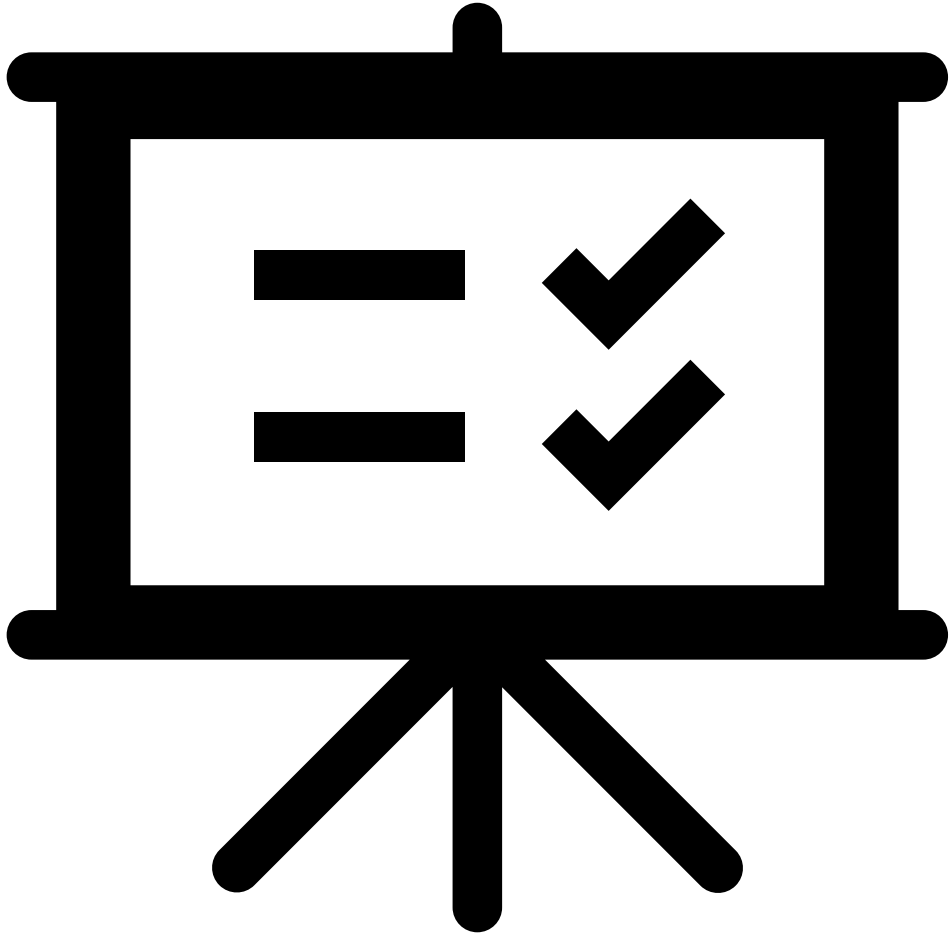




Your Role in an Emergency: City Council & EOC

AGENDA



- 1. ROLE OF CITY COUNCIL**
- 2. DISASTER RESPONSE PRIORITIES**
- 3. ICS & EOC OVERVIEW**
- 4. BREAK (5 minutes)**
- 5. HOW TO PREPARE & RESPOND TO DISASTERS**
- 6. DONATIONS & VOLUNTEERS**
- 7. DISASTER ASSISTANCE AND RECOVERY PROGRAMS**
- 8. QUESTIONS (15 minutes)**



Local Elected and Appointed Officials Guide:

Roles and Resources in Emergency Management

September 2022





ROLE OF CITY COUNCIL



WHERE DOES CITY COUNCIL FIT IN A DISASTER?



