Emergency Operations Plan
Basic Plan
2020

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Introductory Material

Promulgation

The City of Fremont Emergency Operations Plan (EOP) provides guidance for those personnel assigned to emergency management roles and responsibilities. The EOP is scalable in that it can be expanded or contracted to meet the needs of any incident, can be used for all emergencies, and delineates how Fremont will coordinate planning, response, and recovery activities.

The Fremont Emergency Operations Plan complies with the National Incident Management System (NIMS), California's Standardized Emergency Management System (SEMS), and the Federal Emergency Management Agency's (FEMA's) Comprehensive Planning Guide (CPG 101).

The authority for emergency management in the City of Fremont rests with the City Manager, who, in accordance with the Fremont Municipal Code, is assigned as the Director of Emergency Services.

Each department with assigned functional responsibilities for the management and operation of the EOP has reviewed and provided input on this plan.

Upon the approval by the City Manager, this EOP will be submitted to Fremont City Council for approval, adoption and promulgation.

Mark Danaj, City Manager

Approval and Implementation

The Emergency Operations Plan (EOP) establishes a comprehensive framework to effectively prepare for, mitigate, respond to, and recover from disasters. It applies to any emergency. Minor revisions, such as updating current information within the EOP or the addition of an annex or appendix, may occur at any time and require the approval of the Emergency Services Director or designee. Major revisions that occur as the result of significant changes in law or regulations shall require a resolution by the City Council. This plan supersedes all previous plans and will remain in effect until revised or revoked. The EOP does not preclude the development of standard operating procedures (SOP) or policies in alignment with this plan's objectives.

Upon adoption, the EOP will be distributed to all relevant stakeholders. A physical and digital copy will be sent to all Emergency Operations Center Staff, department directors, and coordinating agencies.

All personnel with functional responsibilities for the execution of this plan shall receive the training necessary to implement the plan during an emergency.

The City will follow Homeland Security Exercise and Evaluation Program (HSEEP) recommendations and may conduct seminars, tabletop, functional, and full-scale exercises as deemed necessary.

The EOP shall be reviewed annually by the Office of Emergency Services and Disaster Council.

Lily Mei, Mayor
City of Fremont California

March 12, 2020

Date

Fremont EOP Plan Elements

Basic Plan: The Basic Plan establishes the composition and organization of the City's emergency management structure, determines individual roles and responsibilities, details the concept of operations, and describes how the city uses SEMS and NIMS.

EOP Annexes:

In addition to the EOP Basic Plan, a comprehensive EOP includes additional plan element, including but not limited to the following:

EOC Management and Position Annex: Establishes EOC positions and provides position specific guides that describe suggested measures based on the phase of the emergency.

Functional Annexes: The Functional Annexes describe the functions as defined by the National Response Framework (NRF) and by the State of California.

Hazard Specific Annexes: The Hazard Specific Annexes outline the response to specific incident types, for example Extreme Weather.

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Purpose, Scope, Situations, and Assumptions

Purpose

The City of Fremont is at risk for natural, technological and human caused emergencies. The Emergency Operations Plan (EOP) delineates the strategic, operational and tactical initiatives employed by the City of Fremont in response to an emergency. The EOP also addresses the following areas:

- Assigns authority and responsibility to departments and individuals for carrying out specific actions that exceed routine operations.
- Outlines how work will be coordinated between personnel operating in the field, staffing the emergency operations center (EOC), government agencies, non-profits, and private entities.
- Describes how the emergency management organization will be activated and activation levels.
- Establishes the communications systems that will be used to alert, direct, and inform employees and the public.
- Identifies and provides the location of predesignated emergency facilities, and resources.
- Establishes annexes, which describe specific actions and procedures, based on identified functional disciplines or based on specific threats, i.e., earthquakes, floods, and mass casualty incidents, etc.
- Provides for the safety and welfare of Fremont residents, visitors, persons with functional needs, and the business community, to the extent practicable, given the size and complexity of the event.

Scope

The EOP is applicable to all phases of emergency management: prevention, preparedness, response, mitigation and recovery.

The EOP shall be utilized when the size and or complexity of an incident exceeds the resources and or capabilities of the City. Typical incidents where the EOP could be employed include, but are not limited to, earthquakes, wildfires, severe weather events, mass casualty incidents, and utility disruptions.

In establishing the framework for emergency management, the EOP is intended to be user-friendly. By design, the EOP provides the base structure necessary for persons in authority to make reasonable decisions, based on the information available, for the betterment of all.

Situation

Overview

The City of Fremont is the 4th largest city in the San Francisco Bay Region with an estimated population of 233,000 residents. Fremont is located in the East Bay and is the southernmost city in Alameda County, bordering Santa Clara County. Fremont has five historic districts; Centerville, Irvington, Mission San Jose, Niles, and Warm Springs and six electoral districts. Fremont has a solid industrial base and has emerged as a leader in advanced manufacturing, clean technology, and life sciences. Fremont has experienced significant growth driven by housing demand and the strength of the Silicon Valley economy. This has resulted in more urban-scale development in specific areas of the City, including Downtown and Warm Springs.

Population Distribution

While Fremont's residential population is 233,000, its daytime population is estimated at 246,000. The increase in population is attributed to a strong economy and low unemployment. The population is evenly split male/female with a median age of 38, and an average household income of $137,045. A high percentage of the population has college degrees, with 28% holding a bachelor's degree, 19% holding a master's degree and 3% holding a doctorate degree.

Statistics from 2016 show 96% of Fremont residents living above the poverty line, with 77% holding professional positions. Fremont has a diverse population, where roughly 59% of residents speak a language other than English.

