



# Emergency Operations Plan

# City of Roseville *Emergency Management*

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## **EMERGENCY OPERATIONS PLAN**

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## PREFACE

The Emergency Operations Plan (EOP) outlines how the City of Roseville—its government, stakeholder agencies, community groups, business community, and residents—coordinates its response to major emergencies and disasters. This plan is regularly reviewed and updated by staff and approved by the City Council.

The EOP identifies operational strategies and plans for managing inherently complex and potentially catastrophic events. City assets, resources, and departments are potentially vulnerable and may become overwhelmed. A primary goal of the EOP is to promote flexibility whenever possible based on good judgment and common sense. This document facilitates emergency response and short-term recovery functions for emergencies and disasters that are outside of the scope of normal City operations.

Roseville has officially adopted and integrated the following emergency management, response, and coordination systems:

- Incident Command System (ICS)
- Standardized Emergency Management System (SEMS)
- National Incident Management System (NIMS)
- National Response Framework (NRF)

This EOP addresses the following phases of emergency management:

- Preparedness
- Response
- Recovery
- Mitigation

The City has adopted a “whole community” approach that actively promotes the inclusion and integration of community partners, neighbors, residents, people with disabilities and access and functional needs, people with language or cultural differences, and other stakeholders in all phases of emergency management planning. Through such collaboration, the City will be better prepared to meet the needs of its residents and daytime populace alike.

The City’s Emergency Operations Center (EOC) provides a centralized location where emergency management coordination and decision-making can be supported during a critical incident, major emergency, disaster, or significant event. When activated, the EOC provides support for critical tasks related to communications, coordination, resource management, and executive leadership.

If Roseville determines that the effects of an emergency are beyond the capability of local resources or may become so, a local emergency can be proclaimed. A local proclamation of emergency allows the city manager to serve as the Director of Emergency Services to take measures necessary to protect and preserve public health and safety and support requests for county, state, and federal assistance. A proclamation also provides City staff with additional powers and authorities to increase the speed and effectiveness of City response activities.

The EOP is organized and defined as follows:

**Basic Plan** (also referred to as EOP in this document)—Presents the planning assumptions, policies, and concept of operations that guide the responsibilities for emergency preparedness, response, recovery, and mitigation for Roseville.

- **Appendix**—Additional information on the Emergency Action Plan (Planning P), Roles and Responsibilities, and a profile of Roseville
- **Annexes**—Hazard specific and functional applications of the EOP

A number of other City plans, procedures, and other documents support or relate to this EOP.

## **AUTHORITY, APPROVAL & DISTRIBUTION**

This Emergency Operations Plan is sanctioned under the authority of the Roseville Municipal Code (City of Roseville, 2024) and issued under the authority of the Director of Emergency Services. State authority can be found, in part, in the California Emergency Services Act (State of California, 2015), the Standardized Emergency Management System (California, 2023) and various other codes and regulations. Federal authority is found in the Robert T. Stafford Act (FEMA, 2019), Homeland Security Presidential Directive 5 (FEMA, 2003) and Presidential Policy Directive 8 (DHS, 2011). The systems used nationally are the National Incident Management System (FEMA, 2017) and the National Response Framework (FEMA, 2019).

This document shall be the official Emergency Operations Plan for the City of Roseville and shall supersede all previous plans for this purpose. Nothing in this plan shall be construed in a manner that limits good judgment and common sense in matters not foreseen or covered by the elements of the plan or any appendices hereto.

This plan is approved by the City Manager for the City of Roseville and adopted by the City Council. Copies of the plan will be distributed electronically to each City Department, the EOC, and EOC section chiefs.

*City of Roseville*

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Dominick Casey, City Manager

Date

# EOP ADOPTION RESOLUTION



### **Disclosure Exemptions**

While sections of this document may be available for public review, other portions may contain sensitive information relevant to the emergency response operation of the City of Roseville. Portions that include information with significant implications on city, county, state and /or national security are placed in attachments that are exempt from public disclosure under the provisions of the California Public Records Act § 7920 *et seq.*

### **Liability Exemption**

Incident response sometimes requires that decisions may occur under adverse conditions and situations. Government agencies and entities operating in concert with the EOP shall not be liable for injury, death, or loss of property except in cases of willful misconduct or gross negligence.

### **Adherence to the Plan (EOP)**

Information provided in this plan, appendices, and annexes is guidance and not policy. Decisions and directions about the most appropriate approach and course of action for response and recovery may be influenced by various factors and may be determined based on the best information available at the time.

# BASIC PLAN

## 1.0 INTRODUCTION

The EOP serves as a significant document for Roseville’s emergency management activities. While resources may be called upon as needed, responsibilities are outlined in the EOP Basic Plan and associated annexes. To ensure adequate preparedness, City departments should actively participate in preparedness and planning activities including the development of departmental plans, policies and procedures as necessary to fulfill assigned roles and obligations.

The EOP embraces the Federal Emergency Management Agency’s (FEMA) “whole community” approach to emergency management as outlined in FEMA’s Comprehensive Preparedness Guide (FEMA, 2021). In addition to Roseville’s resources, recognizes the role of non-governmental organizations (NGOs), community-based organizations (CBO), faith-based organizations (FBO), private-sector businesses, educational institutions, and other stakeholders. Additionally, the EOP is intended to reflect the wide variety of support that may be required by residents, visitors, and businesses, including people with disabilities and others with access or functional needs. Consideration for people with disabilities, access or functional needs will be given in emergency planning. The City’s emergency management program embraces the whole community approach.

Certain groups and organizations will need to interface with the City’s Emergency Operations Center (EOC) and among one another, including in circumstances where normal telecommunications may be impaired. By understanding the elements of this plan, the City and such organizations can facilitate that process.

Members of the community should be aware of the potential risks and hazards that are present and the responsibility to be prepared.

### 1.1 Purpose

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The purpose of this EOP is to provide and outline the framework, concepts, and policies of Roseville’s emergency procures and operations to ensure effective management and coordination of the City’s response to emergencies and disasters. It identifies roles and responsibilities for various individuals and departments as they pertain to preparedness, response, recovery, and mitigation activities. This plan serves as a foundational document for other City plans, as well as a reference document for other government and non-government organizations and entities. It is intended to be used in concert with other related plans, such as mitigation, recovery, and continuity of operations. This EOP complies with current federal, state, and local laws and regulations and incorporates best practices. Reference related to best practices includes, but is not limited to, guidance from Cal OES - [Cal OES Best Practices](#). Consistent with emergency management practices, the EOP will be reviewed and updated as outlined in Section 9.0 or following trainings and/or exercises or significant incident or event.

### 1.2 Goals and Objectives

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The overall objective of emergency management is to ensure the effective coordination of response forces and resources in preparing for and responding to situations associated with natural disasters,

technological incidents and national security emergencies. To carry out its responsibilities, the emergency management organization will accomplish the following objectives during an emergency/disaster:

- Goal 1: Save Lives
  - Objective 1.1: Prepare and disseminate emergency public information to alert, warn, and inform the public.
  - Objective 1.2: Provide effective life safety measures.
- Goal 2: Incident Stabilization and Restoration of Essential Services
  - Objective 2.1: Maintain overall coordination/support of emergency response and recovery operations.
  - Objective 2.2: Coordinate and liaise with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies.
  - Objective 2.3: Establish priorities and resolve conflicting demands for support.
  - Objective 2.4: Provide accurate documentation and records required for cost recovery efforts.
  - Objective 2.5: Provide for the rapid resumption of impacted businesses and community services.
- Goal 3: Protection of Property and the Environment
  - Objective 3.1: Provide effective response efforts to reduce property loss and damage to the environment.

### 1.3 Scope

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The EOP serves as the foundational document for the City's emergency management activities. The EOP applies to any significant emergency association with any hazard or threat, natural, technical, or human-caused, which may affect the City and result in a planned, coordinated response effort by City agencies. While all City resources may be called upon as needed, specific departmental responsibilities are outlined in the EOP Basic Plan and associated annexes. To ensure the City is adequately prepared, all City departments are required to actively participate in preparedness and planning activities to include the development and review of departmental plans, policies, procedures, resource information and contact information as necessary to fulfill their assigned roles and obligations.

### 1.4 Limitations

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While many of the elements outlined in the EOP are designed for flexibility and can be utilized as needed to address a number of emergency and non-emergency events, some activities require special activation or a formal disaster declaration by the City Council. Similarly, the EOP is not meant to outline procedures for routine incidents or minor emergencies which are adequately addressed through existing processes.

The EOP identifies operational strategies and plans for managing inherently complex and potentially catastrophic events. Assets, resources, and departments are potentially vulnerable and may become overwhelmed. Deviations from the organizational and response structures outlined in the EOP may be required, based upon evolving needs and available resources.

With this in mind, the EOP is designed to promote flexibility whenever possible and is not intended to limit the use of good judgment and common sense in matters not foreseen or adequately addressed by elements of the EOP and its associated annexes, appendices, or plans.

### 1.5 Situation / Hazard Assessment

The City of Roseville lies to the west of the foothills of the Sierra Nevada Range, about 16 miles northeast of downtown Sacramento. It is the largest city in Placer County and has experienced considerable residential and commercial growth in the past two decades. Primary transportation routes into and out of the City include Interstate 80 and California Highway 65. Emergency management is based on an understanding of a jurisdiction’s risk. The City has undergone multiple hazard analysis in alignment with state and federal guidance. The City has an approximate population of 154,329 (State of California - Department of Finance, 2024) and covers a geographic area of approximately 42 square miles.

Roseville will provide a response which is commensurate with the available staffing and resources at its disposal. Roseville may not have the capability and resources to provide adequate response for all emergencies and incidents during disasters. As warranted, the City can request additional assistance through the Placer County Operational Area and subsequently the State of California.

In 2023, the City updated its Hazard Mitigation Plan (Roseville, 2023). During the update, the City conducted a risk and vulnerability assessment and identified the hazards listed below as either high or medium. Detailed information and maps regarding the specifics of each hazard can be found in the plan update. The City’s current Hazard Mitigation Plan identifies the following as the high and medium natural hazards for the City:

Hazard Type	Category
Severe Weather	High
Earthquake	High
Wildfire	Medium
Dam Failure	Medium
Flood	Medium

### 1.6 Planning Assumptions

The following assumptions may be viable during emergency and/or disaster operations:

- Roseville is susceptible to a number of hazards and risks that may result in critical incidents which may include natural, technological, or human caused.
- 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 in the affected areas.
- All City departments will participate in planning and preparedness activities as required.
- City personnel will be adequately trained to perform the emergency roles to which they are assigned.

- The City’s EOC may be partially or fully activated to support operations during critical incidents.
- The City of Roseville is primarily responsible for emergency action within their municipality and will commit all available resources to save lives, minimize injuries to persons, and minimize damage to property and the environment.
- City departments will participate during a significant emergency or disaster; however, personnel may be unavailable or unable to report to work.
- Roseville will utilize SEMS, ICS, and NIMS in emergency response and management of operations.
- The City will commit their resources to a reasonable degree before requesting mutual aid assistance.
- Non-essential City operations may be reduced or cancelled in order to prioritize resources.
- Following a major disaster or catastrophic incident, Roseville may have to rely on their own resources to be self-sustaining until mutual aid is available.
- Transportation infrastructure may be disrupted and access to critical facilities may be blocked.
- Critical infrastructure and utilities (natural gas, water, electricity, sanitary sewer, garbage, recycling, communications, among others) may be severely impacted.
- Residents, businesses, and other entities may need to be self-sufficient for one week or more.
- Reasonable accommodations will be made for people with disabilities and/or access and functional needs, but additional planning, resources, and support may be required during emergencies.

## 2.0 CONCEPT OF OPERATIONS

In accordance with state and federal laws and guidance, the City of Roseville has officially adopted and integrated the following emergency management, response, and coordination systems into the current emergency management operations:

- Incident Command System
- Standardized Emergency Management System
- National Incident Management System NIMS

Collectively, the congruent operational systems outline how critical incidents, emergency, and disasters will be coordinated in the field, and all levels of government – local, county, regional, state and federal.

### 2.1 Field-Level Coordination

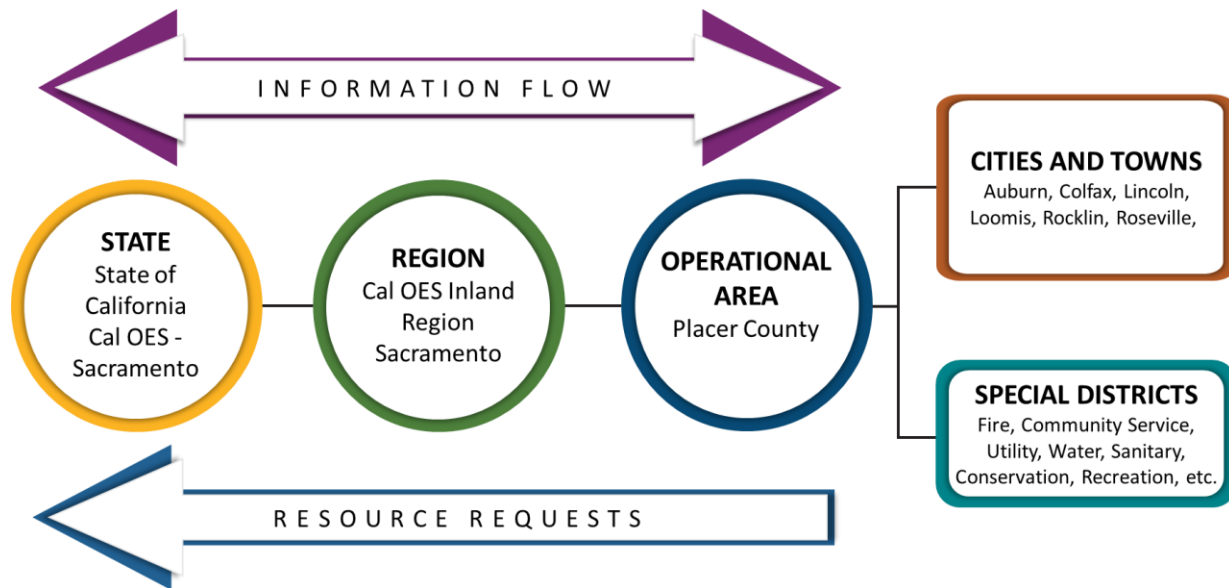
As mandated by both SEMS and NIMS, Roseville utilizes the Incident Command System (ICS) to manage response activities in the field. ICS provides for common terminology, processes, and position titles, while allowing the delegation of functions (or tasks) to subordinate positions in order to promote proper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

### 2.2 Local, Regional, and State-Level Coordination

#### **2.2.1 Standardized Emergency Management Sections**

SEMS is intended to standardize response in emergencies and is intended to be flexible and adaptable to the needs of the emergency responders. SEMS forms the foundation of emergency management

organization throughout the State of California and its use is required by all jurisdictions. SEMS requires agencies use basic principles and components of emergency management including Incident Command System, multi-agency coordinator, operational area concept and established mutual aid systems. Local government must use SEMS to be eligible for state funding of response-related personnel costs. SEMS utilizes five organizational tiers which are activated as need be and they consist of: field response, local government, operational area, regional, and the state. Roseville has incorporated the use of SEMS into its emergency management program.



### **2.2.2 Multi-Agency Coordination System (MACS)**

The Multi-Agency Coordination System (MACS) is a part of NIMS and provides the basic architecture for facilitating the allocation of resources, incident prioritization, coordination and integration of multiple agencies for large-scale incidents and emergencies. A MAC group is made up of administrators or designees authorized to represent or commit agency resources and funds. MAC groups do not have direct involvement in the incident(s) and may function virtually. The principal functions and responsibilities associated with MACS include:

- Situation awareness / assessment
- Incident priority determination
- Critical resource acquisition and allocation
- Anticipating / identifying future resource requirements
- Coordinating policy issues
- Providing strategic coordination
- Joint Information Systems

Examples of a MAC Group include policy groups (elected or appointed officials), emergency management committees (emergency managers, first responders and allied agencies), or multiagency committees such as Incident Management Teams (IMT) or Emergency Management Planning Committees.

### **2.2.3 Field Response**

Field response includes on-scene activities and coordination, consistent with ICS, to make tactical decisions in direct response to the emergency of disaster. The field response is managed through an Incident Command Post (ICP). Resource requests and situation reports are routed from the field to the next SEMS organizational level, either through participating response agencies or the local EOC if activated.

During an incident or event when multiple agencies and/or jurisdictions are involved, Unified Command (UC) as part of ICS may be implemented. The role of incident commander would be shared by multiple individuals in unified command.

### **2.2.4 Local Government**

The City of Roseville, as a local government, retains the responsibility and authority for managing response activities within its jurisdiction. To support these efforts, the City may activate its EOC and Departments may activate respective Department Operations Center (DOCs). The EOC provides agency coordination, provides logistical support, establishes common operating procedures, identifies overarching priorities, and prioritizes available resources. Additionally, the EOC coordinates with Placer County Operational Area (OA)/County EOC.

### **2.2.5 Operational Area**

The Operational Area (OA) provides response coordination for all political subdivisions within the county's jurisdiction. The OA coordinates response activities within the county's jurisdiction through the County EOC, if activated. The OA serves as a link to the regional level and other OAs within the region.

Roseville is part of the Placer County Operational Area and coordinates with the Placer County Office of Emergency Services (OES). The City participates in Placer County OA planning and during a critical incident, coordinates with the OA, through either the Placer County OES or the Placer County EOC, if activated.

### **2.2.6 Regional**

The State of California is divided into three regions that each maintains Regional Emergency Operations Centers (REOC) to coordinate resource requests, support mutual aid, and promote situational awareness between their respective OAs. The City of Roseville and Placer County are in the Inland Region.

### **2.2.7 State**

The Governor, through California Office of Emergency Services (Cal OES) and its Mutual Aid Regions, will coordinate statewide operations to include the provision of mutual aid and other support to local jurisdictions and the redirection of essential supplies and other resources as required. Placer County is part of the OES Inland Region. Requests that exceed the capabilities of the Operational Area will be forwarded to the Region.

The Cal OES Director, assisted by State agency directors, their staff, and volunteer agency staff will constitute the State emergency management staff.