ONE VOICE TO THE PUBLIC



DISASTER RESPONSE PRIORITIES

4 DISASTER RESPONSE PRIORITIES



LIFE SAFETY



INCIDENT STABILIZATION



**PROTECTION OF PROPERTY &
ENVIRONMENT**



COMMUNITY RESTORATION

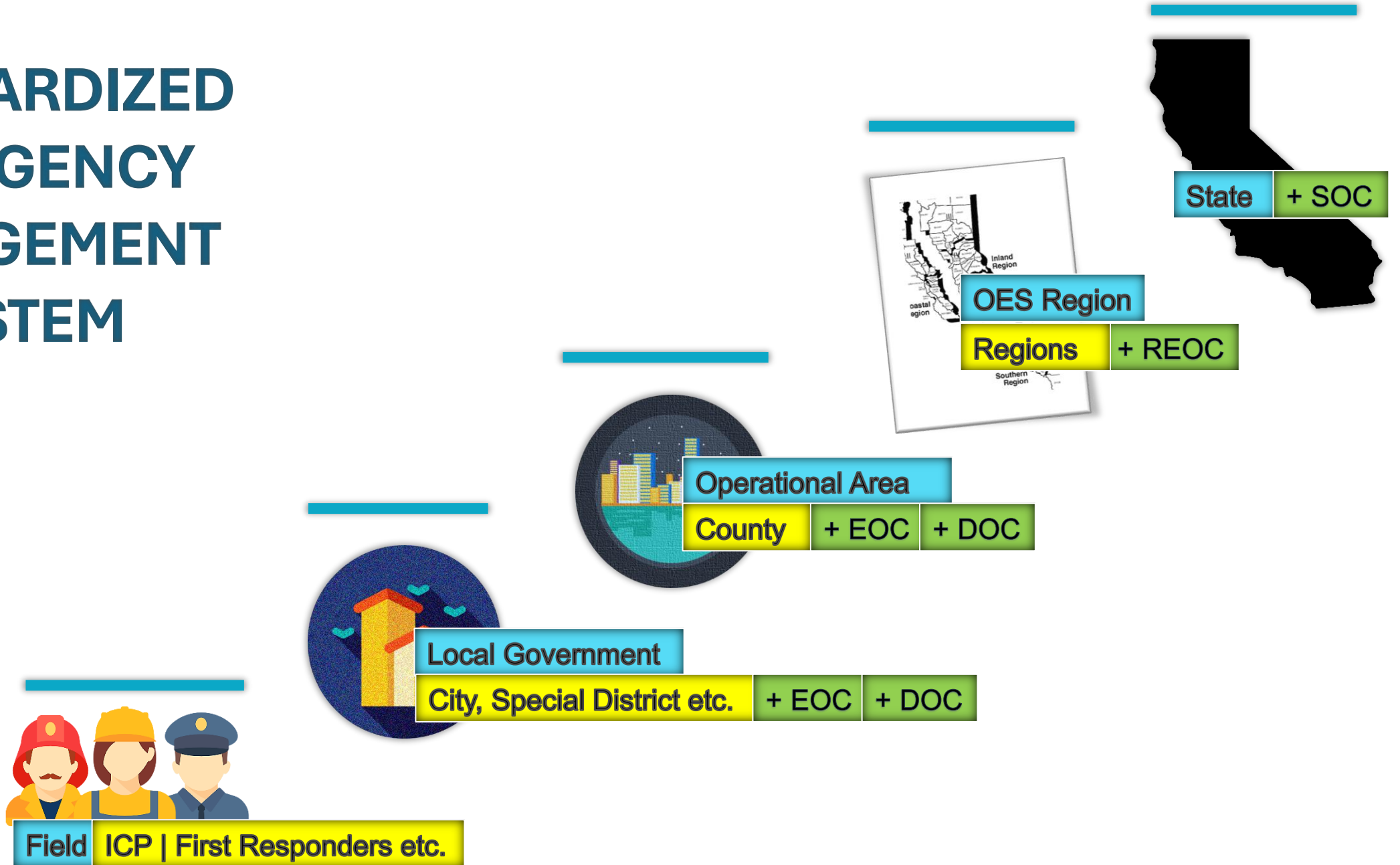
LIFECYCLE OF AN EMERGENCY?