The following chart shows Fremont's population distribution:
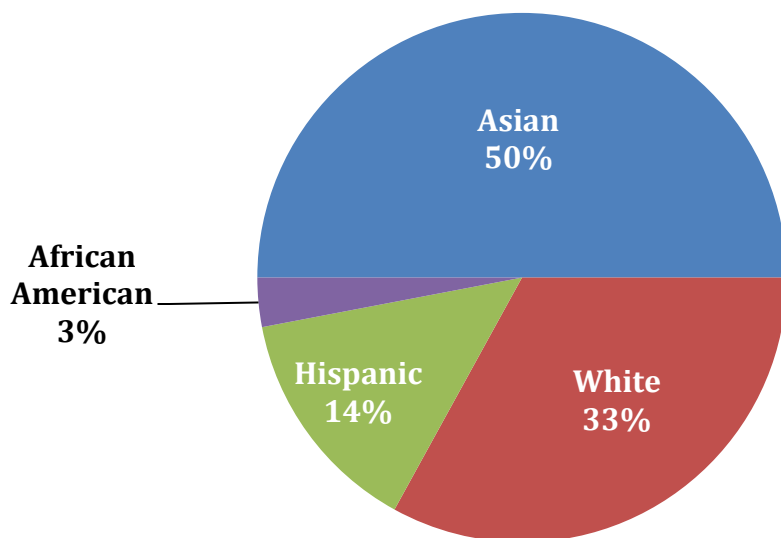
Disability/Access and Functional Needs Demographic

According to the Centers for Disease Control and Prevention it is assumed that 25.7% of the U.S. population will have a disability and/or access and functional needs. People with disabilities or functional and access needs are also at the greatest risk for injury and/or death resulting from a natural disaster. To address the unique planning, response and recovery needs of this community, the EOP will include specific measures employed by the City to accommodate mass care and shelter, evacuation, notification, and other emergency management best practices in a separate Disability, Access & Functional Needs Annex.

Hazard Analysis

Fremont has conducted several hazard analysis processes in accordance with the Federal Emergency Management Association's (FEMA's) Comprehensive Preparedness Guide 101 (CPG 101). This work resulted in the table below which details hazards that present the greatest risk to Fremont including the probability of the hazard occurring.

Fremont's geography, demographics and hazards are outlined in more detail in the Hazard Profile Annex of the EOP or the Fremont Local Hazard Mitigation Plan.

Event	Probability	Preparedness	City Response Level	External Response
Earthquake	High	Moderate	Moderate	Moderate
Severe Storm	High	Moderate	Moderate	Moderate
Wildfires	High	Moderate	Moderate	High
MCI/AEV*	High	Moderate	Moderate	Moderate
Transportation	High	Moderate	Moderate	High
Inundation/Flooding	High/Moderate	Moderate/Low	Moderate/Low	Moderate/Low
Landslide/Mudslide	High	Moderate	Moderate	High
Chemical Release	Moderate	Moderate	Low	Moderate
Pipelines	Moderate	Low	Moderate	Moderate
Utility Failure/Sabotage	Moderate	Moderate	Low	High

*** Mass Casualty Incident/Acts of Extreme Violence**

Inter-Agency Cooperation and Resources

California Mutual Aid System
The State of California Mutual Aid System provides voluntary aid between and among local jurisdictions and the State under the terms of the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA). The statewide mutual aid system allows for the mobilization of resources to and from local government, operational areas, regions and the State to provide the requesting agency resources in the event of an emergency exceeding their capabilities. The coordinated Mutual Aid System includes several discipline specific Mutual Aid Agreements including but not limited to fire and rescue, law, medical, building and safety, coroners, emergency managers and public works. Fremont actively participates in the State of California Master Mutual Aid System and the Alameda County Mutual Aid System.

Federal Disaster Assistance
In the event of an emergency or natural disaster which exceeds the State's recovery and response capability, the Governor, after proclaiming a State of Emergency, can request assistance from the Federal Government. The President of the United States can declare a National Emergency which brings emergency response resources to a state or U.S. Territory or make a National Disaster declaration which provides recovery assistance to individuals and businesses.

Special District, Private and Non-Profit Agencies
The Fremont Emergency Plan recognizes the role and responsibility of special districts, private entities and non-profit agencies in disaster planning, response and recovery. To the extent practicable, these agencies may be incorporated into Fremont's emergency management structure and be invited to participate in training and exercises. The City of Fremont will also support external agencies in their emergency preparedness initiatives, trainings and exercises. A brief list of partnering agencies includes but is not limited to:

- Alameda County Water District
- Pacific Gas and Electric
- Fremont Unified School District
- Ohlone College
- Alameda County Department of Public Health
- The American Red Cross
- Alameda County Voluntary Organizations Active in Disasters
- Union Sanitary District
- Alameda County Flood Control
- Alameda County Office of Emergency Services

- East Bay Regional Parks
- US Department of Wildlife
- SF Public Utilities Commission
- California School for the Deaf
- California School for the Blind
- Alameda County Department of Human Services
- Society for the Prevention of Cruelty to Animals
- Civil Air Patrol
- California National Guard 95th Civil Support Team

Planning Assumptions

The City of Fremont Emergency Operation Plan (EOP) was developed with the following planning assumptions:

- Fremont will experience natural and human caused large scale incidents that will impact the city and region.
- Large scale incidents can occur with or without warning. With early incident notification (warning) or for planned events, efforts shall be focused on pre-incident planning, staffing and notifications.
- When large scale incidents occur without warning, reliance on general preplanning and existing emergency response capabilities will be required.
- Fremont will work with Local Agencies, Alameda County, the State of California, the Federal Government non-profits and private entities to mitigate the impacts of large-scale incidents. Fremont will be working in collaboration with the aforementioned agencies throughout all phases of the event, including but not limited to pre-incident planning, emergency response, and recovery.

It is understood that the activation of the EOP means an incident or event has the potential to exceed the operational and resource capacity of the City of Fremont.

Concept of Operations

The concept of operations describes the general intent of the Director of Emergency Services and the City during an emergency response and/or recovery. It is the intent of the Director of Emergency Services and the City of Fremont that the following are priorities during a disaster:

•Minimize injury and loss of life
•Minimize property damage
•Minimize adverse environmental and economic impact
•Provide timely and accurate information to the public

General Concept

Continuity of Governance
The role of the Emergency Operations Center is to ensure mission critical services necessary to respond to and recover from a disaster are provided. Further, during a significant emergency, the EOC may facilitate the management of the City until conditions normalize.