### **2.2.8 Mutual Aid**

The California Mutual Aid System operates within the framework of the California Master Mutual Aid Agreement (MMAA) and under the authority of the California Emergency Services Act. The system allows for the mobilization of resources to and from emergency response agencies, local governments, operational areas, regions, and the state with the intent to provide requesting agencies with adequate resources. Mutual aid is utilized by primary response disciplines:

- Fire and Rescue
- Law Enforcement
- Coroner / Medical Examiner
- Emergency Management
- Medical & Health

<b>Mutual Aid Response Discipline</b>	<b>Coordinating Agency</b>	<b>Mutual Aid Elements Included</b>
<b>Fire and Rescue</b>	Cal OES Fire and Rescue Branch	Fire and Rescue Mutual Aid Urban Search and Rescue Mutual Aid Hazardous Material Mutual Aid
<b>Law Enforcement</b>	Cal OES Law Enforcement Branch	Law Enforcement Mutual Aid Search and Rescue Mutual Aid
<b>Coroner/Medical Examiner</b>	Cal OES Law Enforcement Branch	Coroner/Medical Examiner Mutual Aid
<b>Emergency Management</b>	Cal OES Emergency Management	Emergency Management Mutual Aid Public Utilities Mutual Aid Water/Wastewater Agency Response Network
<b>Medical and Health</b>	California Emergency Medical Services Authority	Disaster Medical and Health Mutual Aid

The California Mutual Aid System includes six mutual aid regions in order to facilitate the coordination and flow of mutual aid requests. As part of the Cal OES Inland Region, Roseville and the Placer (County) Operational Area are part of Mutual Aid Region II.

The system includes a number of discipline-specific mutual aid systems that operate through designated mutual aid coordinators at the Operational Area, regional, and State levels. Mutual aid requests are coordinated within their geographic area before unfilled requests are forwarded to the next level. Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system and by emergency management staff at the local government, operational area, regional, and state levels.

## **2.3 National Incident Management System**

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

NIMS is built on the following three components:

- Resource Management
- Command and Coordination, including the Incident Command System
- Communications and Information Management

## **2.4 National Response Framework**

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The National Response Framework (NRF) is built upon the premise that incidents are typically handled at the lowest jurisdictional level. The NRF provides the framework for federal interaction with state, local, tribal, private sector and non-governmental entities in the context of domestic incident management to ensure timely and effective federal support.

# **3.0 EMERGENCY MANAGEMENT ORGANIZATION**

The City's Municipal Code (City of Roseville, 2024) outlines the purpose of emergency services for the preparation and carrying out of plans for the protection of people and property within respective city in the event of an emergency; the direction of the emergency organization; and the coordination of the emergency functions with all other public agencies, corporations, organizations, and affected persons.

## **3.1 Director of Emergency Services**

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Roseville's Municipal Code designates the City Manager as the Director of Emergency Services who has the responsibility and authority for managing the emergency organization with their city. The Director of Emergency Services may appoint an assistant director to be confirmed by the city council.

## **3.2 Disaster Council**

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The City's Municipal Code establishes a Disaster Council which consists of the following people:

- Mayor (chair)
- Director of Emergency Services (vice-chair)
- Assistant director of emergency services
- Such chiefs of emergency services as provided for in the current emergency plan
- Such civic, business, labor, veterans, professional or other organizations representatives who have an official emergency responsibilities

The Disaster Council is empowered to develop and recommend for adoption such emergency and mutual-aid plans and agreements, ordinances, resolutions, rules, and regulations that are necessary to implement these plans and agreements. The council shall meet when called by the chair or when absent by the vice chair.

### 3.3 City Employees

One of the greatest resources for the City of Roseville is its employees. California Government Code designates that all public employees are Disaster Services Workers (DSWs). (State of California, 2013) Any employee of the City of Roseville may be assigned to perform activities which promote the protection of public health and safety or the preservation of lives and property. Such assignments may require services at locations, times, and under conditions that are significantly different than normal work assignments and may continue into the recovery phase of emergency.

### 3.4 Placer County Office of Emergency Services

Placer County Office of Emergency Services provides Operational Area (OA) coordination during disasters and emergencies and assists jurisdictions with preparedness, mitigation, recovery, and response efforts.

Placer County OA would be the next SEMS level of providing the City with support and resources during and after an emergency or disaster.

## 4.0 EMERGENCY MANAGEMENT PHASES

Emergency management is divided into various phases with each of these phases bending in to the next one. There is no clear demarcation of when one phase starts and another one ends. Elements from each phase may be used to support or augment elements from another phase.



### 4.1 Preparedness Phase

The preparedness phase involves activities undertaken in advance of an emergency. These activities develop operational capabilities and effective responses to a disaster. These activities focus on maintaining or improving capabilities that will be used in the response or recovery phases. Preparedness actions might include mitigation activities, emergency/disaster planning, training, exercises and public education. Members of the emergency management organization should prepare checklists detailing assignments, notification rosters, resource lists and other useful documents. Personnel should be acquainted with these documents through periodic training and reviews.

#### 4.1.2 Planning

Emergency planning includes a wide variety of plans at the strategic, operational, and tactical levels. Strategic plans include the EOP and many of its associated hazard-specific or functional annexes, while operational and tactical planning includes more detailed information such as standard operating procedures (SOP), checklists, personnel assignments, notification rosters, resource lists, and forms.

All City departments are required to participate in the development of relevant strategic and operational plans while ensuring that internal tactical planning is sufficient to meet the needs of their outlined roles and assigned objectives. This includes the development of department-specific SOPs required to meet the objectives outlined for each department.

#### **4.1.2.1 Continuity Planning**

Disasters or major emergencies have the potential to disrupt or interrupt critical and essential City services that are vital to the health and welfare of its residents. Planning for such possibilities addresses the continuation of government and succession of officers. To ensure this continuity the City will address the following:

- Identification and prioritization of essential services
- Establishment, promulgation and maintenance of orders of succession
- Identification of delegation of authority
- Identification of continuity of communication
- Identification and maintenance of continuity of facilities
- Maintenance of vital records
- Establishment of process of reconstruction
- Development of an effective test, training and exercise program to support continuity efforts
- Development of a Continuity of Operations Plan (COOP) – detailed and comprehensive information is contained in the COOP plan; the COOP Plan should be used in concert with the EOP

#### **4.1.3 Training**

Training is an essential component of preparedness and greatly impacts the ability to respond to and recover from a critical incident.

The City facilitates trainings and regularly communicates opportunities to City and fire staff members. Additionally, the cities prioritize trainings that promote staff understanding and familiarity with the following concepts:

- Incident Command System (ICS)
- California Standardized Emergency Management System (SEMS)
- National Incident Management System (NIMS)
- California Disaster Service Worker (DSW) [CA Government Code 3101]
- EOC Functions
- EOP Orientation

The City Manager or designee will ensure that staff members assigned to the EOC are adequately trained and competent to fulfill their designated responsibilities. Staff members are encouraged to engage in ongoing emergency management training to be familiar with current plans and guidance and capable of fulfilling the EOC role to which they are assigned.

#### **4.1.4 Exercises**

Exercises are a primary tool for assessing preparedness and identifying areas for improvement. They are a valuable method to validate plans and train personnel. Roseville incorporates guidance from the Homeland Security Exercise and Evaluation Program (HSEEP) in the development of its exercises.

A variety of exercises and trainings are used to assess capabilities and prioritize future planning and training needs. By simulating potential response and recovery scenarios, Roseville is able to validate existing plans and determine where additional training might be needed. The City's Emergency Management Team Coordinators will develop an Integrated Preparedness Plan (IPP) that incorporates a

building block approach in the development of planned exercises to facilitate increasing awareness and knowledge.

#### **4.1.5 Public Awareness & Education**

The Roseville Fire Department, other City departments, and their partners promote public awareness and education in order to strengthen overall preparedness, awareness, and community resilience. By providing community education, outreach, training, and coordination, the City increases the ability of community members and organizations to adequately prepare for and meet their own needs. By promoting self-reliance and preparedness, the city reduces the overall burden on resources and competing needs that may arise during critical incidents.

Public Education is an essential tool to teach residents how to prepare for, react to and recover from a major emergency or disaster.

Residents should take advantage of various emergency preparedness information and resources from City, County, State, and Federal governments among other sources and incorporate recommended practices into their regular routines.

Examples of pre- and post-awareness and education include:

- Emergency supply checklist
- Family reunification plan
- Family communication plan
- Business evacuation plan and checklist
- Emergency contact list
- Storage of essential data and information (e.g., flash drive)
- Business recovery plan
- Family recovery plan

Example of outreach efforts may include, but are not limited to:

- Schools
- Community and neighborhood groups and organizations
- Businesses including chamber of commerce
- Public safety fares
- Fire station tours
- Community events
- Library and recreational facilities
- Socially vulnerable groups and organizations

## **4.2 Response Phase**

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

### **4.2.1 Pre-Event**

Some incidents may provide sufficient warning to allow for pre-event or precautionary measures. Depending on the likelihood of significant impacts, pre-event response may include:

- Public warning
- Evacuations
- Resource Mobilization
- Staging
- Mutual Aid Requests
- Proclamation of a Local Emergency

### **4.2.2 Emergency Response**

Emergency response activities are actions taken during or immediately after a critical incident to reduce or minimize actual impacts. While these activities are often associated with traditional response units – fire, law enforcement, emergency medical service (EMS), and public works – the size and complexity may require support from additional governmental agencies, non-government organizations (NGOs), businesses, community and faith-based organizations (CBOs FBOs) and other partners.

During emergency responses, some incidents may escalate beyond the capabilities of field operation management that may necessitate the need for additional support and coordination requiring the activation of a Department Operations Center (DOC). When an incident or multiple incidents exceed the capabilities of a DOC, or when multiple department DOCs have been activated and more coordinated efforts are needed, the EOC should be activated.

When coordinating emergency response activities and prioritizing needs and objectives, the following hierarchy is utilized:

1. Life Safety
2. Incident Stabilization
3. Protection of property and infrastructure and restoration of essential services
4. Reduce impacts to the environment

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

### **4.2.3 Prolonged Emergency**

In addition to continuing life and property protection; operations, mass care, relocation, public information, situation analysis, status and damage assessment operations will be initiated.

## **4.3 Recovery Phase**

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

The Recovery Phase may begin during the Response Phase or as directed by the EOC Director. Depending on the incident the recovery process may be short or be a sustained operation lasting several years. A comprehensive recovery plan may provide more detailed actions for a prolonged recovery period. A separate and detailed Recovery Plan would contain specific procedures and protocols., roles and responsibilities. The EOP is intended to be used mostly during the response phase of an incident; it is not intended to be a comprehensive recovery plan. The City may set priorities and secure resources. The following actions may assist and facilitate recovery efforts:

- Conducting damage assessments
- Assessing housing needs – both support and solutions
- Issuing permits for repairs and demolition
- Debris removal

- Opening roadways and transportation routes
- Restoring utilities – water, electricity, gas, communications, sewer, internet, cable
- Opening local assistance centers (LACs)
- Restart government functions
- Coordinating efforts with Placer County OES
- Working with local businesses to restore operations
- Coordinating with County, State and Federal officials regarding financial recovery for the City
- Coordinate with County Public Health efforts for disasters that included health issues
- Identify and prioritize essential functions and services

Specific recovery efforts and organization may be detailed in the City’s Continuity of Operations Plan (COOP) and Recovery Plan.

**4.3.1 Short-term Recovery**

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

**4.3.2 Long-term Recovery**

Long-term recovery operations are often required to address extensive damage to infrastructure or widespread devastation. Activities include the restoration and reconstruction of public facilities and disaster response cost recovery.

The recovery period has major objectives that may overlap with other phases of the emergency management cycle, including:

- Reinstatement of family and individuals’ autonomy
- Provision of essential public services
- Permanent restoration of private and public property
- Identification of residual hazards
- Plans to mitigate future hazards
- Recovery of costs associated with response and recovery efforts
- Coordination of state and federal, private and public assistance

As the immediate threat to life, property, and environment subsides, the rebuilding of Roseville will begin through various recovery activities. Long-term planning efforts, including public safety and infrastructure sustainability, are included in the Roseville General Plan. Recovery activities involve the restoration of services to the public and rebuilding the affected area(s). Examples of recovery activities may include:

- Restoring all utilities
- Establishing and staffing Local Assistance Centers (LACs) and Disaster Assistance Centers (DACs)
- Applying for state and federal assistance programs
- Conducting hazard mitigation analysis
- Identifying residual hazards
- Determining recovery costs associated with response and recovery

**4.3.3 Damage Assessment**

Damage Assessment activities involves identifying, recording, compiling, and analyzing damage information in order to determine the type of recovery assistance needed. Following major disasters, a

process known as Preliminary Damage Assessment (PDA) is employed to determine preliminary eligibility for certain state and federal financial assistance and reimbursement programs.

#### **4.3.4 Disaster Assistance Programs**

If the disaster is significant enough to warrant a gubernatorial and a presidential disaster declaration, additional state and federal assistance may become available. A local disaster proclamation does not automatically warrant the provisions of state or federal assistance. The City will have to qualify for these additional resources. If determined to be eligible, the City and its residents may be able to participate in state and federal disaster assistance programs for the following:

- Individuals – may be eligible for loans and grants for housing assistance programs (for homeowners and renters), and uninsured disaster-related necessities (including personal property, medical, dental, and transportation expenses). Other Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) programs include crisis counseling, disaster unemployment assistance, and legal services, may be available.
- Businesses – may be eligible for low-interest loans to assist with uninsured physical damaged through the United States Small Business Administration (SBA).
- Government – assistance may be available through state assistance under the California Disaster Assistance Act (CDAA), as well as sever federal programs including the FEMA Public Assistance (PA) Grant Program, and the Hazard Mitigation Grant Program (HMGP).
- Non-profit Organizations - assistance may be available through the state CDAA, as well as several federal programs including FEMA PA Grant Program for eligible non-profit organizations.

#### **4.3.5 Recovery Documentation**

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

#### **4.3.6 After Action Report**

As part of the recovery phase, and in accordance with SEMS, the State of California requires any city declaring a local emergency for which the governor proclaims a state of emergency, to complete and transmit an after-action report to the California Office of Emergency Services (Cal OES) within 90 days of the close of the incident period. The after-action report should include the following information:

- Documentation of response activities
- Identification of problems and successes during emergency operations
- Analysis of the effectiveness of SEMS components
- Plan of action for implementing improvements
- Cal OES After-Action Questionnaire

## 4.4 Mitigation Phase

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Preventing damage and losses from disaster includes those efforts known as mitigation activities. Mitigation efforts occur both before and following disastrous events. Post-disaster mitigation is part of the recovery process. Preventing, eliminating, or reducing the impact of hazards that exist within Roseville and that are a threat to life and property are part of the mitigation efforts.

The current Multijurisdictional Hazard Mitigation Plan identifies mitigation action items. These documents identify which department is the responsible as the lead managing these actions. The Mitigation Plan is reviewed annually and updated every five years.

A number of mitigation activities may include the implementation, augmentation or promotion of the following:

- Local ordinances and statutes (zoning ordinance, building codes, ordinances and enforcement)
- City of Roseville Hazard Mitigation Plan (2023)
- Structural measures
- Disaster, earthquake or flood insurance
- Public information and outreach and community relations
- Risk mapping
- Structural retrofitting
- Monitoring and inspection
- Land use planning
- General Plans
- Public outreach and education

## 4.5 Whole Community Approach

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Roseville’s ability to respond and recover from significant emergencies and major disasters is highly dependent upon planning for the unique needs and specific requirements of the residents and non-resident, commuters, and visitors. To further identify and meet these needs, a “Whole Community” approach has been adopted to include and integrate community partners, neighbors, and other stakeholders in all phases of emergency management. Through these collaborative efforts, Roseville will become more resilient and better prepared to meet the needs of its residents and any daytime population increase, those with disabilities, access and functional needs and cultural consideration.

The City will include the Whole Community Approach when preparing for, responding to, recovering from, and mitigating against major emergencies and disasters.

### 4.5.1 Residents

Residents of Roseville play a fundamental role in emergency management by ensuring that they are prepared for emergencies and disasters. In most disasters, City residents will be the first to respond—family members caring for one another, neighbor helping neighbor. In a major disaster, residents may not have access to City services for days. Individual preparedness will ensure that the City’s limited resources can go where they are most needed.

The City recommends that all residents prepare for disaster by taking first aid and CPR training, maintaining disaster supplies of food and water, and safekeeping personal documentation (e.g., personal identification and individual medical records). These actions will better prepare residents to evacuate or shelter-in-place for up to a week. Those families or residents with disabilities and others with access and functional needs may require additional personal planning before, during, and after an emergency to accommodate their need for assistance with communication, maintaining health and medical supplies, independence, support and safety, or transportation.

#### **4.5.2 Community Organizations / Volunteer Groups**

Roseville has volunteer, community, and faith-based organizations that promote emergency preparedness and assist during emergencies and disasters. These organizations can play a vital role in assisting neighborhoods prepare for and assist with disasters and emergencies.

The use and incorporation of volunteer groups and their respective roles and responsibilities in the EOC will vary depending on the incident or event. The Director of Emergency Services or their designee will determine any inclusion for each incident or event.

#### **4.5.3 Private Sector**

Roseville has a vibrant business community that includes traditional retail, recreational, entertainment, and corporate businesses. The City engages with the private sector to better understand their needs, identify resources, and develop partnerships. Much of the City's private sector partners address preparedness planning internally as a way to minimize business disruptions and to support the wellbeing of their employees and also offer their resources and technical capabilities to the larger community. The City acknowledges this valuable support and will continue collaborative efforts with the private sector as a component of the overarching emergency management program. In its efforts to engage the private sector, the City may solicit agreements, arrangements, memorandums of understanding and the like with various business and or business groups, such as the Chamber of Commerce. The nature of these relationships and roles and responsibilities will be outlined any provisions and/or documents.

The inclusion of any private groups and their roles and responsibilities will be determined by the Director of Emergency Services or their designee.