ICS & EOC SYSTEMS

STANDARDIZED EMERGENCY MANAGEMENT SYSTEM





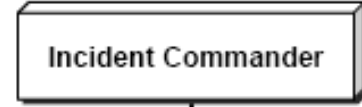
National Incident Management System

Third Edition
October 2017

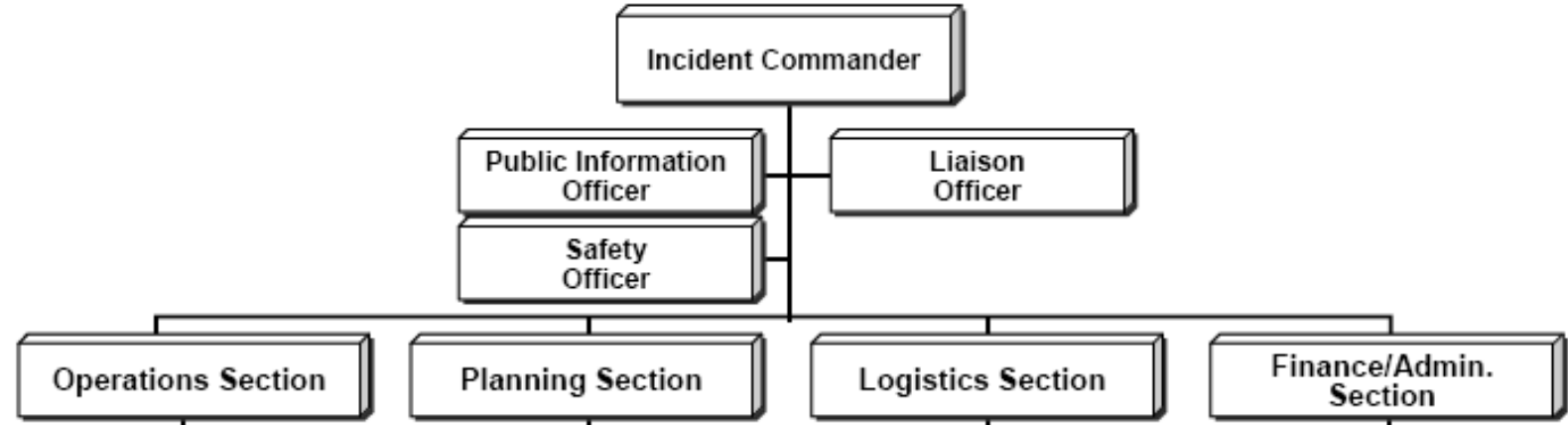


FEMA
United States Government