Director of Emergency Services
If the City Manager is unavailable or unable to serve as the Director of Emergency Services, the next highest ranking official will be assigned as the Acting Director of Emergency Services as outlined below. Any person serving as the Acting Director of Emergency Services shall be delegated all the responsibility and authority granted to the Director of Emergency Services as outlined in the Fremont Municipal Code.

1. Assistant City Managers
2. Police Chief
3. Fire Chief
4. Public Works Director
5. Police Captains
6. Deputy Fire Chief
7. Department Heads

Primary and Alternate Seat of Government
The primary seat of city governance is located at 3300 Capitol Avenue, Fremont CA 94538 in the City Council Chambers. In the event the primary seat of governance is compromised the Director of Emergency Services or designee shall consider the following alternate locations:

1. Fremont Police Department
2. Fremont Development Center
3. Centerville Community Center
4. Irvington Community Center
5. Warm Springs Community Center

Americans with Disabilities Act Considerations

As required by the Americans with Disabilities Act (ADA), all City of Fremont emergency management activities are made accessible to people with disabilities. This includes, but is not limited to, notification and warning, evacuation and emergency transportation, mass care and shelter operations as well as accessibility of facilities, service animals and public information.

Coordination Systems

The City of Fremont, in accordance with state and federal law, uses the following systems:

The Incident Command System (ICS):

The Incident Command System is a management system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures and communication operating within a common organizational structure (Source: FEMA). The City of Fremont uses the Incident Command System in order to manage emergencies in the field. ICS is a component of both SEMS and NIMS, and utilizes common terminology, appropriate span of control and unity of command titles. ICS can be applied to any size incident and is expandable and retractable to the needs of an incident.

The Standardized Emergency Management System (SEMS):

Fremont, in accordance with state law, has adopted and implemented the Standardized Emergency Management System (SEMS). SEMS provides a foundation for emergency response within California, and incorporates the principles and features of the National Incident Management System (NIMS) and the Incident Command System.

The National Incident Management System (NIMS):

The National Incident Management System (NIMS) provides a national standardized approach for incident response and management and is applicable at all levels. All City of Fremont Emergency Operations are in accordance with NIMS.

Each coordination system is built on each other and outlines the disaster coordination from the field and local government level through the operational area, regional, state and federal levels.

| Federal Level (NOC) | The National Operations Center provides situational awareness for the entire Federal Government, as well as for local, tribal, and state governments. |

| State Level (SOC) | The State Operations Center (SOC) provides state agency response coordination, mutual aid and coordinates with regions, other states and the federal government. |

| Regional Level (Coastal Area Regional EOC) | The Regional Level manages and coordinates resource requests, mutual aid and situational awareness among Operational Areas. Alameda County Op Area is part of the California Coastal Region II. |

| Operational Area (OA) Level (Alameda County OA EOC) | The Operational Area coordinates with all jurisdictions within the county. Manages and coordinates information and resources and serves as link to the regional level. |

| Local Government Level (Fremont EOC) | The City of Fremont coordinates and manages overall response activities. Sets priorities and objectives, provides logistical support and agency coordination. |

| Field Level (Incident Command) | The Incident Commander handles on-scene coordination and management. Incident Command Post is established and resource requests are routed to the next level. |

Emergency Operations Center (EOC)

The City of Fremont Emergency Operations Center provides a centralized location that allows for the organized coordination and management of larger incidents and disasters.

EOC Location

The City of Fremont Emergency Operations Center (EOC) facility is located at 42551 Osgood Road. Alternate EOCs are the Fremont Police Department Operations Center (DOC) at 2000 Stevenson and the Fremont Fire Department Operations Center (DOC) at 43600 Grimmer Blvd. An alternate EOC may be used when the primary EOC has been compromised. The EOC and alternate EOCs shall be supported by the City's Mobile Command Unit (MCU).

EOC Readiness

The City of Fremont Emergency Service Manager is responsible for the operational readiness of the EOC. The Emergency Service Manager will provide an annual report outlining any known deficiencies in operational readiness.

EOC Activation/Deactivation

In the event of an expected or actual emergency, the authority to activate or deactivate the EOC in resides with the City Manager, as the Director of Emergency Services, or their designee.