#### **4.5.4 People with Disabilities**

People with disabilities often require additional planning and support to ensure they receive equal access and coverage as required under the Stafford Act as well as other state and federal legislation such as the Americans with Disabilities Act (ADA) of 1990. Covered disabilities are not always apparent and may include impairments of mobility, vision, and hearing as well as some cognitive disorders and mental illnesses. To meet the needs of these individuals, Roseville is committed to supporting efforts and activities designed to improve and validate capabilities in support of people with disabilities, including but not limited to:

- Notifications and warning procedures
- Evacuation, transportation and sheltering considerations
- Accommodations for service animals
- Accessibility to information

#### **4.5.5 Individuals with Access & Functional Needs**

In addition to people with disabilities, Roseville recognize that additional support may be necessary to support those with access and functional needs (State of California , 2016) (State of Cailifornia , 2019). These are not necessarily related to a specific condition, diagnosis, impairment and are based upon functional areas such as:

- Maintaining independence
- Effective communication
- Transportation
- Supervision
- Medical care

Individuals with access and functional needs may not have access to support networks outside of their immediate communities or be able to self-evacuate. As a result, they may have additional needs before, during, and after an incident. Those with functional needs often include children, the elderly, tourists, and other segments of the population, such as:

- People with disabilities
- People living in institutionalized settings
- People from diverse cultures
- People with limited English proficiency
- People without transportation
- People who are economically disadvantaged
- Women who are pregnant

#### **4.5.6 Cultural Consideration**

CA Senate Bill 160 (2019) charged Cal OES and local governments to address culturally diverse communities in its emergency planning efforts. In consideration, the City will consider communities in its planning efforts, including EOP reviews and updates. Culturally diverse communities may include:

- Race and ethnicity
- Indigenous people
- Communities of color
- Immigrant and refugee communities
- Gender
- Age (including the elderly and youth)
- Sexual and gender minorities
- People with disabilities
- Occupation and income level (including low-income individuals and unhoused)
- Education level
- People with no or limited English language proficiency
- Geographic location

#### **4.5.7 Consideration for Pets and Animals**

In 2006, the federal government passed the Pets Evacuations and Transportation Standards (PETS) Act as an amendment to the Stafford Act. The PETS Act directs state and local emergency preparedness plans

address the needs of individuals with pets and companion animals during a disaster or emergency. American Red Cross procedures allow for assigned service animals to accompany individuals.

Roseville works to include consideration for the needs of pets and companion animals in plans as appropriate. Placer County SPCA maintains shelters including mobile ones for various pets and can be potentially located near a designated shelter. Throughout Placer County there are numerous individuals and organizations (farms, ranches, and others) with large animals such as horses, cattle, sheep, goats, and/or pigs. Owners should make appropriate preparations (e.g., sheltering, transporting) in advance for their animals before an actual disaster occurs.

## 5.0 EMERGENCY OPERATIONS CENTER

Roseville operates an Emergency Operations Center (EOC) that provides a centralized location where emergency management coordination and decision-making occur and can support field operations during critical incident, major emergency, or disaster. When activated, the EOC provides support for a number of critical tasks related to communication, coordination, resource management and executive leadership.

Because of the nature of activities during an incident or event, access to the EOC may be limited to authorized personnel and/or specific city staff members only.

### 5.1 EOC Locations

The **primary EOC** location is: 116 S. Grant St., Roseville, CA

The **alternate EOC** location is: 1051 Junction Blvd., Roseville, CA

Alternate locations would be used when the primary EOC would or might be unsafe or unusable.

Situations and circumstances may arise in which staffing an in-person EOC fully or partially may be impractical or unwise, such as with the recent COVID-19 pandemic. Alternative staffing options may be considered and implemented and may include remote, virtual, or a combination of in-person and remote. Staff will be provided with appropriate tools, equipment, and training in order to perform their assigned responsibilities. The City's Director of Emergency Services will determine if alternate options will be implemented.

### 5.2 Activations & Deactivation

The EOC equipment is maintained by City's Emergency Management Team and may be used for coordination and monitoring activities at any time without the need for a formal activation. However, depending upon the need and circumstances, an official EOC activation may be appropriate to support a number of activities, including:

- Field response (disaster or major emergency)
- Pre-planned events (conventions, parade, city-wide event)
- Local proclamation of emergency
- Governor's declaration of emergency
- Presidential declaration of a national emergency
- State of War

The activation level and significance of the incident/event will determine who assumes the role of EOC Director. The City Manager would usually assume the role of EOC Director during a full activation.

For incidents or events that extend beyond an operational period (e.g., 12 hours) the City Manager may designate an alternate or replacement. This person could be the assistant city manager or one of the emergency services chiefs.

**5.2.1 DOC Activation**

A Department Operations Center (DOC) may activate at the discretion of a senior City Department official, such as fire, police, or public works, and may be based upon current or impending conditions that may substantially alter normal operations for a temporary time period. DOCs may also activate in support of EOC and field operations during a disaster.

A DOC may be managed by a senior department official and primarily supports field operations in operations, logistics, and planning.

**5.2.2 EOC Activation Authority**

The following municipal positions have the authority to activate the City’s EOC:

- Roseville City Manager
- Roseville Assistant City Manager
- Roseville Police Chief or designee
- Roseville Fire Chief or designee
- Roseville Emergency Management Coordinators

Individuals serving in an acting role or empowered to act on behalf the above positions may activate the EOC.

As situations and conditions warrant, City Manager will communicate appropriate information to the City Council of escalating or anticipated incidents or events which may have a significant impact on Roseville and efforts being made to address the situation.

EOC activation may occur based upon escalating incidents or in anticipation of an incident or event. Activation of multiple DOCs may warrant the activation of the EOC. DOC commanders should be communicating with respective department heads of current and projected situation status.

**5.2.3 EOC Activation Levels**

When the EOC is activated, the Placer County Operational Area OES/EOC will be notified.

The City may also establish Departmental Operations Centers (DOCs) for specific departments (e.g., Fire, Public Works or Police) as required to support field operations and coordinate other functions within their respective departments. Activation of multiple DOCs may warrant or necessitate the activation of the EOC.

EOC activation levels are scalable based in the evolving needs and may include full or partial staffing as required. See table below:

Level	Operational Status (Minimum Positions)	Trigger Event/Situation (Examples)	Activities
Level 1 Full Staffing as needed	All positions (as required)	<ul style="list-style-type: none"> <li>Large winter storm</li> <li>Terrorist incident</li> <li>Major earthquake</li> <li>Regional disaster</li> <li>Major wildland fire in urban interface</li> </ul>	<ul style="list-style-type: none"> <li>Situational analysis</li> <li>Public information</li> <li>Response coordination</li> <li>Resource coordination</li> <li>Logistics support</li> <li>Recovery operations</li> <li>Sustained operations</li> <li>Reporting to state</li> </ul>
Level 2 Partial Staffing	Management, EOC section coordinators branches, divisions, units, liaison/agency reps	<ul style="list-style-type: none"> <li>Large-scale evacuations</li> <li>2+ incident sites</li> <li>Severe weather warning</li> <li>Earthquake with minor damage</li> <li>Major scheduled event</li> </ul>	<ul style="list-style-type: none"> <li>Situational analysis</li> <li>Public information</li> <li>Response coordination</li> <li>Resource coordination</li> <li>Logistics support</li> <li>Reporting to state</li> </ul>
Level 3 Minimal Staffing	EOC coordinator	<ul style="list-style-type: none"> <li>Small incident or event</li> <li>One site</li> <li>Potential threat of:                             <ul style="list-style-type: none"> <li>Flood</li> <li>Severe storm</li> </ul> </li> <li>Escalating incident</li> </ul>	<ul style="list-style-type: none"> <li>Situational analysis</li> <li>Public information</li> <li>Response coordination</li> <li>Resource coordination</li> <li>Reporting to state</li> </ul>

### 5.2.4 EOC De-Activation

The EOC Direction, after meeting with the Section Chiefs, will evaluate the EOC operational status and future operation needs. While the EOC Director may opt to close the EOC, the EOC may still be considered activated and minimally staffed by personnel who may be working from their respective work stations and/or remotely.

The EOC Director has the authority to De-activate the EOC. That decision may be based on various factors, such as incident/event status, termination of all field situations, staffing, among others.

The Planning Section is tasked with drafting a De-Activation plan.

Following the deactivation of the EOC, the City Manager will task the Emergency Management Team Coordinators with ensuring the completion of an After Action Report / Improvement Plan in accordance with SEMS guidance.

## 5.3 EOC Communication & Coordination

The EOC has the capability to communicate and coordinate with field personnel, incident commanders, DOCs, external stakeholders, volunteer community groups, and other government agencies.

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

The EOC will communicate and coordinate with the Placer County EOC, when activated, or County OES, and other cities in the Operational Area. Affected cities will provide situational awareness and relevant resource status to the County EOC.

Communication may be by cell phone, internet, or other viable means.

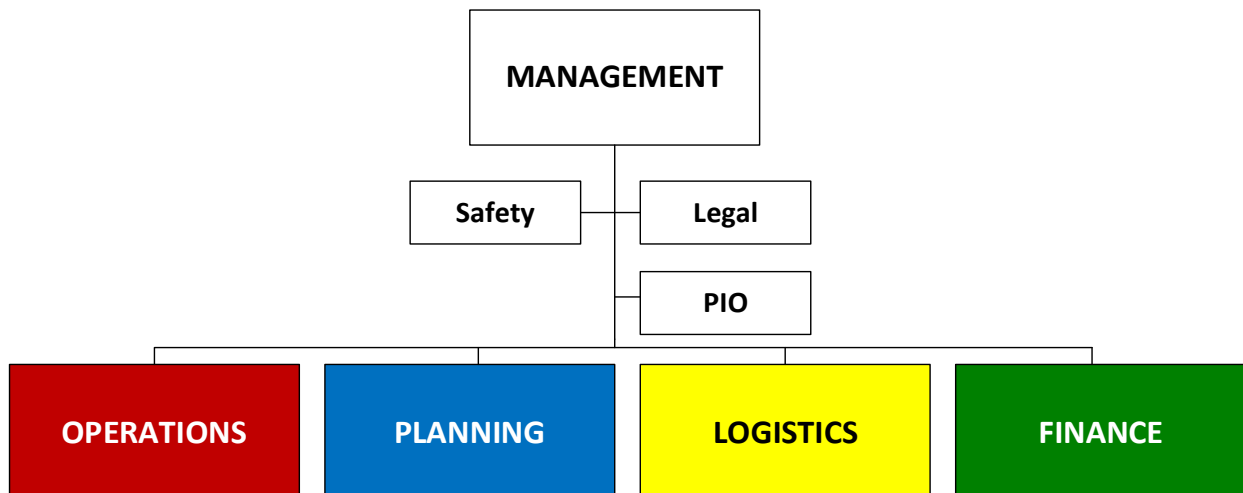
Additionally, the EOC may communicate with designated volunteer community groups may occur through alternative methods such as amateur radios.

### 5.4 EOC Structure – Hierarchy of Command and Span-of-Control

The essential ICS functions in SEMS and NIMS are identified as “sections” in the EOC:

- **Management**—Responsible for overall emergency policy and management coordination; other responsibilities of the management staff include public information, EOC safety and security, legal review of proclamations and other similar actions, and liaising with other agencies
- **Operations**—Responsible for supporting operations, coordinating emergency response efforts and shelter operation support
- **Planning**—Responsible for collecting, evaluating, and disseminating information; assists in developing emergency action plan; responsible for collecting all documentation material; planning also includes intelligence-gathering such as weather information
- **Logistics**—Responsible for providing facilities, services, personnel, equipment, materials, and resources
- **Finance**—Responsible for financial expenditures, records, and other administrative aspects

All other functions are organized as branches, groups, or units within these sections. Only functional elements that are required to meet current objectives will be activated. Below is a sample ICS chart that can be expanded or reduced based on the scale and extent of an incident.



Management of personnel within the EOC will be accomplished through the assignment of section chiefs (general staff) to the operations, planning, logistics, and finance functions. Section chiefs report to the EOC Director in the management section. Management staff consists of such positions as safety, legal, public information officer (PIO), and others.

## 5.5 Emergency Action Plans

At local, operational area, regional and state levels, the use of EOC action plans (EAP) provide designated personnel with knowledge of the objectives to be attained and the steps required for achievement. Action plans give direction and provide a basis for measuring achievement of objectives and overall system performance in the EOC. The EOC Director will determine and direct the drafting of EAPs. The Planning Section shall be responsible for overseeing EAPs development and drafting.

Planning strategy may include the incorporation of the “Planning P” as presented in the appendix to this EOP. The Planning P provides planning guidance during EOC activations.

## 6.0 EMERGENCY DECLARATIONS

### 6.1 Local Proclamation

California Government Code allows a local emergency to be proclaimed by a city council or designed official by city council.

If the City of Roseville determines that the effects of an emergency are or may exceed the capabilities of local resources, a local emergency can be proclaimed. Roseville municipal code has empowered the City Manager to issue a proclamation for the city. Roseville Municipal Code and the California Disaster Assistance Act specify the requirements for proclaiming and, when necessary, maintaining, a local emergency. Compliance to the California Disaster Assistance Act (CDAA) (State of California, 2015) is required in order for the City to qualify for assistance.

### 6.2 State of Emergency

After a proclamation of a local emergency, the governing body, having determined that local resources are not sufficient to mitigate the situation, may request by letter or resolution that the Governor proclaim a state of emergency in the area to fully commit state and mutual aid assistance and provide resources to assist local government.

To support its request for a gubernatorial proclamation, it is essential that the City forward an estimate of damage and financial loss to Cal OES through the Placer County OES as quickly as possible. Estimates of loss are an important part of the criteria that Cal OES considers when making a determination to proclaim a state of emergency and request a Presidential Declaration of Emergency or Disaster. A copy of the request for a Governor’s proclamation, with the following supporting data, must be forwarded, to the Placer County OES Director for transmission to the Cal OES Director:

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

Cal OES prepares a recommendation as to the action that should be taken by the Governor. If the action recommends a Governor’s proclamation, Cal OES prepares the proclamation.

The Governor may also proclaim a state of emergency without a local request if the safety of persons and property in the state are threatened by conditions of extreme peril, or emergency conditions are beyond the emergency response capacity and capabilities of local authorities. Local damage assessment documentation and submission may be required for reimbursement.

### **6.3 State of War Emergency**

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

### **6.4 Presidential Declaration**

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Following the proclamation of a state of emergency, the Cal OES Director may recommend that the Governor request a Presidential Declaration of a major disaster under the authority of Public Law 93-288. The Governor’s request to the president is submitted through the FEMA. Supplementary justification data may be required to accompany the state and local proclamations and Initial Damage Estimate.

## **7.0 PUBLIC INFORMATION**

During a major emergency, disaster, or significant event providing residents and the public with useful and updated information is essential. The EOC Public information Officer (PIO) will oversee messaging during an EOC activation. If the EOC is not activated, then either the lead department or City’s PIO will be responsible.

### **7.1 Alerts and Notifications**

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During an incident, the City will utilize various communication tools to disseminate information and directions to its residents. Notifications may be coordinated with neighboring agencies and/or the County. Recognizing that some residents may have limited language abilities and/or access or functional needs, the City will strive to address communication in various forms including, but not limited to, additional languages, relay services, TTY, alternative text. Communication tools include but are not limited to:

- Social media
- City alert system (Placer County Alert)
- City website
- Local news stations
- Volunteer and neighborhood groups and community or faith-based organizations

Public Education can be a useful tool to prepare residents in advance of incidents – how to prepare for, react to, and recover from various situations.

## **7.2 Joint Information System**

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The Joint Information System (JIS) is the broad mechanism that organizes, integrates, and coordinates information to ensure timely, accurate, accessible, and consistent messaging activities across multiple jurisdictions and/or disciplines with the private sector and Non-governmental organizations (NGOs).

It includes the plans, protocols, procedures, and structures used to coordinate and share public information. Federal, State, tribal, territorial, regional, local, and private sector PIOs and established Joint Information Centers (JIC) at each level of SEMS are critical elements of the JIS.

The County / Operational Area may orchestrate JIS activities for larger or countywide incidents and events

## **7.3 Joint Information Center**

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The Joint Information Center is the central location that facilitates the operations of the JIS during an emergency. This location houses personnel with public information responsibilities from multiple agencies, departments, and other local governments. They perform critical emergency information functions, crisis communications, and public affairs functions.

A JIC will be established at a suitable location in close proximity to provide for effective management of Public Information functions. When activated, the JIC will be staffed by personnel trained to conduct Public Information activities, including coordinating inter-jurisdictional media releases and management of rumor control and community communications functions. Regardless of where the JIC is established, Public Information functions will continue to be managed from the EOC.

# **8.0 CONTINUITY OF GOVERNMENT**

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

A major emergency or disaster could result in great loss of life and property, including the death or injury of key government officials. At the same time, there could be partial or complete destruction of established seats of government, and the destruction of public and private records essential to continued operations of government and industry.

In the aftermath of a major emergency, law and order must be preserved and essential government services must be maintained. To this end, it is particularly essential that local units of government continue to function.

## **8.1 Line of Succession**

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The lines of succession for essential City positions are listed below; the list does not include all City departments. In the absence of the person assigned as primary, their alternate is tasked and charged with

the authority to function in the primary person’s absence and until the primary relieve the alternate and resumes their role and responsibility.

Primary City Position	Alternate
Mayor	<ul style="list-style-type: none"> <li>• Vice Mayor</li> </ul>
City Manager	<ul style="list-style-type: none"> <li>• Assistant City Manager</li> <li>• Assistant City Manager</li> </ul>
City Attorney	<ul style="list-style-type: none"> <li>• Assistant City Attorney</li> </ul>
Development Services Director	<ul style="list-style-type: none"> <li>• Planning Manager</li> <li>• Development Services Manager</li> </ul>
Police Chief	<ul style="list-style-type: none"> <li>• Police Captain - Operations</li> <li>• Police Captain - Services</li> </ul>
Fire Chief	<ul style="list-style-type: none"> <li>• Assistant Chief</li> <li>• Division Chief – Operations</li> </ul>
Public Works Director	<ul style="list-style-type: none"> <li>• Assistant Public Works Director</li> </ul>
Information Technology Director	<ul style="list-style-type: none"> <li>• Assistant Director- Infrastructure Solutions</li> <li>• Assistant Director- Innovation Services</li> </ul>
Chief Financial Officer	<ul style="list-style-type: none"> <li>• Assistant Finance Director</li> </ul>
Economic Development Director	<ul style="list-style-type: none"> <li>• Economic Development Manager</li> <li>• Housing Manager</li> </ul>
City Clerk	<ul style="list-style-type: none"> <li>• Assistant City Clerk</li> </ul>
Parks, Recreation & Libraries Director	<ul style="list-style-type: none"> <li>• Park Planning and Development Manager</li> </ul>
Electric Utility Director	<ul style="list-style-type: none"> <li>• Chief Operating Officer</li> </ul>
Environmental Utilities Director	<ul style="list-style-type: none"> <li>• Assistant EU Director - Water and Wastewater</li> <li>• Assistant EU Director - Solid Waste and Support</li> </ul>

## **8.2 Director of Emergency Services**

The municipal code designates the City Manager as the Director of Emergency Services. The director may create an assistant director to be confirmed by the city council.