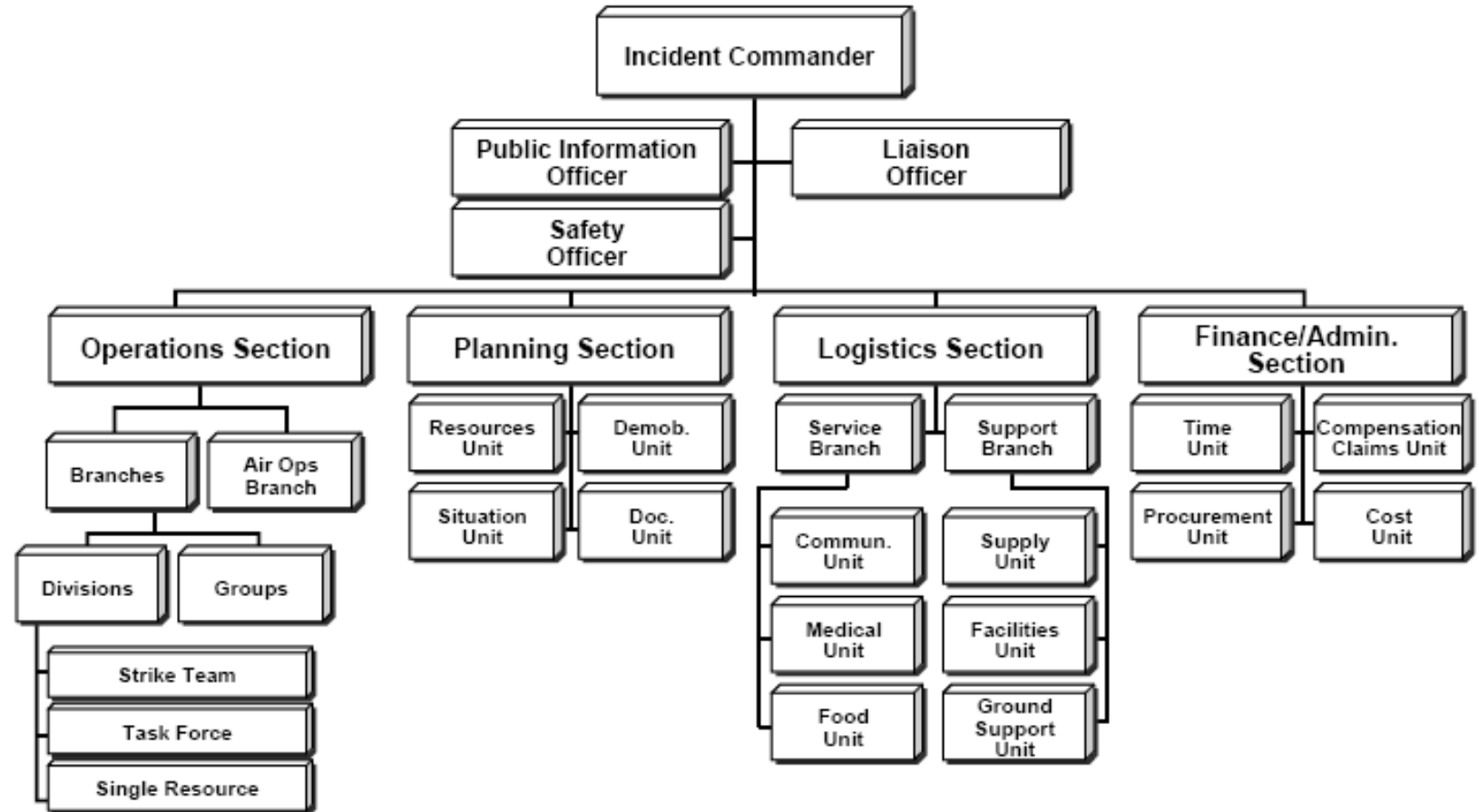
Incident Command System



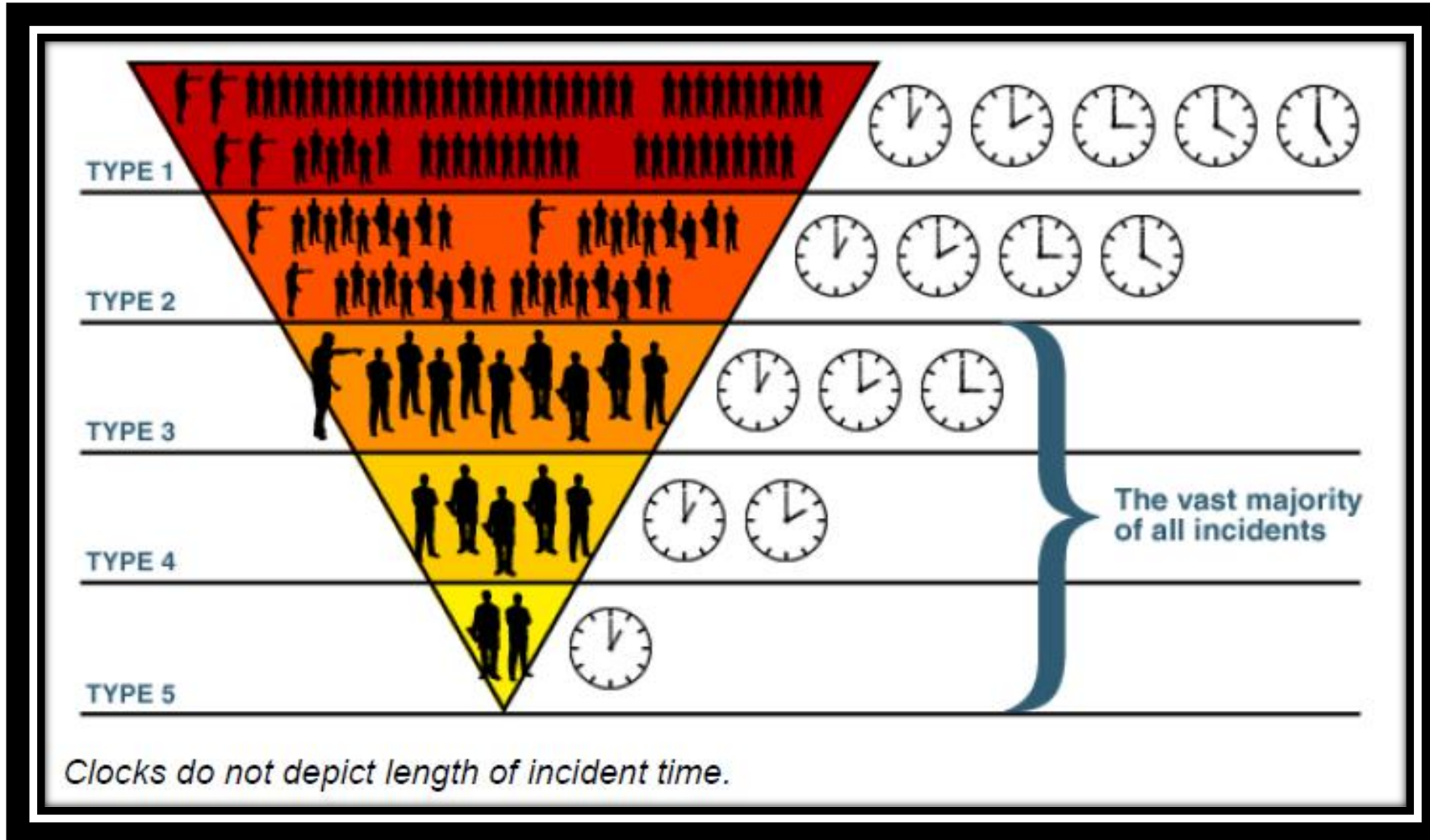
Incident Command System



Incident Command System

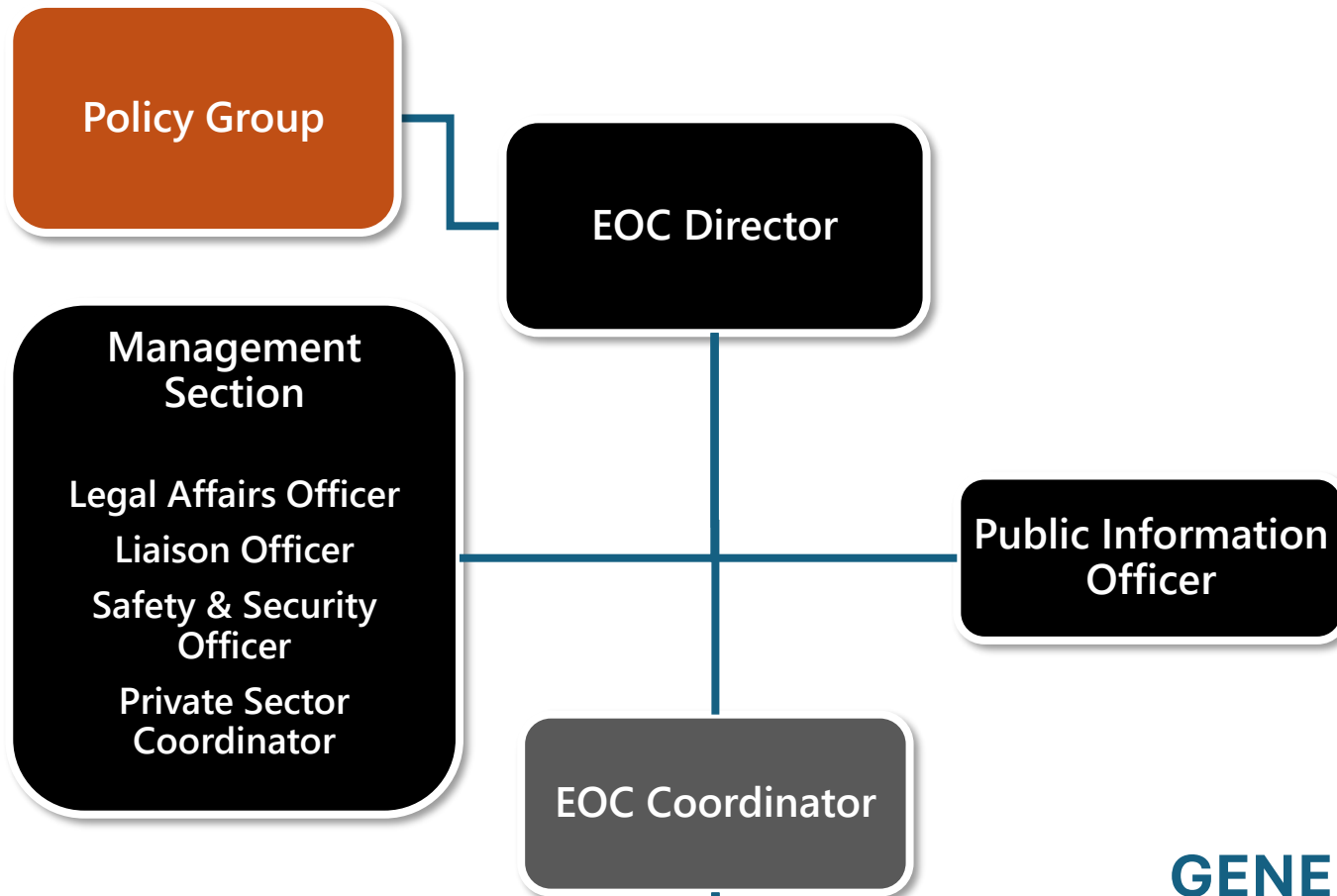


INCIDENT TYPES





WHAT DOES AN EMERGENCY OPERATIONS CENTER DO?



MANAGEMENT STAFF

GENERAL STAFF



Elected Officials

Policy Group

EOC Director

Scribe

Management Section
 Legal Affairs Officer
 Liaison Officer
 Safety & Security Officer
 Private Sector Coordinator