At any point during the EOC activation, the Director of Emergency Services may downscale the EOC to a lower level to support the emergency. Once an emergency no longer needs support by the EOC, the Director of Emergency Services or aforementioned designees may deactivate the EOC entirely. Note: The deactivation of the EOC does not constitute the end of emergency response and/or recovery.
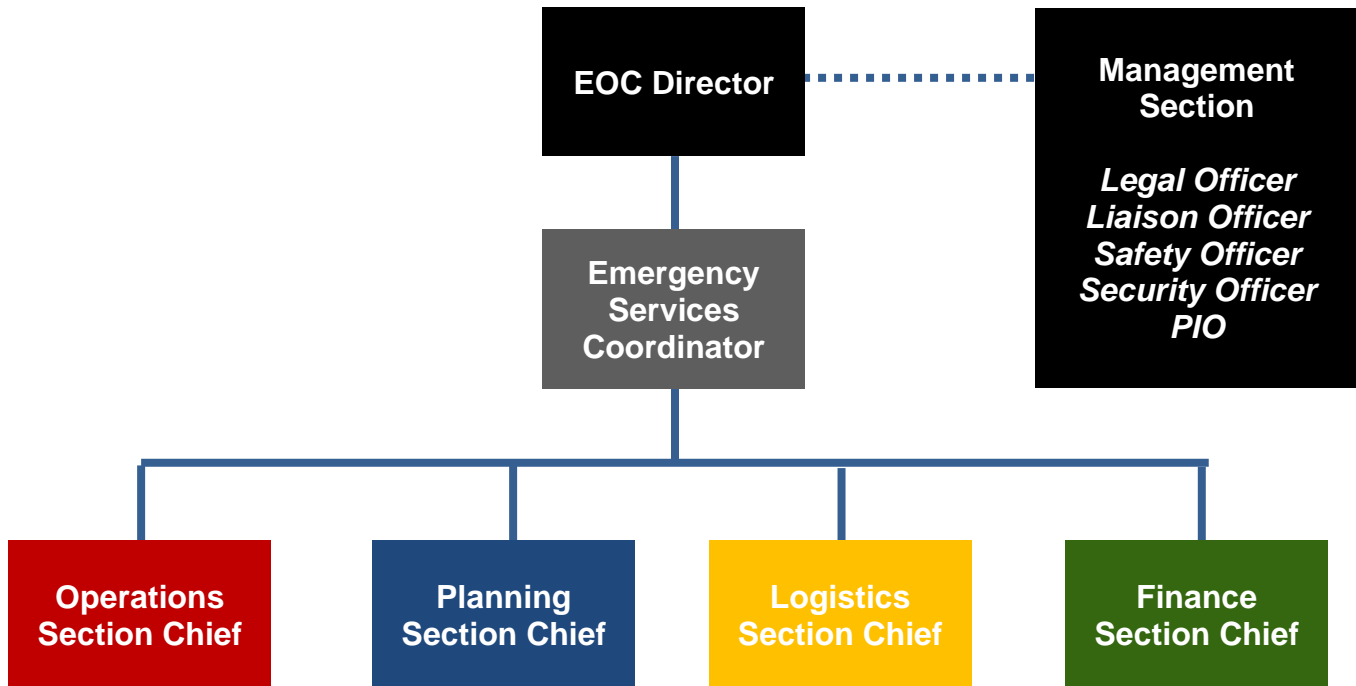
EOC Activation Levels

EOC Activation Levels		
Level	**Description**	**Minimum Staffing Requirements**
3 (Monitor)	- Small incident or event - One site - Two or more agencies involved - Potential threat of: - Flood - Severe storm - Interface fire - Escalating incident - Utility Disruptions	- EOC Director - Emergency Services Coordinator - Public Information Officer - Operations Section Chief
2 (Partial)	- Moderate event - Two or more sites - Several agencies involved - Major scheduled event (e.g., conference or sporting event) - Limited evacuations - Resource support required	- EOC Director - Emergency Services Coordinator - Public Information Officer - Operations Section Chief - Planning Section Chief - Section Chiefs (as required) - Liaison Officer (as required) - Limited activation of other EOC staff (as required)
1 (Full)	- Major event - Multiple sites - Regional disaster - Multiple agencies involved - Extensive evacuations - Resource support required	- EOC Director - Policy Group - All EOC functions and positions

Source: FEMA

City of Fremont EOC Organizational Chart

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┌─────────────┐                    ┌──────────────────────┐
│ EOC Director│- - - - - - - - - - │  Management Section  │
└─────────────┘                    │                      │
       │                           │   Legal Officer      │
       │                           │   Liaison Officer    │
┌─────────────┐                    │   Safety Officer     │
│  Emergency  │                    │   Security Officer   │
│  Services   │                    │       PIO            │
│ Coordinator │                    └──────────────────────┘
└─────────────┘
       │
   ┌───┴────────────┬───────────────┬──────────────┐
┌──────────┐  ┌──────────┐  ┌──────────┐  ┌──────────┐
│Operations│  │ Planning │  │Logistics │  │ Finance  │
│ Section  │  │ Section  │  │ Section  │  │ Section  │
│  Chief   │  │  Chief   │  │  Chief   │  │  Chief   │
└──────────┘  └──────────┘  └──────────┘  └──────────┘
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The EOC is organized in accordance with SEMS and NIMS ICS Structure and is divided into five sections: Management, Operations, Planning, Logistics and Finance. Additionally, the City of Fremont has established a policy group, which supports the management section.

Department Operations Centers

Depending on the type of emergency, departments may activate Department Operations Centers (DOC) in order to support their mission and function. DOCs will report to their respective branch and will maintain their own ICS structures.

Recovery

The recovery phase of an emergency consists of both short and long-term efforts aimed at returning the community to its pre-incident state. If the emergency is proclaimed by the state or declared by the federal government through a Presidential Declaration, the City of Fremont may be eligible for disaster cost recovery. Short-term recovery usually includes the restoration of essential services, removal of debris, and the reestablishment of key government services. Long-term recovery often focuses on the restoration of damaged infrastructure and financial expense reimbursement. Disaster assistance programs may be available to individuals, businesses, non-profit organizations and local government. Given the number of assistance programs offered through FEMA's Disaster Assistance Program Website or at Disaster Assistance Center established by the agency.

The Director of Emergency Services is responsible for the management of all recovery operations. While all departments will have a role in the recovery process, Public Works, Finance, Community Development and Economic Development will serve as the lead departments during this phase.

Vital Records Retention

The City of Fremont shall maintain records in compliance with the Records Management Policy adopted by Fremont City Council Resolution No. 2004-24.

Damage Assessment

Preliminary Damage Assessments (PDAs) are used to establish an initial estimate of damages to support resource requests, disaster proclamations and disaster declarations. Damage assessments are used to determine the full extent of damage and the types of disaster assistance afforded to the affected community.

Recovery Documentation

Recovering the costs associated with a declared disaster is dependent on the City's ability to document and track all resources and expenses incurred. The tracking of resources includes, but is not limited to, personnel costs, volunteer costs, mutual aid requests, equipment and materials used, facilities damaged/used, and mileage incurred.

After Action Report

In accordance with the State of California SEMS requirements, the City of Fremont will submit an After Action Report (AAR) to Cal OES within 90 days of the close of an incident. The AAR will include documentation on the response, problems identified, successes during the emergency, a SEMS Effectiveness Analysis, an Improvement Implementation Plan and a Cal OES After-Action Questionnaire.

Organization and Assignment of Responsibilities

Organizational Structure

The City of Fremont organizational structure follows NIMS and SEMS guidelines with the exception of an additional Policy Group which provides additional support to the Director of Emergency Services (City Manager).