### 8.3 Emergency Organization

“All officers and employees of this city, together with those volunteer forces enrolled to aid them during an emergency, and all groups, organizations and persons who may by agreement or operation of law, including persons impressed into service under the provisions of Section 9.28.060, 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.” (City of Roseville, 2022)

### 8.4 Essential Facilities-Alternate Government Facilities

In the event an alternate location is needed to perform the day-to-day governmental functions, staff will be notified to report to one of several identified governmental facility locations where those functions can be carried out. Based upon current conditions and situation status, the alternate location will be determined by the department head or senior City official.

### 8.2 Preservation of Vital Records

In Roseville, the City Clerk is charged with and responsible for managing the preservation of vital City records. Vital records are defined as those records that are essential to:

- Protect and preserve the rights and interests of individuals, governments, corporations, and other entities. Example documents may include:
  - Vital statistics and public records
  - Land and tax records
  - License registers
  - Articles of incorporation
  - Payroll information
  - Contracts and leases
  - Plans, policies, and procedures for critical processes
  - Ordinances and resolutions
- Conduct emergency response and recovery operations. Example documents may include:
  - Utility system maps
  - Locations of emergency supplies and equipment
  - Emergency operations plan and procedures
  - Personnel rosters
- Re-establish normal governmental functions and protect the rights and interests of government. Example documents may include:
  - Constitutions and charters
  - Statutes and ordinances
  - Court records
  - Official proceedings
  - Financial records

Each department within the City should identify, maintain, and protect its own essential records, plans, procedures, documents, and other important operating functions and coordinate efforts with the City Clerk.

## 9.0 PLAN DEVELOPMENT AND MAINTENANCE

The City’s Emergency Management Team Coordinators are responsible for the review, revision, management and distribution of the EOP.

The EOP's Basic Plan is subject to periodic formal approval by the City Council, whereas Appendices and Annexes may be revised as needed and are not subject to formal review and City Council approval.

The EOP Basic Plan, Appendices, and Annexes will be reviewed annually by the Emergency Management Team Coordinators. The Basic Plan may be modified at any time as a result of a post-incident or post-exercise evaluation, or changes in responsibilities, laws, guidance, or regulations. Changes to the Basic Plan would require readoption by the City Council.

Annexes will be reviewed at least annually or sooner as conditions, responsibilities, guidelines and the like warrant or require. Additional annexes may be added following review by the City's Emergency Management Coordinators.

During Basic Plan and Annex reviews, the City will consider and incorporate suggestions, procedures, protocols that include, but not limited to, socially vulnerable groups, disabled or access and functional needs, cultural considerations, language, among others. During the review process, the City may include representatives from these groups to participate, provide input, and/or review the process.

## 10.0 AUTHORITIES AND REFERENCES

### 10.1 Local Authorities and References

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- City of Roseville Municipal Code
- City of Roseville
- Placer County Office of Emergency Services
- Placer County Emergency Operations Plan
- Roseville Hazard Mitigation Plan

### 10.2 State Authorities and References

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- California Government Code
- California Emergency Services Act
- California Disaster Assistance Act
- California Code of Regulations
- California Governor’s Office of Emergency Services
  - Standardized Emergency Management Systems Guidelines
  - Cal OES EOP Crosswalk (2020) local government
  - State of California Emergency Operations Plan
  - California Disaster and Civil Defense Master Mutual Aid Agreement
  - Orders and Regulations that may be promulgated by the Governor during a State of Emergency or a State of War Emergency
  - California-Federal Emergency Operations Center Guidelines: Integrating Federal Disaster Response Assistance with California’s Standardized Emergency Management System

### 10.3 Federal Authorities and References

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- National Fire Protection Association (NFPA)
- Federal Emergency Management Agency (FEMA) / Department of Homeland Security
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707
- Pets Evacuation and Transportation Standards Act of 2006
  - National Incident Management System (NIMS)
  - National Response Framework (NRF)
  - Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG)
  - Homeland Security Presidential Directives (5, 8)

## GLOSSARY AND ABBREVIATIONS

**Activate:** At a minimum, a designated official of the emergency response agency that implements SEMS as appropriate to the scope of the emergency and the agency’s role in response to the emergency.

**ADA:** American with Disabilities Act

**After Action Report (AAR):** A report covering response actions, application of SEMS, modifications to plans and procedures, training need, and recovery activities. After action reports are required under SEMS after any emergency that requires a declaration of an emergency. Reports are required within 90 days.

**Agency:** An agency is a division of government with specific function, or a non-governmental organization (e.g., private contractor, business, etc.) which offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility of incident mitigation); or assisting by providing resources.

**Agency Representative:** An individual assigned to an incident or to an EOC from an assisting or cooperating agency who has delegated authority to make decisions on matters affecting that agency’s participation at the incident or at the EOC.

**American Red Cross:** A nationwide volunteer agency that provides disaster relief to individuals and families.

**Available Resources:** Incident-based resources that are available for immediate assignment.

**Cal OES:** The California Governor’s Office of Emergency Services.

**Care and Shelter:** A phase of operations that meets the food, clothing, and shelter needs of people on a mass care basis.

**CBO:** Community based organization

**CDA:** California Disaster Assistance Act

**CERT:** Community Emergency Response Team – a volunteer group organized by a local government to assist during an emergency and/or disaster.

**Chain of Command:** A series of management positions in order of authority.

**Continuity of Government (COG):** All measures that may be taken to ensure the continuity of essential functions of governments in the event of emergency conditions, including line-of-succession for key decision makers.

**COOP:** Continuity of Operations Plan

**Coordination:** The process of systematically analyzing a situation, developing relevant information and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives.

**Cultural competence:** The ability to understand, value, communicate with, and effectively interact with people across cultures in order to ensure that the needs of all community members are addressed, with priority given to “culturally diverse communities.” “Cultural competence” includes, but is not limited to, being respectful and responsive to the cultural and linguistic needs of diverse population groups.

**Culturally diverse communities:** Includes, but is not limited to, race and ethnicity, including Indigenous peoples, communities of color, and immigrant and refugee communities; gender, including women; age, including the elderly and youth; sexual and gender minorities; people with disabilities; occupation and income level including low-income individuals and the unhoused; education level; people with no or

limited or no English language proficiency; as well as geographic location.

**Damage Assessment:** The process utilized to determine the magnitude of damage and the unmet needs of individuals, businesses, the public sector, and the community caused by a disaster or emergency event.

**Dam Failure:** Part or complete collapse of a dam causing downstream flooding.

**Declaration:** The formal action by the President to make a State eligible for major disaster or emergency assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 3-288, as amended (the Stafford Act).

**Declaration Process:** When a disaster strikes, local authorities and individuals request help from private relief organizations and their State government, which give all assistance possible. If assistance is beyond their capability, the Governor requests a Presidential declaration of a major disaster or an emergency.

**Delegation of Authority:** A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints and other considerations or guidelines as needed.

**Department Operations Center (DOC):** A location used by a distinct discipline, such as fire, medical, hazardous materials, or a unit, such as Department of Public Works, Department of Health or local water district to manage and coordinate their departmental response functions in a disaster. Department operations centers may be used at all SEMS levels above the field response level, depending upon the impact of the emergency.”

**Disaster:** A sudden calamitous emergency event bringing great damage loss or destruction.

**DSW:** Disaster Service Worker

**Emergency:** A condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the Governor’s warning of an earthquake or volcanic prediction, or an earthquake or other conditions.

**Emergency Management Lead:** City’s emergency management program staff/committee lead

**EMS:** Emergency Medical Service

**Emergency Operations Center (EOC):** A location from which centralized emergency management can be performed. EOC facilities are established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

**Emergency Operations Plan (EOP):** The plan that each jurisdiction has and maintains for responding to relevant threats and hazards that defines the emergency management organization, structure and coordination.

**Essential Facilities:** Facilities that are essential for maintaining the health, safety, and overall wellbeing of the public following a disaster (e.g., hospitals, police and fire department buildings, utility facilities, etc.). May also include buildings that have been designated for use as mass care facilities (e.g., schools, churches, etc.).

**Evacuation:** Organized, phased, and supervised withdrawal, dispersal, or removal of people from dangerous or potentially dangerous areas, and their reception and care in safe areas.

**Exercise:** Maneuver or simulated emergency condition involving planning, preparation, and execution; carried out for the purpose of testing, evaluating, planning, developing, training, and/or demonstrating emergency management systems and individual components and capabilities, to identify areas of strength and weakness for improvement of an emergency operations plan (EOP).

**FBO:** Faith based organization

**Federal:** Of or pertaining to the Federal Government of the United States of America.

**Federal Emergency Management Agency**

**(FEMA):** This agency was created in 1979 to provide a single point of accountability for all Federal activities related to disaster mitigation and emergency preparedness, response, and recovery.

**First Responder:** This term refers to individuals whose organizations specific and primary responsibility is to respond to life safety incidents.

**Hazard:** Natural or man-made source of danger or difficulty to people or property.

**Hazardous Material (Hazmat):** A substance or combination of substances, which, because of quantity, concentration, physical, chemical, radiological, explosive, or infectious characteristics, poses a potential danger to humans or the environment. Generally, such materials are classed as explosives and blasting agents, flammable and nonflammable gases, combustible liquids, flammable liquids and solids, oxidizers, poisons, disease-causing agents, radioactive materials, corrosive materials, and other materials including hazardous wastes.

**Hazard Mitigation:** A cost-effective measure that will reduce the potential for damage to a facility from a disaster event.

**Hazard Mitigation Plan (HMP):** The plan resulting from a systematic evaluation of the nature and extent of vulnerability to the effects of natural hazards, including the actions needed to minimize future vulnerability to identified hazards.

**HSEEP:** Homeland Security Exercise and Evaluation Program

**Incident:** An occurrence or event, either human-caused or by natural phenomena that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or the environment.

**Incident Action Plan (IAP):** The plan developed at the field response level that contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The plan may be oral or written.

**Incident Commander (IC):** The individual responsible for the command of all functions at the field response level.

**Incident Command System (ICS):** The nationally used standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to 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, with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident.

**IPP:** Integrated Preparedness Plan – a plan that outlines a schedule of emergency management and related training courses for EOC and other support staff as well as a calendar of scheduled EOC and similar exercises.

**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 at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.

**Joint Information System (JIS):** Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely 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:** The range or sphere of authority. Public agencies have authority at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., special district city, county, state or federal boundary lines), or functional (e.g., police department, health department, etc.)

**Local Emergency:** 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, riot, or earthquake or other conditions, 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 required the combined forces of political subdivisions to combat.

**Logistics:** Providing resources and other services to support incident management.

**Mitigation:** Pre-event planning and actions that aim to lessen the effects of potential disaster.

**Mutual Aid Agreement:** Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

**Mutual Aid Region:** A subdivision of Governor’s Office of Emergency Services established to assist in the coordination of Mutual Aid and other emergency operations within a geographic area of the state, consisting of two or more county (operational) areas. Sonoma County is in Mutual Aid Region II.

**National Incident Management System (NIMS):** A system mandated by HSPD-5 that provides a consistent nationwide approach for Federal, State, local, and tribal governments; the private-sector, and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, tribal, and local capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; Multi-agency Coordination Systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

**National Response Framework (NRF):** A plan mandated by HSPD-5 that integrates Federal domestic prevention, preparedness, response,

and recovery plans into one all- discipline, all-hazards plan.

**NWS:** National Weather Service

**Nongovernmental Organization (NGO):** An entity with an association that is based on interests of its members, individuals, or institutions and that is not created by a government but may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross.

**Office of Emergency Services:** an office that coordinates emergency response and management and resource support either at the local, county, or state level.

**Operational Area:** An intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county’s geographic borders. An operational area is defined in law (Section 8559, California Government Code) as an organization (not a jurisdiction) whose boundaries are those of a county. This organization is not necessarily a county government; it could be several cities, or a city and a county, a county government or several county governments, willing to undertake to coordinate the flow of Mutual Aid and information within the defined area. The operational area concept is the backbone of SEMS.

**Plan:** As used by OES, a document that describes the broad, overall jurisdictional response to potential extraordinary emergencies or disasters.

**Preparedness:** The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is a continuous process. Preparedness involves

efforts at all levels of government and between government and private- sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.

**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. It includes for-profit and not-for-profit organizations, formal and informal structures, commerce and industry, and private voluntary organizations.

**Public Information Officer (PIO):** The individual at field or EOC level that has been delegated the authority to prepare public information releases and to interact with the media. Duties will vary depending upon the agency and SEMS level.

**RFD:** Roseville Fire Department

**RPD:** Roseville Police Department

**Recovery:** Activities traditionally associated with providing Federal supplemental disaster recovery assistance under a Presidential major disaster declaration. These activities usually begin within days after the event and continue after the response activities cease. Recovery includes individual and public assistance programs that provide temporary housing assistance, grants and loans to eligible individuals and government entities to recovery from the effects of a disaster.

**Resources:** Personnel and equipment available, or potentially available, for assignment to incidents or to EOCs. Resources area described by kind and type and may be used in tactical support or supervisory capacities at an incident or at EOCs.

**Response:** Activities to address the immediate and short- term effects of an emergency or disaster. Response includes immediate actions to save lives, protect property and the environment, stabilize communities and meet basic human needs following an incident. Based on the requirements of the situation, response assistance will be provided to an affected State under the National Response Framework using a partial activation of selected Emergency Support Functions (ESF) or full activation of all ESF to meet the needs of the situation.

**Risk:** Potential for an unwanted outcome resulting from an incident, even, or occurrence, as determined by its likelihood and associated consequences.

**Special District:** A unit of local government (other than a city, county, or city and county) with authority or responsibility to own, operate or maintain a project (as defined in California Code of Regulations 2900(s) for purposes of natural disaster assistance. This may include a

joint powers authority established under section 6500 et seq. of the Code.

**Stafford Act:** Robert T. Stafford disaster Relief and Emergency Assistance Act, PL 100-707, signed into law February 23, 1988; amended the Disaster Relief Act of 1974, and the Sandy Recovery Improvement Act of 2013.

**Standard Operating Procedures (SOP):** A set of instructions having the force of a directive, covering those features of operations that lends themselves to a definite or standardized procedure. Standard operating procedures support an annex by indicating in detail how a particular will be carried out.

**Standardized Emergency Management System (SEMS):** A system required by California Government Code for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS consists of five organizational levels that are activated as necessary: Field Response, Local Government, Operation Area, Region and State.

**State of Emergency:** 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, riot,

**Threat:** An indication of possible violence, harm, or danger.

**Tsunami:** Also called a seismic sea wave. It is a large oceanic wave generated by earthquakes, submarine volcanic eruptions, or large submarine landslides in which sudden forces are applied to the water mass.

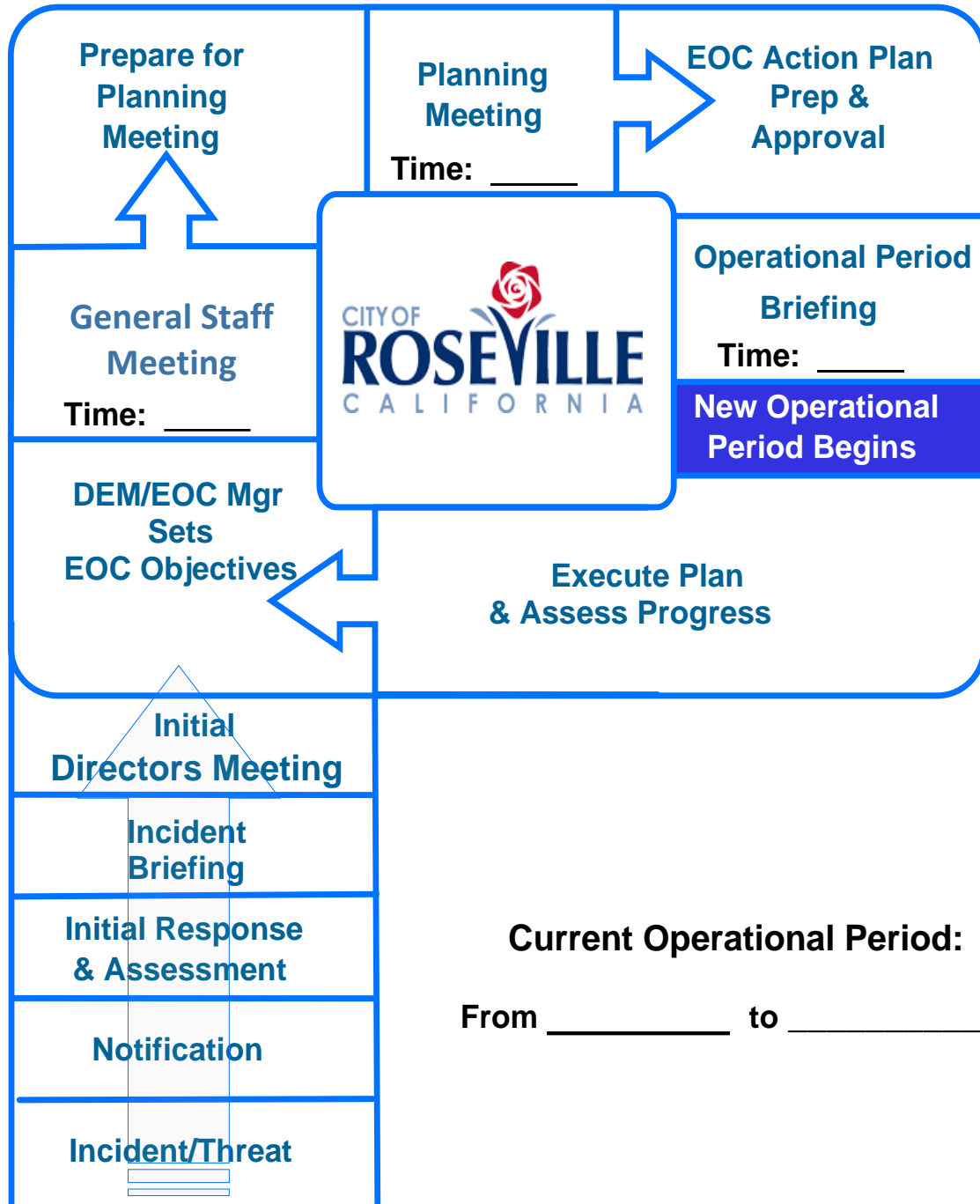
**Vulnerability:** Physical feature or operational attribute that renders and entity open to exploitation or susceptible to a given hazard.