Public Information Officer

Joint Information Center

Social Media Unit

Call Center Unit

EOC Coordinator

Operations Section Chief

Planning Section Chief

Logistics Section Chief

Finance/Admin. Section Chief

Fire & Rescue Branch Director

Law Enforcement Branch Director

Emergency Medical Services Coordinator

Animal Services Coordinator

Haz. Mat. & Environmental Health Coordinator

Care & Shelter Branch Director

Infrastructure Branch Director

Mass Feeding Coordinator

Public Works Coordinator

Sheltering Coordinator

Safety Assessment Coordinator

Debris Management Coordinator

Utilities Coordinator

Situation Unit Leader

Resource Status Unit Leader

Documentation Unit Leader

G.I.S. Unit Leader

Advance Planning Unit Leader

Demobilization Unit Leader

Supply & Procurement Unit Leader

Communications & Information Technology Unit Leader

Transportation Unit Leader

Facilities Unit Leader

Personnel Unit Leader

Volunteer Management Unit Leader

Food Unit Leader

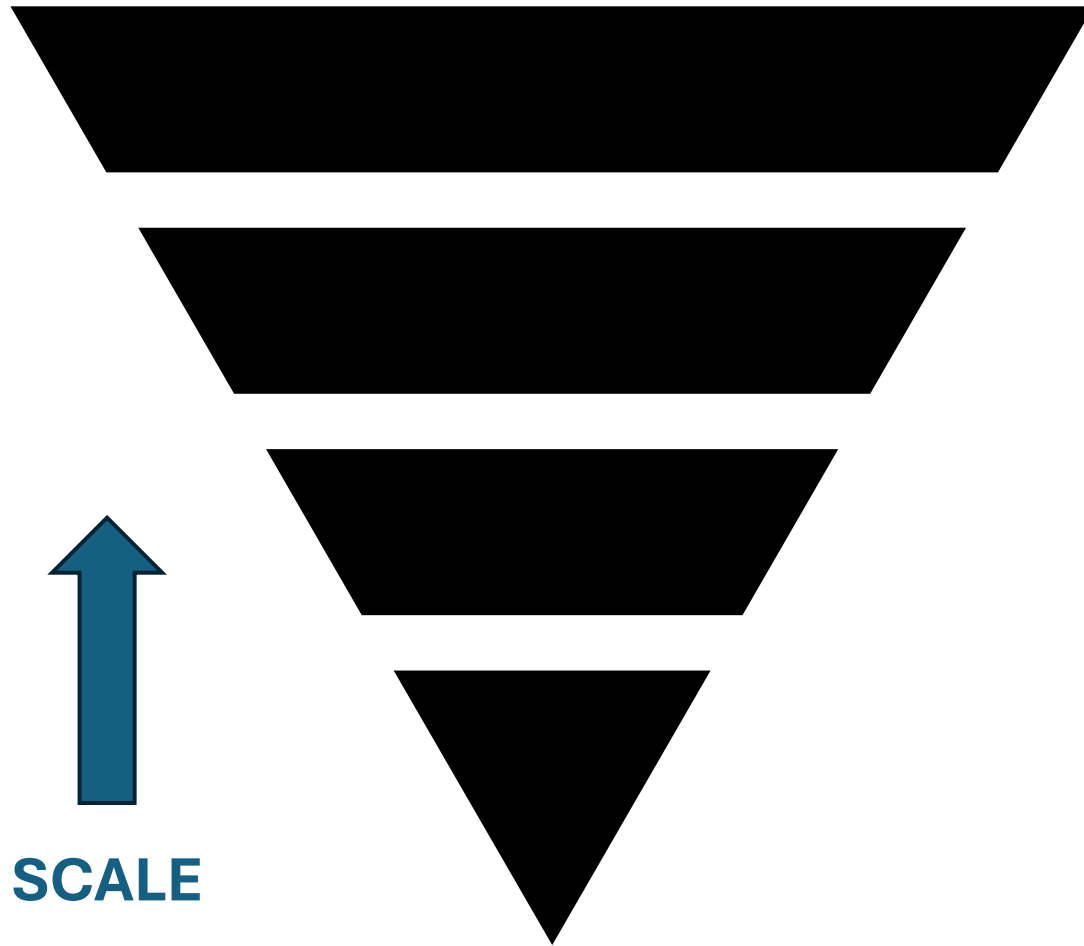
Timekeeping Unit Leader

Cost Accounting Unit Leader

Purchasing Unit Leader

Compensation / Claims Unit Leader

Cost Recovery Unit Leader



EOC Activation Levels

- **Level 3 – Enhanced Monitoring**
 - Emergency management staff are actively monitoring any incidents or events.
- **Level 2 – Partial Activation**
 - Select EOC staff are notified and monitoring incidents or events.
- **Level 1 – Full Activation**
 - All lead and support staff are notified. EOC is fully staffed by local, state, and federal reps.