Policies and Protocols

Policies and protocols have been developed to support emergency functions within each ICS section. It is inherent for each department and functional area to further develop policies and procedure to enhance their emergency management capabilities. Policies and procedures, once developed, shall be tested and exercised to ensure they are not in conflict with and support emergency management objectives.

Roles and Responsibilities

The following matrix identifies the emergency positions for which each department is responsible to provide either the primary or support role. Designation of the specific person(s) responsible for each position is identified in Appendix B (Confidential).

Fremont EOC Responsibilities Primary=P Support=S	City Manager's Office	City Attorney's Office	Community Development	Community Services	Finance	Fire	Human Resources	Human Services	Info. Technology Services	Police	Public Works
MANAGEMENT SECTION											
EOC Director	P					S				S	
EOC Coordinator						P					
Public Information Officer	P					S				S	
Liaison Officer	P					S					
Safety Officer		P		S							
Security Officer										P	
Legal Officer		P									
OPERATIONS SECTION											
Operations Section Chief						P				S	S
Fire Branch						P					
Law Enforcement										P	
Coroner unit										P	
Public Works Branch											P
Debris Removal Unit				S							P
Utilities Branch			S								P
Medical & Health Branch						P		S			
Mass Care & Shelter Branch				S				P			
Animal Care Unit										P	
Access & Functional Needs Unit								S			
PLANNING & INTELLIGENCE SECTION											
Planning & Intelligence Section Chief						P				S	
Situation Analysis Unit						P				S	
Damage Assessment Unit			P								P
Documentation Unit	P										

Fremont EOC Responsibilities Primary=P Support=S	City Manager's Office	City Attorney's Office	Community Development	Community Services	Finance	Fire	Human Resources	Human Services	Info. Technology Services	Police	Public Works
PLANNING & INTELLIGENCE SECTION CONT'D											
GIS Unit									P		
Advanced Planning Unit			P								
Recovery Unit	S		S		P						
Food Unit								P			
Demobilization Unit							P				
LOGISTICS SECTION											
Logistics Section Chief						S					P
Resource Tracking Unit						S				S	P
Facilities Unit											P
Information Systems Branch									P		
Communications Unit						S				P	
Transportation Unit									S		P
Personnel Unit							P				
Donations Management Unit					S			P			
Volunteer Management Unit							S	P		S	
FINANCE SECTION											
Finance Section Chief					P					S	
Timekeeping Unit					P		S				
Purchasing Unit					P						
Compensation Unit					S		P				
Cost Analysis Unit					P						
Procurement Unit					P						S
Cost Recovery Unit					P						

Direction, Control, and Coordination

Direction

Most emergencies will begin at the field level with the on scene incident commander. The incident commander will direct all on scene activities, including the expansion of ICS roles. Should an incident expand beyond the capability and capacity of on scene personnel or resources, inclusive of mutual aid, the incident commander should consider activating the EOC through the chain of command.

There are instances where the EOC will be activated in anticipation of a planned or forecasted event. In these instances, the EOC Director will coordinate emergency management functions and will work with field level incident commanders.

Control

The City of Fremont will maintain control of incidents occurring within its jurisdictional authority. The City of Fremont will work with agencies having jurisdiction within its boundaries where the incident will adversely impact life, property and the environment.

Coordination

The City of Fremont will work collaboratively with local agencies, private businesses, non-profit organizations and volunteer organizations in preparation for and response to natural and human caused disasters. The City of Fremont will also coordinate with the Alameda County Operational Area EOC, the Cal OES Coastal Region II, the State of California and Federal Agencies in planning for and responding to local and regional emergencies.

EOC/DOC/Field Direction Control Interface

The exchange of information between the field, DOCs, and the EOC is necessary to maintain situational awareness and to support the decision making process. To ensure effective communications exist, Field Incident Commanders shall periodically update the DOC (when established) or the EOC (Situation Unit). If the Field Incident Commander is unable to report on conditions and/or resource needs the DOC or EOC will assign field representatives to gather the requisite information from the command post(s).

Communications and Alerting

The EOC is equipped with multiple redundant communications systems in order to ensure communications with local, regional, state and federal agencies remains viable during a disaster.

Radio Communication Systems
The City of Fremont Police, Fire and Public Works Departments operate on the East Bay Regional Communications System (EBRCS) 800MHz UHF radio network. Additionally, Fremont Fire is equipped with VHF radios, which are used to communicate with Cal Fire and other regional assets on large incidents. The Fremont EOC also operates Ham Radios, capable of communicating with the Operational Area EOC via voice or packet transmission.

Satellite Communication Systems
Both the EOC and the Mobile Command Unit are equipped with Satellite Communication Systems, as well as portable back up Tac Comm Satellite Systems in order to ensure communication capabilities in case of a phone system failure. The Satellite Communication System supports network communications and cellular service.

Cellular Communication Systems
The City of Fremont will conduct communications via cell phone communications when necessary. All key positions shall be either assigned Government Emergency Telephone System (GETS) Cards or Wireless Priority Service (WPS) accounts. Additionally, the FirstNet Network exclusive priority service for first responders is being rolled out in California.

Network Communication Systems
The EOC is equipped with a LAN and WIFI Network that can operate via fiber-optic cable and satellite if necessary. The redundant networks are established to prevent a possible network outage during emergencies.

Interagency Communications
Interagency communication with local agencies will be conducted through normal operating channels: Radio, Satellite, Cellular, and Network Communications. In the event of a catastrophic communications outage, the City will rely on person to person transmission of information.

Alerting & Notification Systems

Employee Notification and Callback

The official notification and callback system used to alert employees of an emergency and provide reporting instruction is the Everbridge Notification System (Nixle & ACAlert).

Emergency Response Callback
The on-duty Fremont Police Watch Commander or Fremont Fire Battalion Chief maintains the authority to initiate employee callbacks based on an incident or forecasted needs.