## APPENDICIES

## APPENDIX A - EMERGENCY ACTION PLAN "PLANNING P"

Emergency action plans provide designated personnel with knowledge of the objectives to be attained and the steps required for achievement. Action plans give direction and provide a basis for measuring achievement of objectives and overall system performance in the EOC. The EOC Director will determine and direct the drafting of EAPs. The planning section is responsible for overseeing EAP development.

Planning strategy may include the incorporation of the "Planning P" as shown below (so called because the diagram is in the shape of the letter "P"). The Planning P provides useful planning guidance during EOC activations. Below is an example of the EOC Planning Cycle:



PLANNING P

Task	Assigned to:
<b>Situational Status / Analysis</b>	All Sections / Branches / Units
<ol style="list-style-type: none"> <li>1. Incident information</li> <li>2. Information analysis</li> <li>3. Current incident status</li> <li>4. Impact on whole community including people with disabilities or access and functional needs (DAFN)</li> <li>5. Incident potential information with projections for 12, 24, 48, and 72 hours</li> <li>6. Intelligence and investigation</li> <li>7. Current and potential public information needs</li> </ol>	
<b>Determine Priorities of Incident(s)</b>	Operations, Management and Planning
<ol style="list-style-type: none"> <li>1. Life Safety</li> <li>2. Property threats</li> <li>3. High damage potential</li> <li>4. Incident complexity</li> <li>5. Environmental impact</li> <li>6. Economic impact</li> </ol>	
<b>Acquire / Allocate Critical Resources</b>	Logistics, Operations
<ol style="list-style-type: none"> <li>1. Critical resources acquired internally first</li> <li>2. As incident expands, acquire resources externally</li> <li>3. Forecast potential resources needs as incident continues to worsen</li> <li>4. Ensure resource needs of people with DAFN are considered</li> </ol>	
<b>Crisis Information Management</b>	PIO, Planning
<ol style="list-style-type: none"> <li>1. Consolidating and packaging incident information</li> <li>2. Internal dissemination of information</li> <li>3. External dissemination of accessible information—ensure information is provided on multiple platforms in various languages</li> <li>4. DAFN community</li> <li>5. Monitor media reporting for accuracy</li> </ol>	
<b>Develop, Advise, Support Policy Level Decisions</b>	Management, Legal Unit
<ol style="list-style-type: none"> <li>1. Coordinate, support, and assist with policy-level decisions including anticipating potential policy questions about the incident</li> <li>2. Assess the impact of policy-level decision</li> </ol>	
<b>Coordinate with Elected / Appointed Officials</b>	Management, PIO
<ol style="list-style-type: none"> <li>1. Keep elected officials informed</li> <li>2. Elected officials must clearly understand their role</li> </ol>	
<b>Coordination with State, Federal, Private and Non-governmental Organizations Components</b>	Liaison Officer, Planning, Management
<ol style="list-style-type: none"> <li>1. Communication between system components / disciplines</li> <li>2. Communication with partners (private, governmental, non-</li> </ol>	

Task	Assigned to:
governmental organization, qualified representatives from DAFN community)	

## APPENDIX B – ROLES & RESPONSIBILITIES

### City Council

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The City Council is comprised of five elected individuals with one of them serving as mayor and one as vice mayor. As elected officials, during regular city operations, they have certain roles and responsibilities. During major emergency / disaster situations, some of these roles and responsibilities may shift or be temporarily modified to accommodate current situations.

#### **City Council**

During an incident or event and when the EOC has been activated, the City Manager is the Director of Emergency Services. For safety and security, City Councilmembers should contact the EOC Director or Incident Commander to arrange entering either sites during emergency and/or recovery operations.

The City Council has certain roles and responsibilities during a major emergency /disaster.

- Support City Manager is their role as Director of Emergency Services
- Support ongoing emergency services operations
- Affirm (or reaffirm) state of emergency proclaimed by the Director of Emergency Services
- Through the City Manager provide policy-level guidance, direction, and decisions related to the incident(s)
- Provide visible confidence and leadership; reassure residents that resources are being secured to manage the situation
- Mayor serves as city representative to media request while allowing operational personnel to respond to specific requests
- Liaison with County Board of Supervisors
- Support public information efforts as needed
- Support community engagement
- Attend public meetings as needed
- Review potential or threatened litigation as needed
- Review and approve proclamation of local emergency
- When appropriate, view impacted or affected areas, shelters, and other facilities
- Review requirements for special legislation and development of policy

As elected official the following activities are outside city council members’ responsibilities:

- Assuming or exercising control, giving direction, or interfering in field operations
- Assuming or exercising control, giving direction, or interfering in EOC operations
- Arranging for or entering into any contracts, agreements, and the like without prior City Council approval or arrangements or consultation with City Manager or from the EOC Finance Section or EOC Procurement Officer

### City Departments

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Listed below are task and assignments for the various city departments that may occur during and EOC activation and/or emergency situation. While the listings may identify responsibilities for a specific department, during an emergency situation and/or EOC activation tasks may be assigned to other qualified city staff members. In some cases staff members may be performing multiple tasks.

### ***City Attorney***

- Legal guidance and decision-making support
- Issuance and review of emergency declarations and order
- Litigations and claims management
- Ensure procurement process comply with necessary regulations

### ***City Clerk***

- Facilitate and administer proclamations of local emergencies
- Oversee and ensure preservation of vital City documents and records
- Monitor continuity of government
- Administer loyalty oath to Disaster Service Workers volunteers as needed
- Communication support

### ***City Manager & City Manager's Office***

- EOC Director
- Establish EOC operational priorities
- Lead incident action planning, support, and coordination
- Authorize proclamations of local emergencies
- Develop and maintain communication with respective city councils
- Approve public information release
- Support public warnings and alerts
- Primary liaison to City Council

### ***Development Services Department***

- Staff the Plans Section during EOC Activations
- Building Inspection and Code Enforcement
- Engineering
- GIS and Analytics
- Planning support

### ***Economic Development***

- Support and recovery for local businesses
- Facilitate communication with business community
- Economic Impact analysis and reporting

### ***Electric Utilities***

- Maintaining and protecting the electric power infrastructure
- Emergency response to power outages and infrastructure damage
- Public information and communication
- Backup power systems and redundancy

### ***Environmental Utilities***

- Continuity of critical utility services: potable water, wastewater treatment, waste services
- Restoration of above-mentioned utility services
- Incident response and damage assessment
- Water quality and public health protection

- Coordinate with external agencies and partners
- Support Public Works in debris removal

### ***Finance Department***

- Finance & Revenue Services
- Provide emergency procurement support
- Anticipate and track financial resources for staff, mutual aid requests, volunteers
- Develop financial mechanisms, procurement applications and contracts to support procurement
- Oversee staff timekeeping
- Oversee compensations and claims
- Provide fiscal oversight and tracking of expenses
- Ensure correct FEMA forms are utilized for potential reimbursement

### ***Fire Department***

- Staff the Operations Section During EOC Activations
- Emergency management
- May provide support to the Plans Section During EOC Activations
- Orchestrate all firefighting and fire rescue operations
- Lead EMS operations and coordinate with EMS ambulance provider agency (currently AMR)
- Manage emergency management program and operations
- Manage and facilitate City's EOC
- Conduct hazardous material response operations
- Support emergency public warning and alerts
- Support evacuation and re-entry operations
- Support damage assessment efforts
- Provide incident planning and management support as needed

### ***Human Resources***

- Human Resources related matters
- Protect, restore and sustain city staffs
- Ensure city safety procedures
- Develop and coordinate human resources including contractors
- Identify any employee needs (e.g., childcare, shelter)
- Screen and track volunteers

### ***Information Technology***

- Oversee, coordinate, establish and maintain emergency communications channels such as VoIP, network, telephone, radio, fax, Internet, mobile communications, etc.
- Monitor cyber threats, protect critical infrastructure, respond to and manage cybersecurity incidents, share cyber intelligence & coordinate response efforts with external agencies – government, utility companies, and private sector partners.
- Develop, maintain, test and update business technology continuity plan, to minimize operational disruptions and ensure rapid recovery.
- Provide technical support to Emergency & Departmental Operations Center (EOC/DOC) including video conferencing, GIS mapping software, data analysis tools, etc.

## ***Parks, Recreation & Libraries Department***

### Parks & Recreation Division

- Manage emergency care and shelter operations
- Support infrastructure restoration
- Assist in tree clearance from public rights of way
- Support re-entry operations

### Library Division

- Staff and support the Plans Section during EOC Activations

## ***Police Department***

- Staff the Operations Section During EOC Operations
- Conduct law enforcement operations
- Lead evacuations operations
- Conduct emergency public warning and alerts
- Provide facility and resource security
- Impose and enforce curfew as directed
- Provide public safety and security support
- Provide traffic control
- Provide access and control to affected areas

## ***Public Works Department***

- Staff the Logistics Section During EOC Activations
- May Staff the Operations Section During EOC Activations Depending on Emergency
- Conduct infrastructure protection, emergency repair, and restoration
- Support movement operation/restrictions (traffic and access)
- Support public warnings and alerts
- Conduct debris clearance and manage debris operations
- Conduct flood fight operations
- Provide engineering services
- Coordinate with state agencies on state-controlled highways and roads
- Restore transportation infrastructure
- Manage city facilities
- Support damage assessment efforts
- Support evacuation and re-entry operations
- Storm water management
- Maintain City's traffic signals and streetlights
- Support traffic flow efforts
- Maintain backup generators
- Fleet management

## ***Public Affairs and Communications***

- Establish and coordinate emergency communications systems
- Develop and disseminate Emergency Public Information
- Manage media relations and public inquiries
- Provide public health and safety messaging

## APPENDIX C – EOC ACTIVATION

### **Overview**

Incidents and/or events in Roseville may rise to a level which require significant resource and incident management support and oversight. This may be from a natural or man-made disaster or an event that has significant impact to the City. The EOC can support field operations by coordinating their resources and more efficiently assess the situation and respond to requests from the field.

### **Purpose**

This appendix outlines the procedures and guideline for activating the EOC.

The EOC Director will determine the staffing needs for the EOC. The Emergency Management Team Coordinators will maintain the list of EOC personnel and EOC teams.

- When a major emergency or disaster strikes, centralized emergency management is necessary. The EOC provides this needed centralized management. When activated, City representatives and assigned private agencies such as American Red Cross will report to the EOC to coordinate decision-making, department activities, and liaison with different levels of government as well as with private entities and non-governmental organizations.
- The EOC provides a centralized focus of authority and information and allows for face- to-face coordination among personnel who must set priorities for use of resources and evaluate the need to request mutual aid.
- The role of the EOC is to support Field Operations, coordinate with Placer County Operational Area, other neighboring city EOCs and various Department Operations Centers.
- Field Incident Commander(s) has/have the responsibility to report his/her/their incident status and necessary resource requests, to manage the incident, to the EOC’s and DOC’s. The EOCs and DOCs then communicate all incident status and needed resource requests to the Placer County Operational Area EOC.
- All pertinent information is then used by the Policy Group and Planning to create the Action Plan for the next operational period.

### **EOC Locations**

The primary EOC location is:

- 116 S. Grant., Roseville, CA 94063

Alternate EOC location:

- 1051 Junction Blvd., Roseville, CA 94063

Use of alternate locations would be when use of the primary EOC would be or potentially be unsafe or unusable. The Director of Emergency Services will decide what level of activation is warranted and type of activation (e.g., in-person, virtual, hybrid, and the like).

**EOC Functions**

Functions	Responsibility
Receive and disseminate notifications of warnings	EOC Director, Emergency Management Lead
Coordinate emergency operations between: <ol style="list-style-type: none"> <li>1. Placer County Operational Area, cities, towns, local and state agencies, different levels of government</li> <li>2. Special districts, Utility companies, school districts, non-profit organizations and outside agencies</li> <li>3. The media and general public</li> </ol>	<ol style="list-style-type: none"> <li>1. All EOC Sections</li> <li>2. EOC Agency Representatives</li> <li>3. Public Information Officer (PIO) and Joint Information Center (JIC)</li> </ol>
Develop polices and determine if a local proclamation is needed	EOC Director
Develops objectives, disseminate public information, provide legal advice,	EOC Management Section
Develops strategy to implement objectives and the allocation of resources based on policy	Operations Section
Collect Intelligence and disseminate information to EOC, Department Operating Centers (DOC), and Operational Area EOC. (Operational Area will contact State and Federal agencies on behalf of the local jurisdictions.)	Planning Section
Coordinate the logistics support of resources and personnel and ensure the integrity of communications and information services. Work with Finance to track all contracts to assure reimbursement.	Logistics Section
Track costs of response personnel, equipment, and damage to City property. Coordinates the financial recovery of the City. Ensure that there are policies regarding bidding in regard to contract work during an emergency.	Finance Section

**Response**

**When to Activate the EOC**

The EOC is activated at the request of field response personnel (Incident Commander or field supervisor), Department Operation Centers (DOCs) or senior fire, law enforcement, or public works official to provide support during any significant incident or event.

If the activation of the EOC is needed, the Emergency Management lead or their designee will contact the City Manager. If the City Manager is not available, they will attempt to contact his or her alternate.

**Levels of EOC Activation**

The City has three (3) levels of EOC activation:

- **Level 3– Minimum Staffing** Key personnel needed to conduct operations as designated by the Incident Commander and the Director of Emergency Services or designee. (Usually used during a warning phase or a build-up phase.) At the discretion of the Director of Emergency Services the

EOC may not be physically set up at this level. Normally this level consists of the Emergency Coordinator monitoring the situation.

- **Level 2 – Partial Staffing.** Additional personnel for specific functions needed to conduct operations as designated by the Incident Commander and the Director of Emergency Services or designee. This can include a person from the Logistics section to order supplies, a person from the Plans section to track the situation status, and one more member of the Operations section, including Fire, Law, EMS and Care and Shelter. One or more of the DOCs may be activated depending on the nature of the incident.
- **Level 1 – Full Staff.** The level of activation would be a complete and full activation with all organizational elements at full staffing according to the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

Level	Operational Status	Trigger Event/Situation <i>(examples include but not limited to)</i>	Activities
<b>Level 3</b> Minimal Staffing	Emergency Management Lead	<ul style="list-style-type: none"> <li>• Small incident or event</li> <li>• One site</li> <li>• Potential threat of:                             <ul style="list-style-type: none"> <li>○ Flood</li> <li>○ Severe storm</li> </ul> </li> <li>• Escalating incident</li> </ul>	<ul style="list-style-type: none"> <li>• Situational Analysis</li> <li>• Public Information</li> <li>• Response Coordination</li> <li>• Resource Coordination</li> <li>• Reporting to State</li> </ul>
<b>Level 2</b> Partial Staffing	Management, EOC Section Chiefs, Branches/Divisions/Units Liaison/Agency reps	<ul style="list-style-type: none"> <li>• Large scale evacuations</li> <li>• 2+ incident sites</li> <li>• Severe Weather Warning</li> <li>• Earthquake with minor damage</li> <li>• Major scheduled event</li> </ul>	<ul style="list-style-type: none"> <li>• Situational Analysis</li> <li>• Public Information</li> <li>• Response Coordination</li> <li>• Resource Coordination</li> <li>• Logistics Support</li> <li>• Reporting to State</li> </ul>
<b>Level 1</b> Full Staffing	All positions (as required)	<ul style="list-style-type: none"> <li>• Large Winter Storm</li> <li>• Terrorist incident</li> <li>• Major Earthquake</li> <li>• Regional Disaster</li> <li>• Major Wildland Fire in Urban interface</li> <li>• Other events as required</li> </ul>	<ul style="list-style-type: none"> <li>• Situational Analysis</li> <li>• Public Information</li> <li>• Response Coordination</li> <li>• Resource Coordination</li> <li>• Logistics Support</li> <li>• Recovery Operations</li> <li>• Sustained Operations</li> <li>• Reporting to State</li> </ul>

***EOC Activation and Staff Notification Procedures***

In the event of any significant incident a police, fire, or public works supervisor will make recommendations if EOC activation is needed. They will then contact the City Manager and recommend activation based upon the severity of the incident and/or the City’s needs. Escalating or intensifying incidents may warrant EOC activation.

EOC ACTIVATION

Upon permission to activate, the requesting supervisor will:

- Determine which EOC positions need to be activated and initiate recall of personnel
- Notify EOC Staff of the EOC activation and who needs to respond
- Contact County OES with the following information:
  - The EOC is being activated at Level 1, 2, or 3
  - EOC contact number will be established by initial EOC responders
  - First arriving EOC staff will fill needed EOC positions regardless of usually assigned roles
- Contact dispatch with activation information
- Set up EOC
  - Send a Status Report as soon as possible to County OES
  - Create a Situation Report either electronically or by hand
- Initiate use of form ICS 211 Personnel Check In
- Use form ICS-214 Unit Log to document all activities in your unit or section
- Start an incident in incident management report software to document all EOC activities, resources and mission requests, so jurisdictions involved in the response may see the situation status and resources being requested.
- Issue any alerts community, warnings or notifications
- When EOC staff arrives begin situation briefing. Establish an Emergency Action Plan (EAP), set objectives and priorities, establish operational periods, and begin planning cycle

## EOC Activation – “The First Hour”

When the EOC is activated, staff will typically be arriving at various times depending upon their availability and response time. Since all personnel will not normally respond at the same time, the first arriving personnel should begin the process of setting up the EOC and begin evaluating the incident.