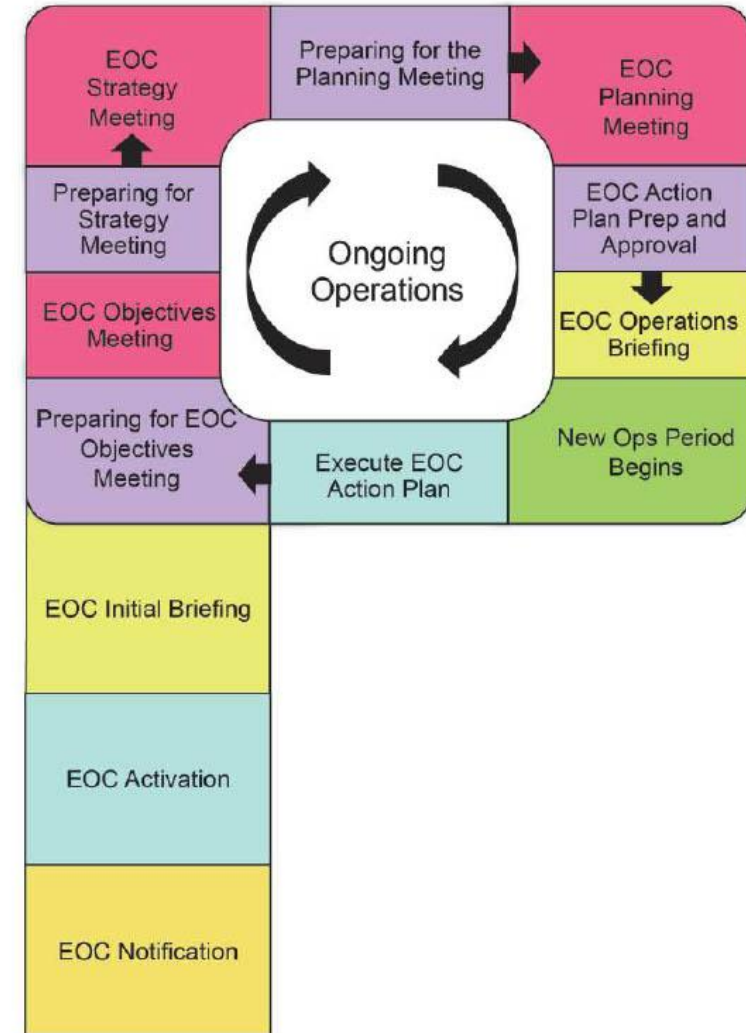


OPERATIONAL PERIOD

- **Period of time set by EOC Director**
- **Typically 12 hours**
- **Actual length based on:**
 - **Immediate situation**
 - **Availability of staff and resources**
- **Length of time needed to accomplish identified tasks**

PLANNING P

- The **Planning P** is the visual model used in ICS/EOC to guide the incident planning cycle from initial response through development of the Incident Action Plan (IAP) or EOC Action Plan for each operational period. It outlines the sequence of meetings and information flow—beginning with command direction and ending with the operational briefing.





HOW TO PREPARE & RESPOND TO DISASTERS



MAKE A GO-BAG FOR EMERGENCIES

Initial Actions

(First 30-60 minutes)

- **Confirm EOC Status by checking with EOC Coordinator or EOC Director.**
 - Understand which agencies are managing response operations.
- **Request Executive Briefing meeting with the EOC Director.**
 - Be aware of any evacuations, sheltering, or major safety actions underway.
- **Align with the PIO on messaging.**
 - Avoid sharing unverified information.



Executive Briefings

A meeting between city council and EOC Director (or representative) to clarify information regarding the disaster.

Examples of Questions to Ask

Incident Overview

- What has occurred and where is the incident located?
- What areas or populations are impacted?
- What hazards or risks are currently present?

Response Operations

- Which agency or agencies are managing field operations?
- What are the current operational priorities?
- Are evacuations, shelter operations, or road closures underway?

Public Information

- What public information has already been released?
- What is the public information strategy?
- Are there rumors or misinformation that need to be addressed?

Governance Decisions & Emergency Proclamations

- A local emergency may be proclaimed by City Council or City Manager, as specified in ordinance adopted by City Council.
- Proclamation allows city to take certain actions such as:
 - Request the Governor to declare State of Emergency.
 - Suspend orders and regulations necessary to provide for protection of life and property.
 - Require the emergency services of any local official or employee.
 - Request state agencies and other jurisdictions to provide mutual aid.





3 Public Questions

- **What happened?**
 - We don't know yet.
 - We will get back to you asap.
- **What are you doing about it?**
 - Describe the big picture without operational details.
- **What does it mean to me?**
 - Acknowledge the public's options and their recommended actions.