EOC Callbacks
Notification and callback of personnel assigned to the EOC shall be initiated by the Director of Emergency Services or designee. The Director of Emergency Services or designee shall notify the Fremont Police Dispatch Center and inform the Dispatch Center of the EOC activation and the activation level. The Fremont Police Dispatch Center will use the aforementioned Everbridge Notification System to callback the designated EOC staff.

Employee Callback and Employee Notification
The Everbridge Notification System will be used as primary means for employee callbacks. In addition, recorded information on employee callbacks and reporting locations can be obtained by dialing the Employee Emergency Hotline at (510) 494-4787.

Alerts and Warnings

Emergency Alert systems have been implemented to provide the city's population with immediate up to date information about an imminent threat or disaster and what actions to take. The city maintains multiple systems (ACAlert & Nixle) to alert its residents.

Emergency Notification System

The Police and Fire Departments currently use multiple emergency notification systems and have the capability to send emergency alert messages to the areas within the city during an emergency or disaster event. Additionally, the County of Alameda Office of Emergency Services can alert Fremont residents of a local or larger regional event.

National Weather Service (NWS)

The NWS provides weather-related emergency alerts and is monitored by the Office of Emergency Services. The general public can also monitor weather alerts via the weather system radio or the Emergency Alert System broadcast on public radio and television channels.

Local Emergency Proclamations

A Local Emergency may be proclaimed when a threat to people, property, or environment exceeds the capability of the City of Fremont. The Director of Emergency Services (City Manager) or designee can proclaim a local emergency. Any proclamation issued by the City Manager must be ratified by the City Council within 7 days and every 30 days subsequently. A sample proclamation can be found in Appendix C.

Information Collection, Analysis, and Distribution

The EOC provides a central location for the collection, analysis and sharing of accurate, timely information regarding an incident.

	Area/Critical Infrastructure	Description of Information Needed:	Source:
Transportation	Air	Airport Status, Operating Hours, Air Space Status, Temporary Flight Restrictions, Refueling	Federal Aviation Agency (FAA), Oakland Airport, Hayward Airport, San Jose Airport, Moffett Field
	Railway Network	Railway Network Status, Community Impact (Hazmat, fires, flooding, etc.), Status of Bridges, Stranded Trains, Derailments, Train Status, Number of Passengers Impacted, Evacuations	Amtrak, Altamont Corridor Express, BART, Union Pacific, National Transportation Safety Board
	Roads	Road Status, Condition, Closures, One-Ways, Wait times, Bridge Status, Over-/Underpass Status, Incidents (Hazmat, Flooding, Landslides, Debris, Powerlines etc.)	Caltrans, California Highway Patrol, Alameda County Operational Area, Department of Transportation, News Reports, Traffic Cameras, CalOES, Fremont Public Works
	Waterways	Port Status, Repair Time, Bridge Crossing, Boat Ramps, Tidal Influences, Environmental Concerns	Port of Oakland, US Coast Guard
Utilities	Electricity	Disruptions, Locations, Number of Households without Power, Impacted Critical Infrastructure, Estimated Outage Time, Impacted Area, Cause, Anticipated downtimes	PG&E, Alameda County Operational Area
	Gas	Disruptions, Locations, Number of Households without Gas, Impacted Critical Infrastructure, Estimated Outage Time, Impacted Area, Cause, Anticipated Downtimes	PG&E, Alameda County Operational Area

	Area/Critical Infrastructure	Description of Information Needed:	Source:
Utilities Contd.	Water	Status of Suppression Water, Disruptions/Failures, Locations, Number of Households without Water, Status of Potable Water, Cause of Disruption, Contamination, Notices, Impacted Area, Anticipated Recovery Time, Flooding, Public Health Risks	Alameda County Water District, Alameda County Public Health, Department of Water Resources, San Francisco Public Utility, US Geological Survey
	Sewer	Status of Sewer System, Disruptions/Failures, Public Health Risks, Locations, Number of Households impacted, Impacted Area, Cause of Disruption, Anticipated Recovery Time	Union Sanitary District
	Phone/Internet	Status of Local Phone System, Long Distance System, Cell Phone Towers, Internet Status	AT&T, Verizon, T-Mobile, etc.
Medical/Health	Hospitals	Hospital Status, Supply Chain Status, Number of Beds Available, Services Open, Helipad Status, ER and OR Status, On Generator (Y/N), Fuel Needs, Resource Needs, Facility Problems, Equipment Failures, Evacuation Needs, Security Needs	Alameda County Public Health, Washington Hospital, Kaiser Hospital
	EMS System	EMS System Status, Number of Ambulances available, Staffing Shortages, Medication Shortages, Ongoing MCIs, Supply Chain Issues, Communication System Status	Alameda County EMS
	Skilled Nursing Facilities (SNF)	SNF Status, Number of Patients, On Generator (Y/N), Fuel Needs, Resource Needs, Facility Problems, Equipment Failures, Evacuation Needs	Alameda County Public Health
	Home Health	Number of Home Health Facilities, Number of Impacted, Facility Problems, Equipment Failures, Evacuation Needs	Alameda County Public Health
Medical/Health Contd.	Dialysis Centers	Number of Facilities impacted, # of Patients in need of Dialysis, Facility Problems, Equipment Failures, Evacuation Needs	Alameda County Public Health