### Initial Organization:

1. Establish a Chain of Command
  - Who is in Charge? (EOC Director)
  - Which sections of the EOC organization are needed?
2. Initiate contact with Field Operations
  - Determine the complexity and initial assessment (Initial Damage Estimate –IDE)
  - Identify committed resources
  - Identify requested resources
  - Check with Public Safety (Police & Fire) communications
  - Check emergency management software
  - Refer to City’s EOP
3. Notify Operational Area (Op Area) – Placer County OES that the EOC is open

### Priorities:

1. Support Life Safety Efforts
  - What are the risks for public and first responders?
  - What are the personnel and resource needs?
  - Expand notifications – staff and public
  - Identify the needs for potential:
    - ✓ Evacuation Center
    - ✓ Shelter location(s)

- ✓ Disaster Assistance Center
- 2. Support incident stabilization
  - Determine if this is a stable incident or an escalating incident
  - Are the City services to be continued
  - Evaluate economic impact to community
  - Which department can support first responders?
- 3. Support Property Protection
- 4. Support Financial Stability

## APPENDIX D – FLOOD WARNING & RESPONSE PLAN

### *Overview*

The City's Flood Warning and Response Plan (FRWP) was created by Public Works Department staff to supplement the EOP, along with the Flooding Annex and Dam/Dike Failure Annex. Those annexes provide guidance to the Emergency Management Team on general protocols in various stages (e.g., response phase) of an incident. The FRWP provides critical details for the Emergency Management Team and/or Public Works DOC staff that will guide effective management of the incident. For example, the elevations of flood-prone structures (e.g. foundation/floor elevations) as well as a general overview of the process of evaluating probable effects of incoming storms, are provided. The FRWP empowers the City to effectively meet CRS Class 1 program requirements for managing flood risks.

The City of Roseville's Flood Warning and Response Plan is EOP Appendix D by reference.

## APPENDIX E – ROSEVILLE CITY PROFILE

**Date of Incorporation** - 1909

**Current Population** — 158,494 (Jan 2025 estimate – CA Department of Finance).

The City of Roseville lies to the west of the foothills of the Sierra Nevada Range, about 16 miles northeast of downtown Sacramento. It is the largest city in Placer County and has experienced considerable residential and commercial growth in the past two decades.

Roseville is largely urbanized. The greatest area of undeveloped property is in the western portion of the City, which includes the remainder of the developing West Roseville Specific Plan, as well as planned specific Plan Areas including Sierra Vista, Creekview and Amoruso Ranch. The incorporated area and sphere of influence are the primary focus of General Plan policies, but “secondary planning areas” also bear relationship to Roseville planning efforts, depending on the planning issue. For example:

- For the issue of air quality, the secondary planning area includes the City and all areas outside the City that are within the associated Sacramento Valley air basin.
- For flood protection, the secondary planning area encompasses the complete drainage basins of surface waters that flow through Roseville.
- Other secondary planning areas encompass varying boundaries beyond the primary planning area for issues such as solid waste, recycling, transportation and wastewater treatment.

The City’s area is characterized by gently sloping terrain with areas of steep ravines in the northeast, and relatively flat valley on the western portion of the City. It is segmented by topographical and physical features, including streams, natural parkways, open space, Interstate 80 and Highway 65, the Union Pacific railroad, and industrial facilities. Traffic is directed around several of these topographical features by bridges and underpasses. These limitations may create traffic congestion and delay emergency response. Heavy traffic congestion at peak commute times on the City’s major roadways acts as a barrier to timely response for emergency services. In the event of an accident or other emergency at one of the key intersections between a road and a stream, freeway, or railway, sections of the City could be isolated or have response time slowed.

Railroad expansion continued, and local businesses grew as well. In the 1920s, the Pacific Fruit Express ice plant was the world’s largest artificial ice plant. By the 1920s, the Southern Pacific Railroad boasted the largest freight marshaling yards west of the Mississippi River at Roseville. By the start of the Great Depression in 1929, Roseville’s population had risen to 6,425.

During World War II, thousands of troop and munitions trains made their way through Roseville. The City continued to boom as a railroad center into the post-war years, but by the 1950s it faced competition from airlines and interstate trucking. The introduction of jet aircraft and the construction of Interstate 80 through Roseville caused the once-booming passenger train service to decline abruptly. The local depot was closed in 1972 and razed the following year. The Pacific Fruit Express ice plant closed in 1974, rendered obsolete by the introduction of self-refrigerating shipping options.

Completion of Roseville Community Hospital in 1952, the Folsom Dam in 1955, and the Roseville Freeway (Interstate 80) in 1956 gradually shifted the population away from downtown Roseville to what would become known as East Roseville. Roseville Square, the town’s first shopping complex, was completed in

1961. Today, Roseville has more than 28 million square feet of commercial, office, and industrial floor space, and is ranked 10th statewide in total taxable retail sales.

In 1964, Roseville was selected as one of Look magazine's All America Cities. Roseville experienced a population surge in the 1980s as developers built up its broad expanses of cheap open land with easy transportation access. As the population expanded, so did the need for water, electrical, sewage, police, fire protection, recreational and educational services.

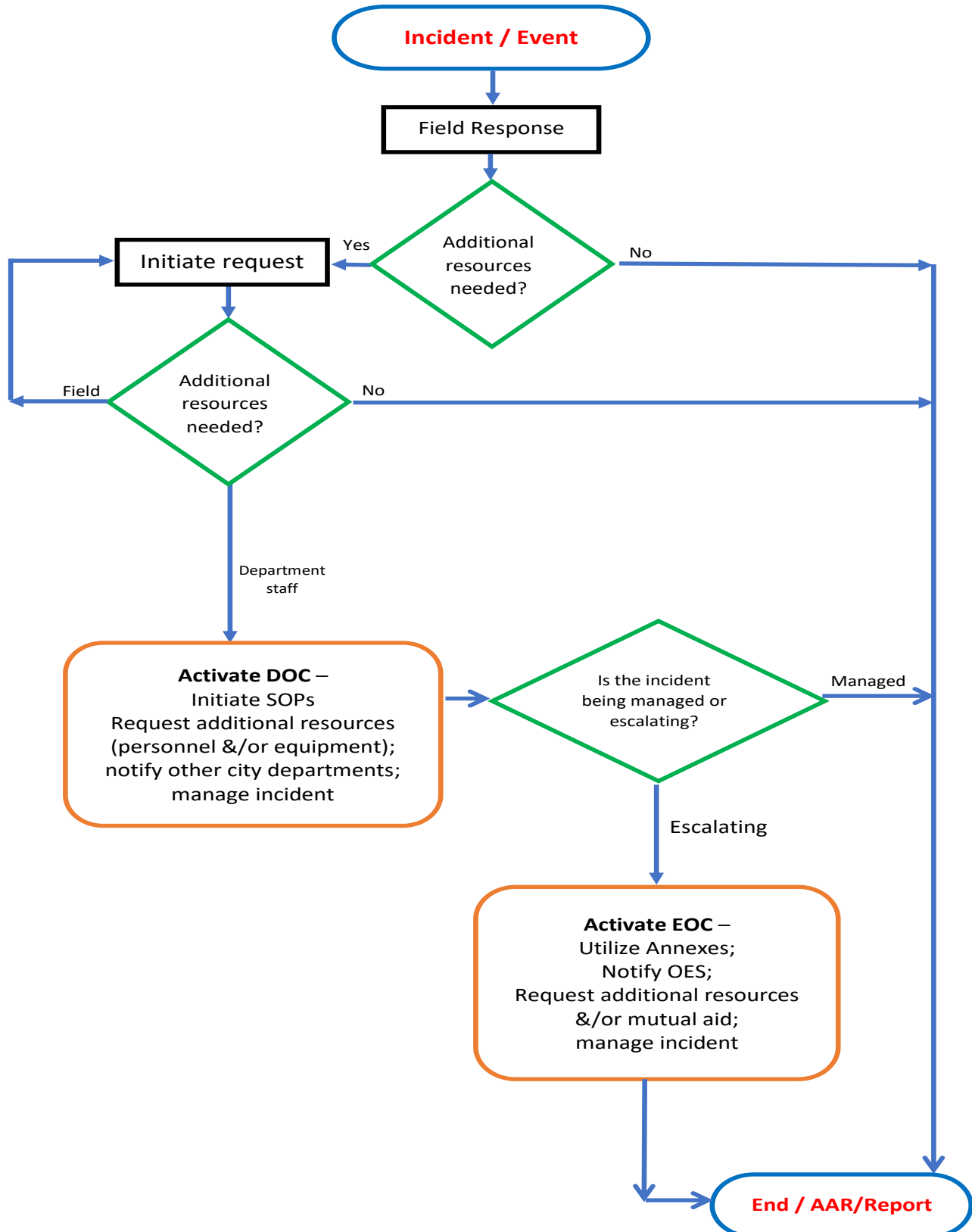
The City has continued to grow outward. An expansive industrial zone lies north of Roseville adjacent to Highway 65, along with numerous corporate headquarters along Douglas Boulevard and the Johnson Ranch Road area. Although Roseville is no longer just a railroad town, the railroad remains a major factor in the local economy, and Roseville is still one of the principal railroad centers of the West. Passenger service was reintroduced in 1987 and a new intermodal depot facility was completed.

Today Roseville is an emerging urban center with a mix of residential and employment uses. The center of the City is typified by the downtown and small lot, single-family residences, while newer commercial and office development and larger suburban-type residences characterize the edges of town. It is anticipated that Roseville, along with the remainder of the South Placer/Sacramento Region, will continue to be the focus of significant development. Currently, the focus of new development is along the eastern, western, and northern portions of the community.

The City recognizes that sensitive resources are limited and that they must be conserved wherever possible. For many, the City's open space setting is a highly valued natural resource. Given the strong interrelationship between open space and conservation issues, the City of Roseville has chosen to address these issues in a single element of its General Plan: the Open Space and Conservation Element. Vegetation and wildlife resources and corridors are an important component of the overall open space system and have been the historical focus of preservation efforts in Roseville.

# ANNEXES

## ANNEX 1 - EARTHQUAKES



**Overview**

California is subject to major earthquakes. As demonstrated by past earthquake events, such as the 1906 and 1989 earthquakes, a large earthquake will cause major damage on a regional basis, destroying or damaging thousands of buildings, disrupting transportation and utility systems, and causing thousands of injuries or fatalities. Response to a disaster of this magnitude will severely strain the resources of both the public and private sectors in the region.

**Purpose**

This annex is a scenario-specific application of the EOP. Unlike other natural disasters, earthquakes occur without notice or warning and could strike anytime. The unpredictable nature of an earthquake and its aftershocks create probability of catastrophic damage throughout the county. The severity of the earthquake’s impacts may overwhelm the capabilities for response for Roseville.

**Initial Response / Situational Awareness**

In accordance with the principles of the SEMS, NIMS and ICS the response to an emergency or disaster will be managed at the lowest level possible. Accordingly, Roseville will have the primary responsibility for responding to the impacts of the earthquake that occur within their own jurisdictions.

Given that an earthquake is a no-notice incident, it is critical to obtain situational awareness of the incident so that the appropriate resources can be deployed into the affected areas. While the ability to perform reconnaissance and to gather, verify, consolidate, and distribute confirmed situation information is vital to the response, it is equally important that initial response strategies are developed with an accurate picture of the potential scope of the disaster.

It is anticipated that resource requests will be relayed to mutual aid partners without delay and automatic aid for fire resources. When resources are exhausted, the Operational Area will be requested to support the OES Region. Allocation of resources will be made based on life safety, incident stabilization, and preservation of important property.

In an area-wide catastrophic disaster, Roseville recognizes that immediately following the earthquake, mutual aid assistance may be limited or non-existent and may need to rely upon available local resources.

<b>Response Agencies</b>	Fire Department Police Department Public Works
<b>Support Agencies</b>	Environmental Utilities Electric Utilities Parks, Recreation & Libraries Development Services Department City PIO Placer County OES Other county, state, and federal agencies

## **Response**

Public Safety and Public Works will be the initial responders following an earthquake. Following a brief initial department assessment (equipment and response capabilities), responders will follow policies, procedures, and protocols. Intelligence, field reports, and information will determine if activation is warranted.

# **RESPONSE PHASE**

The response phase occurs from the onset of an earthquake and lasts until lifeline systems are at least partially restored. During this phase, functions that are critical to saving lives, to protecting people, and meeting basic human needs are performed. During this phase, functions that are critical to securing critical infrastructure and safeguarding records are also performed. This would include the activation of the EOC.

### **All EOC Sections**

- Obtain current overall situational update for effected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

### **Management**

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases (alerts)
4. Communicate with respective city council
5. Liaison between EOC and allied agencies

### **Operations**

1. Monitor and support all field operations
2. Ensure departments and responders follow appropriate protocols and procedures
3. Communicate with incident command post (ICP)
4. Support non-incident related operations
5. Keep PIO informed of urgent and important information
6. Keep Logistics Section updated on equipment requests (current and anticipated needs)
7. Request additional resources (internal and/or external) [personnel and/or equipment]
8. Support mass care and shelter operations
9. Support field evacuation operations
10. Support alerts and notifications
11. Complete appropriate documentation

### **Planning**

1. Facilitate and draft EOC Action Plan (EAP)
2. Consider and plan for incident impact on city
3. Monitor current and predicted weather conditions
4. Document necessary and appropriate damage for possible claims/reimbursement
5. Update emergency management software as warranted with relevant information
6. Plan for additional operation periods
7. Support evacuation process

8. Initiate planning process for transition from Response phase to Recovery

### Logistics

1. Fulfill requested resource request
2. Secure additional request as possible
3. Contact local vendors or OES for mutual aid requests
4. Support evacuation or shelter operations
5. Support evacuation process
6. Anticipate possible needs from interactions with OPS Section

### Finance

1. Track expenditures of personnel, time costs, equipment, and related purchases
2. Track receipts and financial records

### *Phase 1 (initial occurrence through day 14)*

Focus is upon notification, situational awareness, initiation of response resources with a priority on lifesaving and damage assessment. Continued priority remains on lifesaving, as well as life-sustainment operations to include medical treatment, sheltering/mass care services, and possibly evacuation. Mutual aid resources will have been requested and may be activated and possibly deployed in many cases.

EOC activation would follow the EOC Activation Annex and the Emergency Action Plan Annex.

Under the department of Development Services, the Building, Engineering, Planning, and Code Enforcement divisions are responsible for overseeing the evaluations of City-owned facilities.

Following an earthquake, three levels of evaluations take place. These should be performed by qualified individuals.

- Rapid evaluations (ATC-20 Rapid) – a quick safety review of the building, with approximately 10 -20 minutes spent on each building.
- Detailed evaluations (ATC-20 Detailed)– a more thorough assessment/evaluation of the integrity of the framing system and building’s structure that may take from one to four hours; and,
- Engineering evaluations – comprehensive assessments performed by professional engineers and architects at the request of the facility owner(s) to ascertain the damage, its cause, and how to repair it.

### *Phase 2 (Day 14 – through 6 month)*

Continued life-sustaining operations as required and focus on essential emergency repairs to critical infrastructure. Federal Emergency Management Agency (FEMA) disaster assistance programs will be implemented for housing, debris management, and repair/restoration of critical infrastructure. State and federal supplemental assistance will have arrived.

The EOC will remain activated as determined by the EOC Director and/or City Manager.

## RECOVERY PHASE

### **Recovery**

There are usually no clear distinctions between when the response phase ends when and the recovery phase begins. This is even more difficult to distinguish during an earthquake due to possible aftershocks. There is typically a period after the earthquake in which both phases are in effect simultaneously. The recovery phase can last for years. During this phase, the state and federal governments may provide disaster relief upon a Governor’s Proclamation and a Presidential Disaster Declaration.

Functions during this phase include federal relief for public and individual assistance, establishment of Disaster Recovery Centers (DRCs), establishment of temporary housing facilities, and federal disaster loans and grants. Long-term recovery includes restoration of affected areas to their normal or to an improved state. Recovery and re-entry update information will be provided through the media. Re-entry control points must be established for the public who have a need to re-enter into the disaster areas following an earthquake.

### **Management**

1. Orchestrate support of recovery efforts
2. Ensure needed City operations/services are in place (Continuity of Operations)
3. Continue to release relevant public information and media reports; orchestrate multiple communicate avenues to residents and businesses regarding recovery information
4. Review EOC operations and staffing and adjust appropriately – plan for operational periods as necessary

### **Operations**

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee restoration of normal city operations
3. Support evacuation and shelter operations; oversee transition from temporary sheltering to long term temporary housing options
4. Support alerts and notifications
5. Support re-entry operations of evacuated residents

### **Planning**

1. Draft and orchestrate development of EOC Action Plan
2. Continue to document and track recordings of activities
3. Draft plan and coordinate re-entry process of any evacuated residents
4. Develop medium term recovery plans
5. Collect documentation for AAR

### **Logistics**

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid
2. Support shelter and evacuation center operations and transitioning from city-managed short-

- term care to external long-term options
3. Support re-entry process of evacuated residents

### Finance

1. Collect expense reports, prepare summary reports
2. Use appropriate forms for possible claims and/or reimbursement
3. Submit forms when required

### **Debris Removal – Public Property**

In accordance with FEMA’s Debris Removal Guidance, debris removal from public property may be eligible for public assistance grants. Eligible applicants include state and local governments, Indian tribes, and certain private non-profit organizations. To be eligible for FEMA funding, the debris removal work must:

- Be a direct result of a Presidentially declared disaster
- Occur within the designated disaster area
- Be the responsibility of the applicant at the time of the disaster.

In addition, debris removal work must be necessary to:

- Eliminate an immediate threat to lives, public health and safety
- Eliminate immediate threats of significant damage to improved public or private property
- Ensure the economic recovery of the affected community to the benefit of the community-at-large

### **Debris Removal – Private Property**

In accordance with FEMA’s Debris Removal Guidance, debris removal from private property is typically not eligible for disaster assistance grants because it is the ultimate responsibility of the property owner to remove the debris. If debris on the private property is obstructing any public roadways or facilities, or is causing a local public health threat, the local government had the authority to be reimbursed for debris removal expenses. In addition, the State or local government may in some cases need to demolish a private facility that is unsafe and causing a threat of safety to life, property, and the environment.

The demolition of unsafe privately-owned structures and subsequent removal of demolition debris may be eligible when the following conditions are met:

- The structures are damaged and made unsafe by the declared disaster and located in the area of the disaster declaration.
- The applicant certifies that the structures are determined to be unsafe and pose an immediate threat to the public.
- The applicant has demonstrated that it has legal responsibility to perform the demolition.
- A legally authorized official has ordered the demolition of unsafe structures and removal of demolition debris.
- The applicant has indemnified the federal government and its employees, agents, and contractors from any claims arising from the demolition work; and,
- The demolition work is completed within the completion deadlines outlined in 44 CFR §206.204 for emergency work.