DOs

- **Share verified protective actions, official closures, shelter info.**
- **Emphasize community self-reliance for immediate period when appropriate.**
- **Stay informed on the City's Disaster Response to respond to public concerns.**

DON'T

- **Speculate (cause, timelines, unconfirmed numbers) or share unverified information.**
- **Announce evacuations/curfews/etc. unless part of official release.**
- **Promise resources, reimbursement, operational outcomes.**
- **Step into operational roles.**

Social Media Playbook



- **Post only what's in the official update from the EOC or directly approved by PIO.**
- **If you see rumors online: forward to PIO/JIC or EOC Director representative, don't repost.**
- **Accessibility reminder: plain language, multilingual routing, captioning where possible.**

How to Help Without “Doing Ops”

- **You hear problems early**
 - What to capture:
Who/what/where/how urgent
 - Where to route info: **the City’s established intake (EOC Liaison process)**
- **What are you doing about it?**
 - Describe the big picture without operational details.
- **What not to do?**
 - Personal tasking to departments, promising outcomes.





DONATIONS AND VOLUNTEERS



HOW TO RESPOND TO DONATION REQUESTS, CONTRIBUTIONS, AND VOLUNTEERS





DISASTER ASSISTANCE & RECOVERY PROGRAMS

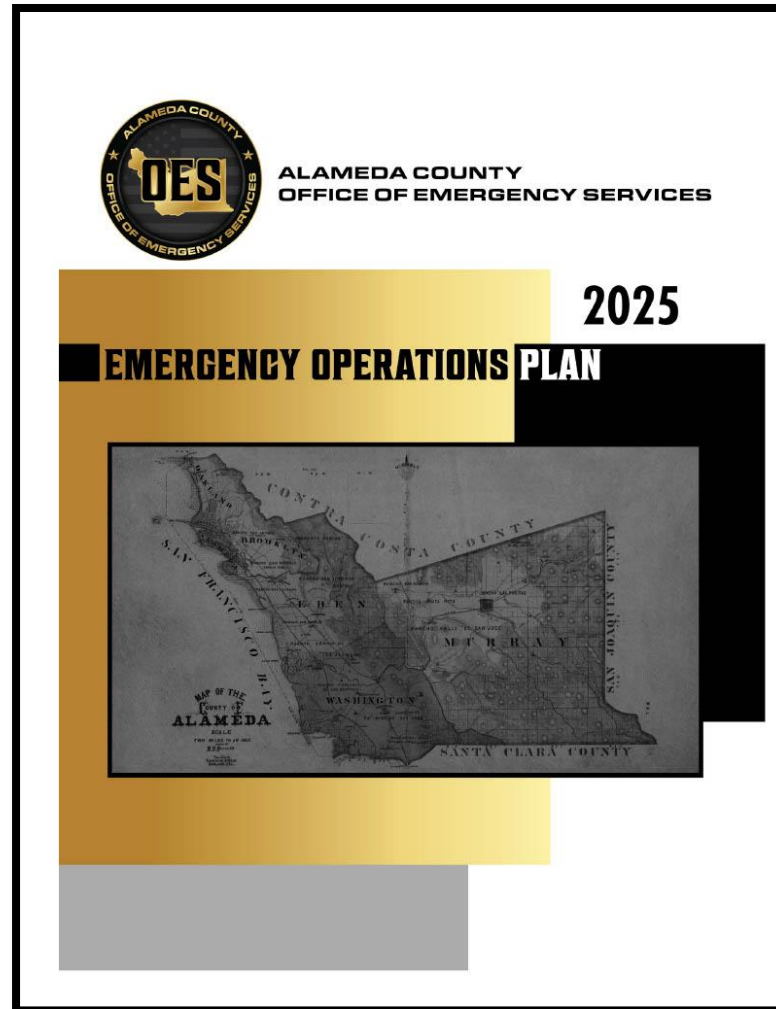
TYPES OF ASSISTANCE PROGRAMS

PROGRAM	WHO IT SUPPORTS	WHAT IT COVERS
Public Assistance (PA)	Governments	Debris removal, emergency response, infrastructure repair
Individual Assistance (IA)	Residents	Housing support, home repairs, recovery services
California Disaster Assistance Act (CDAA)	Local Governments	State financial assistance for eligible disaster costs
SBA Disaster Loans	Small Business Administration Declaration; lower threshold than FEMA	Provides low-interest loans for homeowners and businesses to repair or replace property

CITY COUNCIL ACTIVATES IN RECOVERY



ALAMEDA COUNTY ELECTED OFFICIAL'S HANDBOOK





Q&A

- Can you explain...
- I didn't understand...
- What happens when...