	Area/Critical Infrastructure	Description of Information Needed:	Source:
	Outpatient Clinics	Facility Status, Services Open, Urgent Care Status, On Generator (Y/N), Facility Problems, Equipment Failures, Evacuation Needs	Alameda County Public Health
	Pharmacies	Number of Pharmacies Open, Locations, Medication Shortages, Vaccination Clinics, Facility Problems, Equipment Failures, Evacuation Needs	Alameda County Public Health
	Surgery Centers	Status of Surgery Center, Services Open, Ability to absorb patients, On Generator (Y/N), Resource Needs, Facility Problems, Equipment Failures, Evacuation Needs	Alameda County Public Health
	Chemo Therapy/ Radiation Therapy	Status of Treatment Center, Number of patients affected, Service Open, Resource Needs, Facility Problems, Equipment Failures, Evacuation Needs	Alameda County Public Health
Emergency Management Operational	Operational Area EOC (Op Area EOC)	Status of EOC, DOCs Open, County Services Open, Alternate Location, Situation Status	Alameda County OES
	Regional EOC (REOC)	Status of REOC, Alternate Location, Situation Status	Alameda County OES, CalOES
	State Operations (SOC)	Status of SOC, Situation Status	Alameda County OES, CalOES
	Area Command	Status of Area Command, locations	Alameda County OES, CalOES
	Staging Areas	Locations, Status and Type of Staging Area	Fremont EOC - Fire/Law Branch
	Shelters	Locations, Status, Number of available cots, resource needs, Overall Capacity, Medical Services, Agencies on site, Agency managing Shelter Operations	Fremont EOC- Mass Care & Shelter Branch
Emergency Management	Points of Distribution (PODs)	Location, Type, Status, resource needs, average throughput	Fremont EOC -Mass Care & Shelter Branch

	Area/Critical Infrastructure	Description of Information Needed:	Source:
	Evacuation Orders	Areas currently under evacuation orders, details regarding order	Fremont Police, Fremont Fire, CalFire
	Evacuation Centers	Status of Evac Centers, Locations, Agency managing Evac Shelter	Fremont EOC, Fremont Police, Fremont Fire, CalFire
	Mutual Aid Requests	Status of Requests, Resources Requested, Time/Date Requested, Follow Up Items	Fremont EOC - Logistics/ Planning Sections
	Injuries & Fatalities	Number of Injuries & Fatalities, Severity of Injuries	Incident Commanders, ACRECC, Public Health, Hospitals
	Casualty Collection Points/Field Treatment Sites	Locations, Capacity, Number of Patients, Resource and Transportation Needs	Fremont EOC- Fire Branch
	Fatality Collection	Locations, Number of Fatalities, Resource Needs	Alameda County Public Health, Alameda County Sheriff's -Coroner Unit
	City Building Status	Status of Key City Buildings, EOC, DOC, Fire Stations, Police Station, Community Center	Damage Assessment Unit, City Depts.
	City Staff Status	Number of employees recalled, Departments Impacted, Services Impacted	Fremont EOC - Personnel Branch
	City Volunteers	City Volunteer Groups Activated, Status, Locations, Tasks, Resource Needs	Fremont EOC - Logistics Fremont Police Dept./Fire Dept./ Community Services/ Human Services

Public Awareness Information

The City of Fremont Fire Department's Office of Emergency Services promotes awareness through outreach education programs. The goal of awareness and outreach programs is to educate the public with an understanding of the hazards and risks inherent to Fremont through training, best practices, and handout materials about how to prepare for these events.

Training and Exercise Program

The Fremont Fire Department Office of Emergency Services coordinates training and exercise programs for employees and the public. Employee training focuses on ICS, SEMS, NIMS, Disaster

Service Worker, Mass Care & Shelter, section specific training and EOC/EOP Operations. Volunteer training consists of Community Emergency Response Team, Communications Team and Personal Emergency Preparedness trainings.

The city utilizes the best practices identified in the Homeland Security Exercise & Training Program (HSEEP) in order to provide seminars, workshops, drills, and tabletop, functional and full-scale exercises.

Administration, Finance, and Logistics

Emergency management operations require the support of administration, finance, and logistics in order to be effective. Often, similar procedures used during daily operations can be used during emergency operations, but sometimes unique procedures may need to be developed.

The primary processes that the Logistics and the Finance Sections will conduct are listed below:

- Track and document all expenses incurred by the response
- Procure needed equipment, resources, and additional support
- Track and document city employee and volunteer working hours
- Create staffing schedules for future operations periods
- Manage compensation and claims related to emergency operations
- Track and document the deployment and utilization of resources
- Manage additional staff and volunteers to support emergency operations
- Manage donations

All tracking and documentation is done by using the appropriate ICS forms, in order to facilitate the tracking information and interoperability between various levels of government.

Every expenditure related to an incident needs to be well documented and sanctioned by the City Manager (EOC Director). If the City Manager is unavailable, all expenses are to be approved by an Assistant City Manager, or designated successor (Police or Fire Chief).

Plan Development and Maintenance

Plan Development Process

The primary responsibility for the development, review and update of the EOP annually resides with the City of Fremont Director of Emergency Services (City Manager) or designee. The 2020 EOP was created through an integrated planning process with input from all city departments and relevant community partners within the City of Fremont.

Plan Maintenance

Ministerial updates to the EOP that do not change its intent shall be recommended by the Emergency Services Manager for approval by the City Manager. Significant modifications to the EOP shall require approval by the City Council.

All changes to the EOP will be noted in the record of changes section of this plan. The entire EOP shall be reviewed, updated, and redistributed every five years.

Authorities and References

Federal

- National Preparedness System. Includes provision for the National Incident Management System (NIMS). FEMA
- National Response Framework, 2013. FEMA
- National Disaster Recovery Framework, 2011. FEMA
- National Mitigation Framework, 2013. FEMA
- National Infrastructure Protection Plan 2013. FEMA
- Debris Removal Guidelines for State and Local Officials (FEMA DAP-15)
- Digest of Federal Disaster Assistance (DAP-21)
- Americans with Disabilities Act of 1990 (ADA), 42 U.S.C. §§ 12101-12213 (amend. 2008)
- Robert T. Stafford Emergency Disaster Relief and Emergency Assistance Act (42 USC §5121 et seq.)
- Federal Disaster Relief Regulations: 44 CFR Part 206
    - Individual Assistance (44 CFR §§ 206.101 et seq.)
    - Public Project Assistance (44 CFR §§ 206.200 et seq.)
    - Hazard Mitigation (44 CFR §§ 206.430 et seq.)
- Homeland Security Presidential Directive 5: Management of Domestic Incidents, 2003

