs of a wildfire, they send real-time images or alerts to the monitoring system, allowing responders to quickly assess the situation and take appropriate action. Wildfire remote camera technology plays a crucial role in early detection and rapid response to wildfires, helping to minimize the spread of fires and protect lives, property, and natural

resources. Additionally, these systems can provide valuable data for wildfire research and management efforts.

5. **Intelligent Streetlamps:** Intelligent streetlamps, also known as smart streetlights, are streetlighting systems equipped with advanced technologies that enhance their functionality beyond traditional lighting. These streetlamps typically incorporate sensors, cameras, and connectivity features to gather data, communicate with other devices, and respond dynamically to various conditions. Key features of intelligent streetlamps may include:
    A. **Energy Efficiency**: Smart streetlights often use LED lighting and have built-in sensors to adjust brightness levels based on ambient light conditions, reducing energy consumption and costs.
    B. **Environmental Monitoring**: Some intelligent streetlamp systems are equipped with sensors to monitor air quality, temperature, humidity, and other environmental factors, providing valuable data for urban planning and pollution control efforts.
    C. **Traffic Management**: Smart streetlights can be integrated with traffic monitoring sensors and cameras to gather real-time traffic data, optimize traffic flow, and improve safety.
    D. **Security and Surveillance**: Streetlamps with built-in cameras and sensors can enhance public safety by providing surveillance capabilities and detecting suspicious activities or emergencies.
    E. **Remote Management**: Intelligent streetlamp systems are often remotely controlled and monitored through centralized management platforms, allowing for efficient maintenance, troubleshooting, and customization of lighting schedules.
    F. **Data Analytics**: By collecting and analyzing data from various sensors and devices, intelligent streetlamp systems can provide valuable insights into urban mobility, energy usage, and environmental trends, aiding in city planning and decision-making processes.

    Intelligent streetlamps offer a range of benefits including energy savings, improved safety, enhanced urban services, and more sustainable city management.

6. **Emergency Communications Apps:** Emergency communications apps are mobile applications designed to provide users with a means of accessing assistance, communicating with emergency services, and receiving critical information during emergencies or disasters. These apps often offer various features to help users prepare for and respond to different types of emergencies. Some common features of emergency communications apps include:
    A. **Emergency Alerts**: These apps can deliver real-time alerts and notifications about emergencies such as natural disasters, severe weather, or public safety incidents.
    B. **Two-Way Communication**: Users can communicate directly with emergency services, such as police, fire departments, or medical responders, through text, voice calls, or video calls.
    C. **Location Sharing**: Many emergency communications apps allow users to share their location with emergency contacts or responders, enabling quicker assistance in emergencies.
    D. **Safety Check-Ins**: Some apps offer features that allow users to check in with friends or family members to confirm their safety during emergencies.
    E. **Emergency Planning and Preparedness Resources**: These apps may provide guidance on creating emergency plans, assembling emergency kits, and preparing for various types of disasters.
    F. **Community Alerts**: Users can receive alerts and updates from local authorities, community organizations, or neighborhood watch groups about safety concerns or events in their area.
    G. **Multi-Platform Accessibility**: Many emergency communications apps are available on multiple platforms, including smartphones, tablets, and desktop computers, ensuring access to critical information across devices.

    Examples of popular emergency communications apps include FEMA's (Federal Emergency Management Agency) "FEMA" app, the American Red Cross's "Emergency" app, and Citizen's public safety app. These apps aim to empower users with the tools and information they need to stay safe and informed during emergencies.

7. **Remote Gunshot Monitors**: Remote gunshot monitors, also known as gunshot detection systems or gunfire detection systems, are technological solutions designed to detect and locate the origin of gunshots in real-time over a wide area. These systems typically consist of a network of sensors or microphones strategically placed in various locations. When a gunshot occurs, the sensors detect the sound and, in some cases, additional indicators such as muzzle flash or shockwave patterns. The information is then processed by sophisticated algorithms to determine the location of the gunshot. This data is often sent to a central monitoring station or law enforcement agencies, enabling them to respond rapidly to the incident. Remote gunshot monitors offer several benefits, including:
    A. **Rapid Response:** By detecting gunshots in real-time, these systems enable law enforcement to respond quickly to incidents, potentially saving lives and reducing the likelihood of further violence.
    B. **Enhanced Situational Awareness:** Gunshot detection systems provide valuable information about the location and frequency of gunfire, helping law enforcement to better understand and address patterns of gun-related crime.
    C. **Improved Public Safety:** By deterring criminal activity and assisting law enforcement in apprehending suspects, gunshot detection systems contribute to overall public safety in communities.
    D. **Forensic Evidence:** Data collected by gunshot detection systems can serve as valuable evidence in criminal investigations and prosecutions.

    These systems are commonly used in urban areas, high-crime neighborhoods, and areas with high levels of gun violence. They are also deployed at critical infrastructure sites, such as airports, transportation hubs, and government buildings, to enhance security measures.

8. **Facial Recognition Technology:** Facial recognition technology is a biometric technology that identifies or verifies individuals by analyzing and comparing patterns in their facial features. It uses algorithms to map and analyze key facial characteristics, such as the distance between the eyes, nose, and mouth, as well as the shape of the jawline and other unique facial

attributes. Facial recognition technology can be used for various purposes, including:

A. **Identification**: Matching a person's face to a known identity in a database, such as for passport control, access control, or law enforcement purposes.
B. **Verification**: Confirming that a person's claimed identity matches their actual facial features, often used for authentication purposes in smartphones, computers, and other devices.
C. **Surveillance**: Monitoring and tracking individuals in public spaces or private settings, typically for security, law enforcement, or marketing purposes.
D. **Attendance Tracking**: Recording attendance and monitoring the presence of individuals in various settings, such as schools, workplaces, or events.

CITY OF BIG BEAR LAKE

39707 BIG BEAR BOULEVARD

BIG BEAR LAKE, CA 92315

(909) 866-5831