### *Phase 3 (6 months through 3 to 5+ years)*

Continued support of Phase II with housing assistance, FEMA assistance programs, and initiation of long-term recovery strategy/programs with a goal toward fully implemented long-term recovery programs. This phase is to be considered a “recovery” phase, which will include the implementation of significant state and/or federal assistance programs.

#### **Documentation**

Documentation is the key to recovering eligible emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs. Under the State’s California Disaster Assistance Act (CDAA), documentation is required for any earthquake damage sustained to the following:

- Public buildings
- Flood control works
- Irrigation works
- City streets
- Bridges
- Other public works facilities

Under federal disaster assistance programs, documentation must be obtained regarding earthquake damages sustained to:

- Roads (Public)
- Water control facilities
- Public buildings and related equipment
- Public utilities
- Facilities under construction (all facilities or only public facilities)
- Recreational and park facilities
- Educational institutions (Public)
- Certain private non-profit facilities

Earthquake debris removal and emergency response costs incurred by the affected entities should also be documented for cost recovery purposes under the federal programs. It will be the responsibility of the City, local jurisdictions, the county and special districts to collect documentation of these damages.

The information documented should include the location and extent of damage, estimates of costs for debris removal, emergency work and repairing or replacing damaged facilities to a non-vulnerable and mitigated condition. The cost of compliance with building codes for new construction, repair and restoration will also be documented. The cost of improving facilities may be provided under federal mitigation programs.

Documentation must begin at the field level and continue throughout the operation of the EOC as the disaster unfolds. Documentation is the key to recovering expenditures related to emergency response and recovery operations.

### ***Potential Resource Requests***

Regardless of preparation, Roseville will experience shortages of critical resources necessary to respond to the earthquake. Assumptions regarding necessary resources are described below. These resources may be available through the Mutual Aid system, the State and Federal governments, or the private sector.

- Teams to support fire-fighting operations and search & rescue
- Law enforcement resources for security
- Vehicles to move first responders, evacuees, and displaced residents
- Medical health professionals and resources
- Vehicles to move the injured and medically fragile
- Bedding, food, water, generators, medical supplies, sanitation supplies, qualified staff, and security for shelters
- Additional shelter space
- Mental health professionals and counselors
- Building inspectors
- Heavy equipment and operators for emergency shoring and debris removal, reduction, transport, and disposal
- Equipment, staff, and supplies for handling fatalities
- Water, food, supplies, sanitation facilities, and generators to support emergency operations and to support residents
- Fuel
- Qualified emergency managers and other staff to support EOC and DOC operations
- Public Information Officers (PIOs)
- Interpreters and translators
- Structural and civil engineers
- Utility restoration teams (power, gas, water, sewer)
- Communication restoration teams (satellite, cellular, wired, voice/data/video)

## **MITIGATION & PREPAREDNESS PHASES**

### ***Preparation***

The preparedness phase occurs to and in anticipation of a catastrophic earthquake. This phase focuses on promotion of increased public awareness of the potential emergency, preparation of necessary materials, and equipment or response to the emergency, and training for emergency response personnel. Typical functions of the preparedness phase include conducting public information programs, maintaining emergency resources inventory lists, and conducting exercise and training programs.

The following activities are associated with the preparedness phase:

- Provide training and information to mitigate the effects of a catastrophic event (earthquake)
- Train and equip response personnel
- Identify local staging areas and fuel sources
- Identify transportations resources and facilities, to include transportation for the injured,

disabled, and others with access and functional needs

- Identify large, adequately equipped shelter facilities and transportation resources
- Identify adequate locations that could serve as Points of Distribution (PODs)
- Promote employee personal preparedness
- Encourage public preparedness

### ***Mitigation***

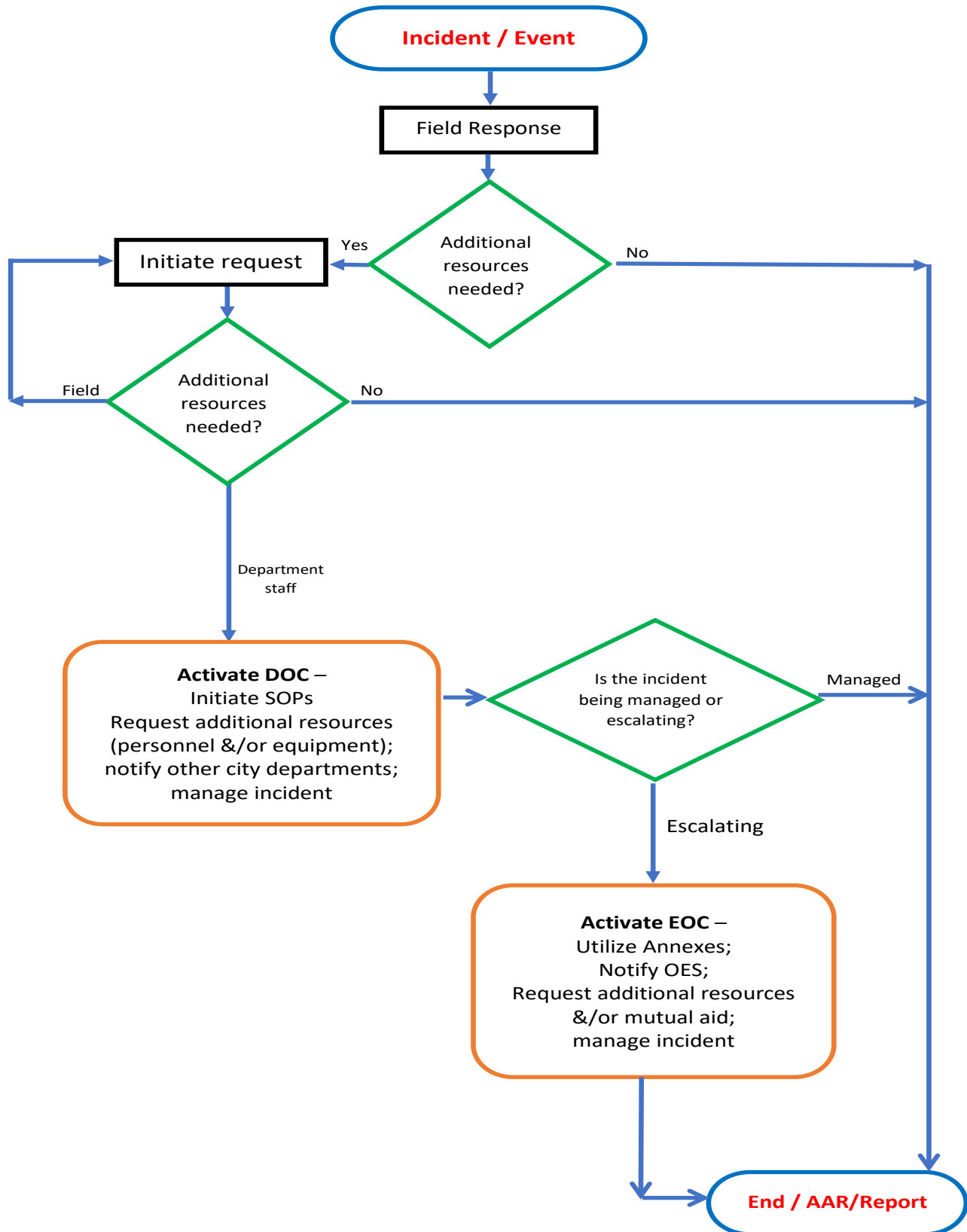
It is recognized that preventing a catastrophic event from happening cannot occur; however, there are measures that can be taken to lessen the effects.

Such measures may include:

- adopting seismic resistant design standards, some of which are currently being followed
- comply with floodplain management guidelines
- adopting seismic non-structural design standards such as FEMA guides.

Additional mitigation action may be identified in the City's Hazard Mitigation Plan.

## ANNEX 2 - FLOODING



**Overview**

Flooding is the most common type of natural disaster with nearly 90% of all disasters in the United States involving flooding. They can develop slowly over a period of days or occur quickly with disastrous consequences that can affect Roseville or the region. A flood is defined as the inundation of normally dry land resulting from rising and overflowing of a body of water (NOAA , 2023). Winter storms with heavy rains can be a frequent cause of flooding in a city with flood problems. Storm water and overland flows can exacerbate flooding and create shallow zones in parts of the City.

The Hazard Mitigation Plan identifies various types of flooding events:

- Urban Stormwater Runoff – a result of local draining issues and high groundwater levels. Locally, heavy precipitation, especially during high lunar tides, may induce flooding. Urban drainage flooding is caused by water runoff due to urban development and drainage systems.
- Riverine – is overbank flooding of river and streams.
- Flash flooding – “a rapid and extreme flow of high water into a normally dry area, or rapid water level rise in a stream or creek above a predetermined flood level beginning within 6 hours of the causative event.” (NOAA, 2023)
- Levee failure - levees can fail due to structural failures, foundation failures of underlying soils, or overtopping by flood flows. Heavy rains can cause flooding behind a levee, or overtopping could occur from a storm event larger than for what the levee was built.
- Dam failure – (discussed in Dam/Dike Failure Annex) can be another cause of flood especially if coupled with winter storms

Most area floods occur during or following winter storms in the winter months. A flood can be the result of a substantial amount of rainfall in a short period of time or when the ground has become saturated from numerous storms and can no longer absorb additional rainwater.

The City’s Public Works Department maintains the Flood Warning and Response Plan. It provides details for the Emergency Management Team and Public Works staff to help effectively manage the incident.

**Purpose**

This Annex provides information and guidance that are specific to mitigation, planning, response and recovery actions that may be necessary to manage flooding situations in Roseville.

<b>Response Agencies</b>	Fire Department Police Department Public Works
<b>Support Agencies</b>	Environmental Utilities Electric Utilities Parks, Recreation & Libraries City PIO Other county, state, and federal agencies

## RESPONSE PHASE

### **Response**

The degree of impact will dictate the degree of response.

Field responders will maintain communication and report on the status of conditions. An Incident Commander or supervisor will determine the need for any escalation using respective policies and procedures.

*If the EOC has been activated:*

#### **All EOC Sections**

- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

### **Management**

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases
4. Communicate with respective City Council
5. Liaison between EOC and allied agencies

### **Operations**

1. Monitor and support all field operations
2. Ensure departments and responders follow appropriate protocols and procedures (SOPs)
3. Communicate with incident command post (ICP)
4. Support non-incident related operations
5. Keep PIO informed of urgent and important information
6. Support field evacuation operations
7. Support any mass care and shelter operations
8. Keep Logistics Section updated on equipment requests (current and anticipated needs)
9. Request additional resources (internal and/or external) [personnel and/or equipment]
10. Complete appropriate documentation

### **Planning**

1. Facilitate and draft Emergency Action Plan (EAP)
2. Consider and plan for incident impact on city
3. Monitor current and predicted weather conditions
4. Support any field evacuation operations and mass care and sheltering
5. Document necessary and appropriate damage for possible claims/reimbursement
6. Update incident management report as warranted with relevant information
7. Initiate planning process for transition from Response phase to Recovery

### **Logistics**

1. Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests

2. Support any evacuation or sheltering operations

### **Finance**

1. Track expenditures of personnel, equipment, and related purchases
2. Track receipts and financial record
3. Use appropriate form for potential reimbursement

## **RECOVERY PHASE**

### **Recovery**

Recovery process may take some time depending on the extent of damage, water level in effected waterway, and current and upcoming weather conditions. Public works will be the lead for overseeing repairs to waterways and storm related management systems.

In addition to channel maintenance, repair to soil erosion may be necessary. While the cost of such might be covered in flood or storm incidents, the management of repair may occur outside of the immediate incident.

### **Management**

1. Orchestrate support of recovery efforts
2. Ensure needed City operations/services are in place
3. Continue to release relevant public information and media reports
4. Review EOC operations and staffing and adjust appropriately

### **Operations**

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee restoration of normal City operations
3. Support any re-entry process
4. Support closure of any shelter operations and assist in transition of displaced residents
5. Oversee re-opening of closed roadways and removal of barricades and other traffic notification devices

### **Planning**

1. Continue to document and track recordings of activities
2. Collect documentation for AAR
3. Coordinate and support re-entry process of any evacuated areas

**Logistics**

1. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid
2. Support any re-entry process
3. Support any evacuation or sheltering operation and transition to closing facility

**Finance**

1. Collect expense reports, time costs; prepare summary reports; submit forms for possible claims and/or reimbursement
2. Utilize correct form for reimbursement

**MITIGATION & PREPAREDNESS PHASES**

**Mitigation**

Mitigation efforts, consistent with the current Hazard Mitigation Plan, focus on maintaining and managing channels, waterways, creeks, drains, spillways, and storm drains from any debris, erosions, vegetation, or anything that might impede or restrict water flow and runoff.

The Public Works Department is responsible for managing programs for City-owned properties and facilities. Property owners are responsible for waterways which flow through private properties.

Storm management systems, including pump stations, should be regularly maintained and closely monitored during winter storms. Adequate alerting and notification systems should be in place.

Mitigation efforts should include:

- Enacting, updating and enforcing any land use and vegetation management codes
- Building and new and redevelopment use codes to mitigate impacts to waterways
- Regular inspection, maintenance and upgrading of storm drains, spillways, waterways (creeks and channels)
- Regular inspection, maintenance and improvements of retaining walls and breakwaters

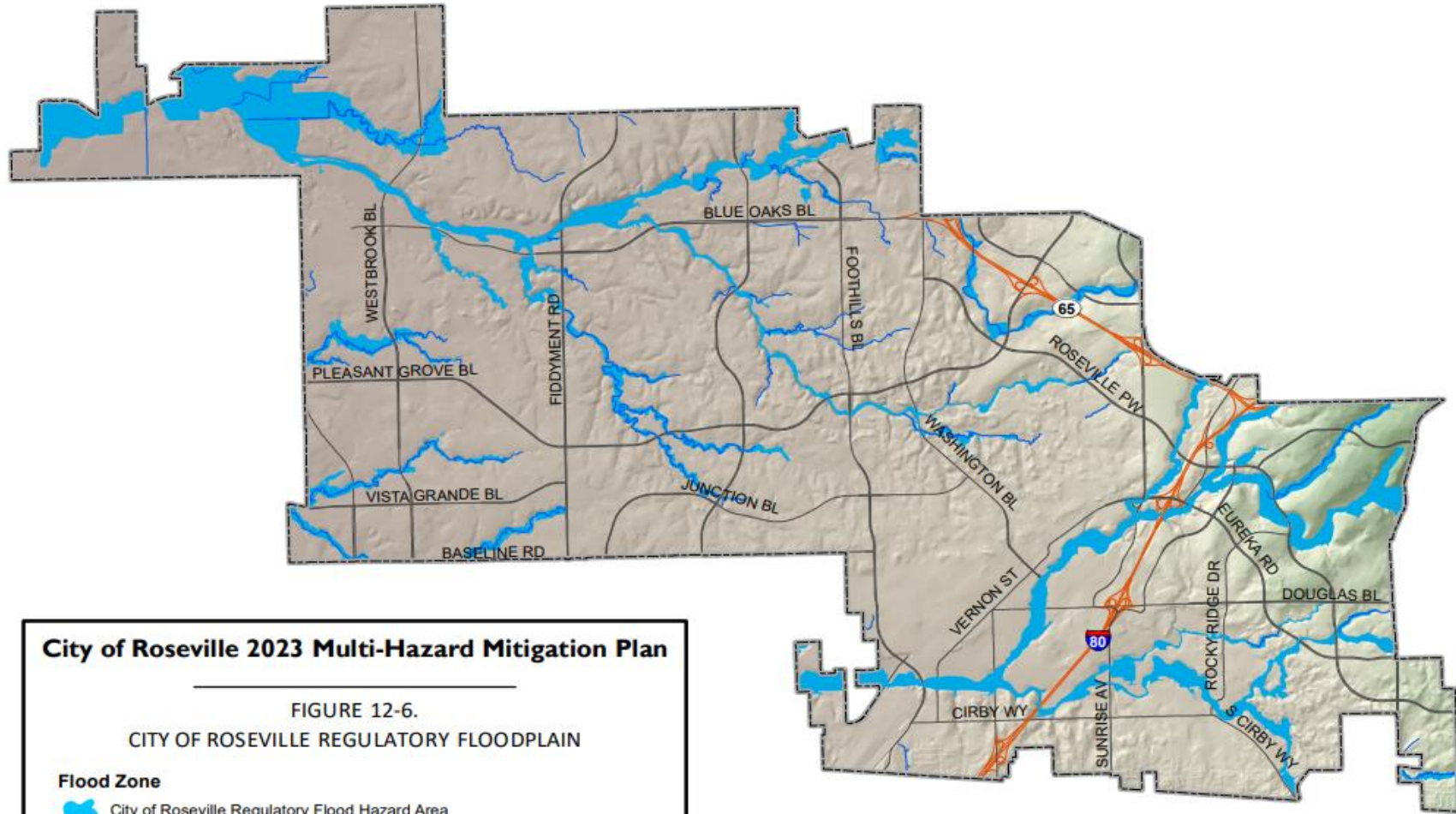
**Preparation**

As the winter season approaches, departments should be aware of current and upcoming weather conditions. Departments should stage any appropriate equipment and supplies needed.

Residents should be reminded to clear any debris and vegetation on their property that might be adjacent to a creek, stream or waterway.


Public Works should pre-identify hazard-prone areas and share that information with fire, law enforcement, and emergency management. Emergency management will monitor incoming weather information and distribute it to fire, police, and public works. Roseville Parks & Recreation Department should refresh intelligence regarding shelter locations and condition in case of any evacuations.