California

- California State Emergency Plan, July 2009
- California Law Enforcement Mutual Aid Plan
- California Fire Service and Rescue Emergency Mutual Aid Plan
- California Code of Regulations (CCR) Title 19, Division 2. Standardized Emergency Management System (SEMS)
- Public Assistance Guide for Applicants (CalOES DAP-1)
- CA Government Code (CGC), Title 1, Chapter 4, Division 8, Section 3100, (Disaster Service Workers)
- CGC, Title 1, Chapter 4, Division 8, Section 8635, (Continuity of Government)
- CGC, Title 2, Division 1, Chapter 7, (California Emergency Services Act)
- CGC, Title 2, Division 1, Chapter 7.5 (California Natural Disaster Assistance Act)
- California Water Code (CWC), § 128 (Department of Water Resources - Flood Fighting)

City of Fremont and Alameda County

- Fremont General Plan. City of Fremont, December 2011
- Fremont Local Hazard Mitigation Plan, 2016
- City of Fremont Emergency Services/Ordinance 2.20.60-150
- City of Fremont Resolution adopting the California Master Mutual Aid Agreement, 1956
- Alameda County Multi-Hazard Mitigation Plan. 2016
- Alameda County Emergency Operations Plan. 2012

The approval authority for Emergency Management is delegated to City Council in Section 2.20.100 of the Fremont Municipal Code (Ord. 962 § 2, 10-2-73. 1990 Code § 2-3207.)

Plan Concurrence

The departments listed below concur with the content of the Emergency Operations Plan and the tasks assigned to each department. This Plan was prepared and submitted by Deputy Fire Chief A. Thurston and Emergency Services Manager A. Schubek.
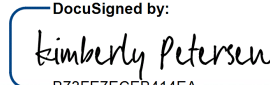
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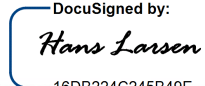
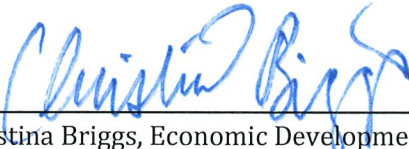|	
(signature)	3/12/2020
Mark Danaj, City Manager	Date Signed
(signature)	3/12/2020
Harvey Levine, City Attorney	Date Signed
(signature)	3/12/2020
Karena Shackelford, Assistant City Manager	Date Signed
DocuSigned by: _Brian Stott_ F6D9A2C4EE0E406...	12/24/2020 | 12:14 PM PST
Brian Stott, Assistant City Manager	Date Signed
DocuSigned by: _kimberly Petersen_ B73FE7ECEB414EA...	12/24/2020 | 6:47 AM PST
Kimberly Petersen, Police Chief	Date Signed
(signature)	3/12/2020
Curtis Jacobson, Fire Chief	Date Signed
DocuSigned by: _Hans Larsen_ 16DB224C245B49E...	12/27/2020 | 10:49 AM PST
Hans Larsen, Public Works Director	Date Signed
(signature)	3/12/2020
Susan Gauthier, City Clerk	Date Signed

Plan Concurrence Cont'd

_____   3/12/2020
Sanford Taylor, Chief Technology Officer/IT Director   Date Signed

_____   3/10/20
Allen DeMers, Human Resources Director   Date Signed

_____   5/7/2020
David Persselin, Finance Director   Date Signed

_____   3/12/20
Christina Briggs, Economic Development Director   Date Signed

DocuSigned by:

Dan Schoenholz
1C77683E5E38480...   12/29/2020 | 2:49 PM PST
Dan Schoenholz, Community Development Director   Date Signed

_____   3·12·2020
Suzanne Wolf, Community Services Director   Date Signed

_____   3/12/2020
Suzanne Shenfil, Human Services Director   Date Signed

Record of Changes

Change Number	Date of Change	Sections	Summary of Change	Change Made By (Title or Name)

Distribution List

Internal Agencies	
Position/Department	**Agency**
Mayor	City of Fremont
City Council	City of Fremont
City Manager	City of Fremont
City Manager's Office	City of Fremont
City Attorney's Office	City of Fremont
Community Development	City of Fremont
Community Services	City of Fremont
Finance	City of Fremont
Fire	City of Fremont
Human Resources	City of Fremont
Human Services	City of Fremont
Police	City of Fremont
Public Works	City of Fremont
External Agencies	
Position/Department	**Agency**
Office of Emergency Services	Alameda County
Risk Manager	Fremont Unified School District
Emergency Manager	Alameda County Water District

Appendix A – Acronyms

City of Fremont Emergency Operations Plan Acronyms Used	
AAR	After Action Report
ACRECC	Alameda County Regional Emergency Communications Center
ACWD	Alameda County Water District
ARC	American Red Cross
BART	Bay Area Rapid Transit
CalOES	California Office of Emergency Services
CalTrans	California Department of Transportation
CHP	California Highway Patrol
CPG	Comprehensive Preparedness Guide
DOC	Departmental Operations Center
DSW	Disaster Service Worker
EAS	Federal Emergency Alert System
EBRCS	East Bay Regional Radio Communications
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
FEMA	Federal Emergency Management Agency
FOC	Fire (Department) Operations Center
GETS	Governmental Emergency Telephone System
GIS	Geographic Information Systems
HSEEP	Homeland Security Exercise Evaluation Program
IT	Information Technology
LAN	Local Area Network
MCU	Mobile Command Unit
MMAA	Master Mutual Aid Agreement
NIMS	National Incident Management System
NOC	National Operations Center
NRF	National Response Framework
OA	Operational Area (includes all operational jurisdictions within the geographic boundaries of the County)
OES	Office of Emergency Services (City, County or State)
PAFN	People with Access and Functional Needs
PIO	Public Information Officer
REOC	Regional Emergency Operations Center
SEMS	Standardized Emergency Management System (California)
SOC	State Operations Center

SOP	Standard Operating Procedure	
SPCA	Society for the Prevention of Cruelty to Animals	
UHF	Ultra High Frequency	
VHF	Very High Frequency	
WIFI	Wireless Fidelity	
WPS	Wireless Priority Service	