The image below is from the City’s Hazard Mitigation Plan showing the regulatory floodplain:




**City of Roseville 2023 Multi-Hazard Mitigation Plan**

FIGURE 12-6.  
CITY OF ROSEVILLE REGULATORY FLOODPLAIN

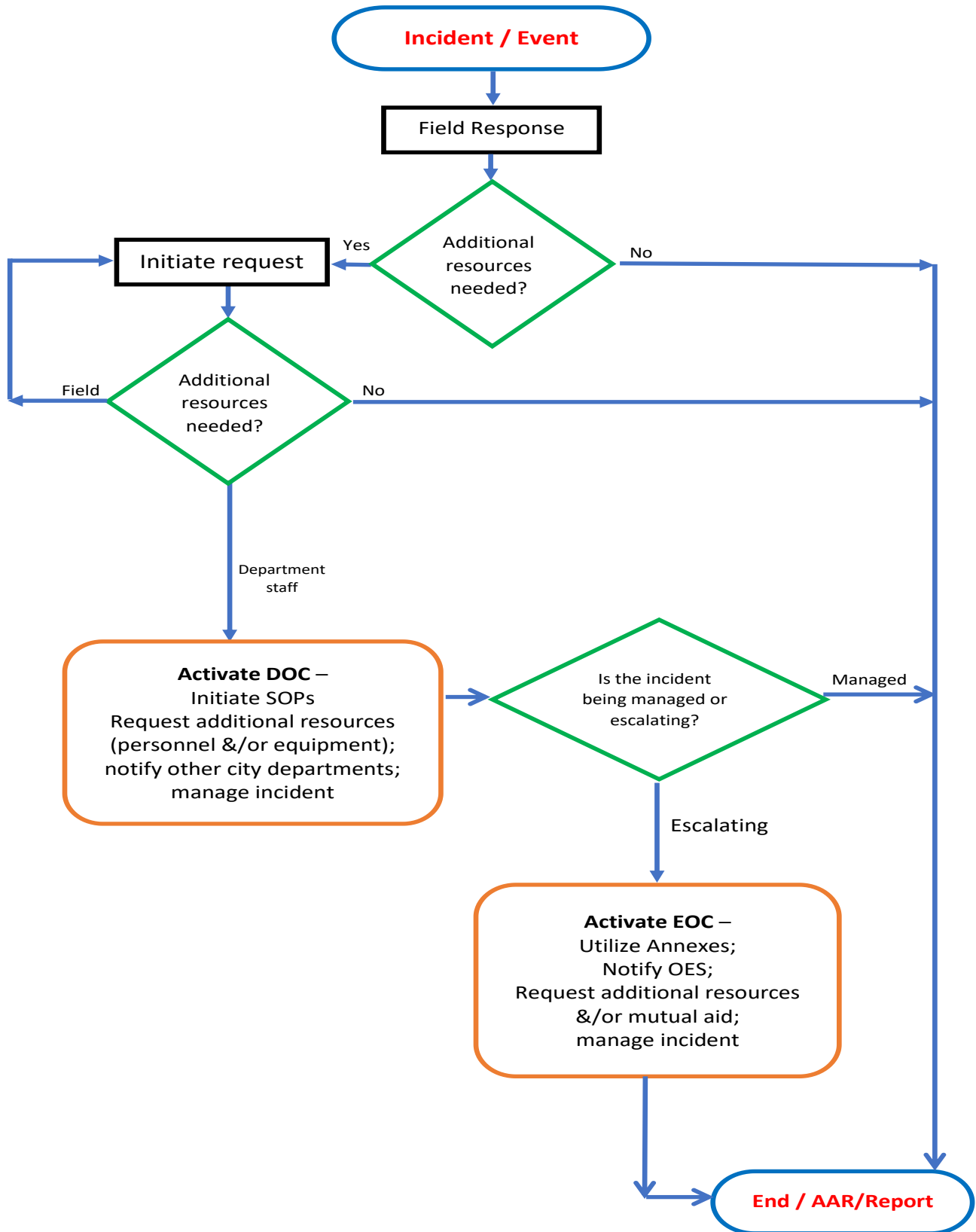
**Flood Zone**  
 City of Roseville Regulatory Flood Hazard Area

Data Sources  
City of Roseville




FLOODING

## ANNEX 3 - WILDFIRE



## **INTRODUCTION**

### ***Purpose***

This Annex is intended to ensure an effective and coordinated response to a significant wildfire event. This annex provides direction for City departments, community groups and allied stakeholders ensuring interagency coordination in accordance with the City’s EOP.

This Annex is designed to accomplish the following:

- Serve as a planning document to support further development of major incident plans by City departments and agencies.
- Provide an overview of the threats that wildfire poses to City and define the potential range of impacts.
- Provide the response management team with contextual information to guide initial response planning.

### ***Scope***

This Annex has been developed in accordance with the City EOP. In keeping with the EOP’s “all-hazards” approach for local emergency management, the response policies and protocols for a wildfire event will align with those established in the EOP. The Annex supplements the EOP by providing considerations for a response to a major wildfire event in the City.

This Annex does not alter existing City department emergency response standard operating procedures (SOPs), processes, or resources. Emergency response agencies (such as fire, law enforcement, and emergency medical services [EMS]) will adhere to existing department SOPs in accordance with all statutory requirements.

<b>Response Agencies</b>	Fire Department Police Department Public Works
<b>Support Agencies</b>	Parks, Recreation & Libraries City PIO Environmental Utilities Electric Utilities CAL FIRE & County Fire Agencies Other county, state, and federal agencies

### ***Situation***

According to the California Governor’s Office of Emergency Services (Cal OES), wildfire “represents the third most destructive source of hazard, vulnerability, and risk, both in terms of recent state history and the probability of future destruction of greater magnitudes than previously recorded (State of California , 2018). The most damaging type of fire is the Wildland-Urban Interface (WUI) fire which occurs where the built environment and natural areas are intermixed (i.e., the border of urban areas).

Unlike other natural hazards such as flood, wildfires can rapidly escalate in size and threat. Major fires can generate their own wind patterns moving the fire in rapid and unexpected directions. Secondary effects of wildfire may include economic losses, reduction in harvestable timber, contamination of reservoirs, destruction of transmission lines, and contribute to flooding and mudslides.

A major fire may result in hazardous debris including destroyed or damaged structures, weakened infrastructure, damaged trees as well as ash containing lead, asbestos or household hazardous waste.

Interstate 80 runs through the City of Roseville. Because of the City’s proximity to adjacent municipalities (Rocklin, Antelope, [Sacramento] Metro Fire, and unincorporated county areas [Granite Bay]) and adjacent woodland areas, in a moderate to major wildfire, multiple local fire agencies may form a Unified Command (UC) to manage the incident. This command structure may address tactical operations, coordinate fire mutual aid resources, and organize logistics and public information.

The National Weather Service (NWS) issues Red Flag Warnings and Fire Weather Watches to alert fire departments and residents of the onset, or possible onset, of critical weather and dry conditions that could lead to rapid or dramatic increases in wildfire activity.

- Red Flag Warnings are issued for weather events which may result in extreme fire behavior that will occur within 24 hours. A Red Flag Warning is the highest alert.
- Fire Weather Watches are issued when dangerous weather conditions could exist in the next 12 to 72 hours.

***General Objectives***

During a major wildfire incident, and for as long as a state of emergency exists within the City, response to the incident will be the first priority of all City departments and agencies. All available City Disaster Service Workers (DSWs) may be directed to achieve the following objectives:

- Save lives
- Reduce immediate threats to life, public health and safety, public and private property, and the environment
- Provide necessary care, shelter, and medical services to City residents and other members of the general public
- Restore the operations of facilities, whether public or privately owned, that are essential to health, safety, and welfare of the community, including critical City facilities, utilities, and transportation infrastructure
- Assess damage to infrastructure, public facilities, and the built environment
- Expedite the restoration of services, the economy, and the community at large; and begin the process of recovery
- Keep the public informed

***Impact Assumptions***

This Annex is based on a developing wildfire causing significant actual or potential loss of property. General impacts may include:

- Hundreds of residents may need to be alerted and evacuated with little or no notice.
- Hundreds of residents may require shelter because of evacuation or damage to homes.
- Electrical service and voice/data/radio communications may be impacted due to downed lines

- or damage to transmitters/antennas.
- Damage or loss of power to water and wastewater collection systems may cause disruption of vital services.
  - Smoke will present visibility issues for residents and responders as well as indirect public health risks.
  - A major wildfire event could generate tons of debris including construction and demolition, damaged trees, and hazardous waste.
  - Structural damage to transportation infrastructure may take weeks or months to repair. These systems may be damaged or disrupted including bridges, roads, signage, and barriers.

## RESPONSE PHASE

### CONCEPT OF OPERATIONS

The EOP defines the City's general emergency response organization, authorities, policies, priorities, and procedures. In the event of a significant wildfire event, this Annex provides potential specific objectives that the emergency response organization may integrate into its operations.

#### *Increased Readiness (Monitoring)*

Once weather forecasts and fire conditions indicate a potential for a significant wildfire event, City departments may increase their readiness to conduct response operations. These efforts may include:

- Enhanced staffing
- Adjusting work hours
- Ready equipment and supplies
- Reducing non-critical operations
- Conducting protective operations
- Increased observation and monitoring of areas at greatest risk

The City's Emergency Operations Center (EOC) may be activated to develop enhanced situational awareness, expedite decision making, conduct stakeholder coordination, develop public information, and provide greater support to City departments.

#### *Response*

The City will provide immediate response via its public safety departments coordinating in the field using the ICS. The City's EOC will provide support to field personnel, coordinate the efforts of other City departments and collaborate with the Placer County Operational Area and other allied stakeholders utilizing SEMS.

In the first few hours or days of a major wildfire event, the City will:

- Respond to the community's immediate life safety needs of warning and evacuation by making use of systems alert and notification systems as well as door-to-door notifications if needed
- Conduct fire suppression, property protection, EMS, and law enforcement operations as needed
- Assemble resources for a sustained response and for providing basic mass care, shelter, and information services to the community

- Begin to transition from immediate emergency response efforts to sustained operations
- Conduct sustained operations and begin to transition into recovery

When threatened by wildfire, some residents, businesses, and institutions may elect to evacuate without order or direction. A voluntary evacuation of a community may result in traffic congestion and raise concerns about protection of property. The local Incident Commander will coordinate with law enforcement for support when operations are affected by a spontaneous evacuation.

### ***Response Objectives***

In addition to those tasks and objectives outlined in the EOP, the following specific operational objectives should be incorporated into initial response operations and planning:

- Direct and assist immediate life-saving warning and evacuation operations
- Deploy law enforcement resources to support response activities and maintain law and order
- Identify at-risk populations, notify them, and begin evacuation if warranted
- Activate the EOC as needed.
- Develop real-time situational awareness to guide public information efforts. Consider deploying an EOC liaison to the Incident Command Post (ICP)
- Establish contact with the Placer County Operational Area and allied stakeholder agencies
- Conduct emergency evacuation and traffic management operations as needed
- Identify potential sites for evacuation centers to accommodate displaced populations while emergency shelters are being opened
- Begin public information messaging regarding recommended personal protective actions, evacuation centers, and community assistance needed. Assess the need to activate the Joint Information Center (JIC)
- Develop a consolidated situation assessment and declare a state of emergency.
- Coordinate the receipt and deployment of incoming resources to prioritized missions
- Designate staging areas and begin planning to accommodate support personnel
- Assess the situation at critical facilities and the condition of emergency communications systems
- Implement recall of City staff as needed
- Coordinate with the Placer County Health Department to identify and address the threat posed by degraded air quality
- Complete an initial damage assessment of the City, identifying areas affected, major incidents, and operational status of critical services.
- Assess critical resource shortfalls and begin requesting support through mutual aid and the Placer County Operational Area. Consider resources needed for the next 14 days.
- Establish perimeter control around unsafe areas
- Assemble damage assessment information and submit the Cal OES Initial Damage Estimate (IDE)
- Assess conditions at designated emergency shelter sites and begin to supply with beds, water, food, medical support, generators, sanitation, and facility security; and begin to open emergency shelters to residents and DSWs
- Identify people with special support requirements and transfer to appropriate care facilities
- Designate primary traffic routes and implement debris clearance, route recovery, and traffic control
- Conduct outreach for situation status and resource needs for affected facilities needing support from City, including transit sites, schools, commercial buildings, and sites of historic/cultural

significance

- Initiate social and traditional media briefings to inform residents on City operations, steps they can take, services available to them, ongoing rumor control efforts, and ways in which the community can help
- Establish shelter support coordinator teams and evaluate the shelter sites
- Establish plans for how to provide care for people with special support requirements that cannot be met in congregate care shelters
- Review and enhance security plans to maintain public order
- Review incident status reports to prioritize incident commands that can begin suspending emergency response operations and transition to sustained response and recovery operations
- Ensure that air quality, hazardous materials spills, and other environmental situations are monitored, and risks addressed
- Coordinate with the Placer County Operational Area to survey all licensed food establishments, including the emergency shelter/evacuation centers, feeding sites, and disaster kitchens to ensure there are no unsafe food handling or other sanitation or safety concerns

***Short Term Objectives***

- Develop public information to address how to safely clean-up fire damage, deal with insurance companies, dispose of debris, and access potential sources of assistance
- Coordinate with the Placer County Operational Area to facilitate the recruitment, training, and deployment of volunteers and donations
- Work with the American Red Cross (ARC) and other organizations to provide information to support their Disaster Welfare Inquiry Program
- Develop a program to integrate the safety of volunteers and volunteer organizations in recovery operations
- Establish a debris management plan and begin to gather and transport debris from critical sites or routes
- Coordinate with the business community regarding business resumption activities
- Produce, regularly update, and distribute a multi-lingual, multi-format, disaster “Fact Sheet” to the media, people in shelters, field response personnel, residents and businesses
- Implement a process to allow limited entry (where safe) for recovery of personal items
- Coordinate with the Placer County Operational Area to provide prioritized community behavioral health services (ex. those whose homes have been damaged/lost, shelter residents, children, and individuals who have suffered significant loss)
- Anticipate and support initial damage assessment visits by state and federal officials wanting to confirm the immediate and long-term unmet recovery needs of the City
- Conduct long-term recovery planning to address issues of interim housing, debris management, expedited permitting, environmental safety monitoring, soil stabilization, erosion control, coordination with non-governmental and non-profit organizations, and participation in state/federal disaster assistance programs

***Response Assumptions***

- City residents have little or no experience with wildfire evacuations. This could significantly delay or disrupt evacuation operations.
- Law enforcement will be significantly challenged to coordinate and conduct notification, evacuation, and traffic management missions.

- A wildfire incident may impact the City with little or no warning. In a no-notice event, there may be insufficient time to notify local residents, prepare the City’s emergency response organization and implement the City’s Emergency Operations Plan.
- Additional law enforcement resources may be needed to maintain public order, augment rescue operations, and secure critical operations.
- The demand for emergency public information will be immediate and sustained. Social and traditional media coverage will be extensive.
- Assistance in the form of spontaneous volunteers, donated goods, and monetary donations will begin to flow into the City. Although this may provide desperately needed resources, it will create coordination and logistical support challenges.

## **RECOVERY PHASE**

### ***Short Term Recovery***

The immediate response to a major wildfire event will focus on saving lives, providing resources to sustain City residents, and stabilize the situation. At some point, however, the City will transition to a phase in which recovery operations take precedence. Rapid initiation of recovery operations is critical to restoring confidence in the community.

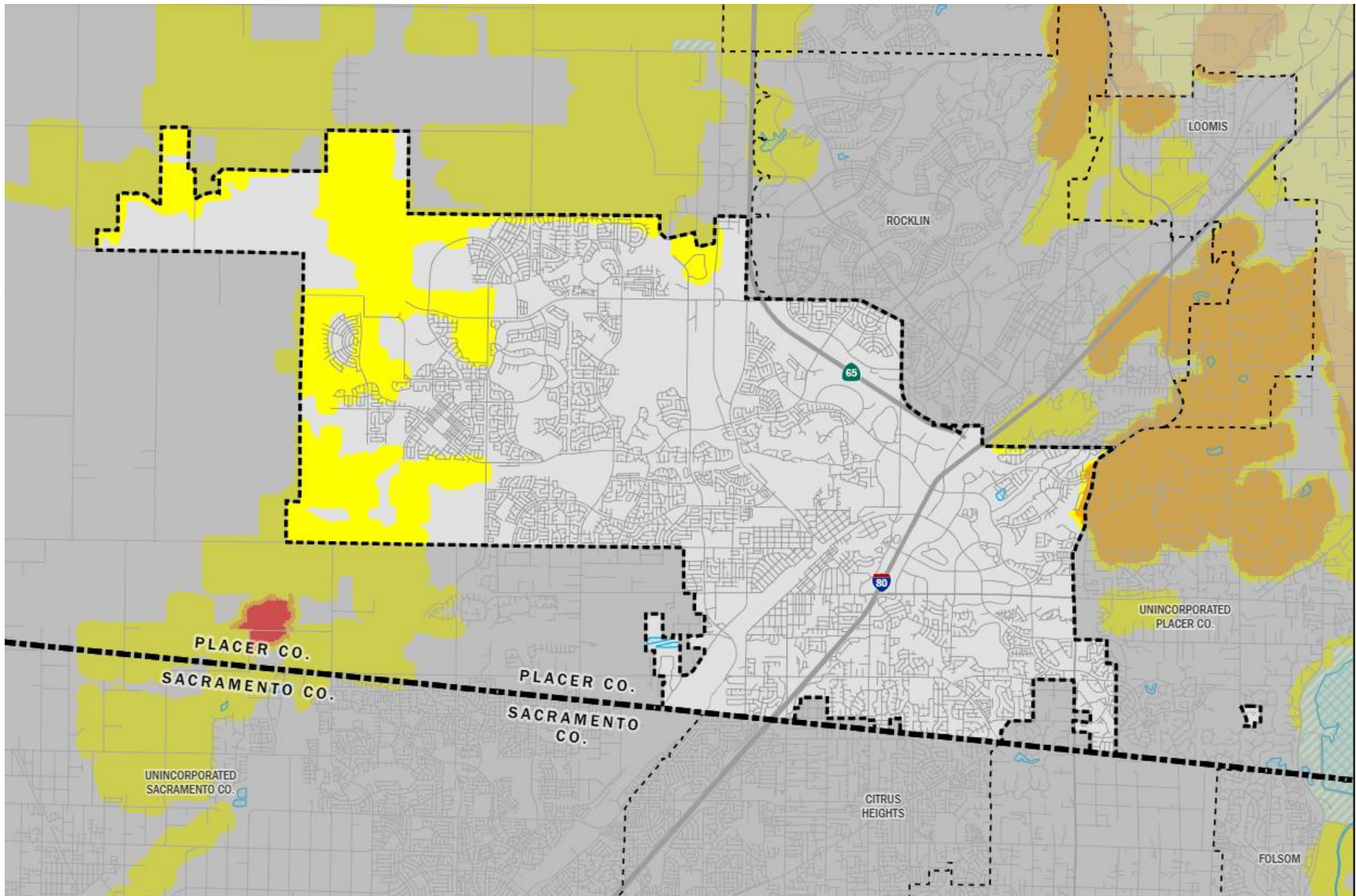
Activities in this phase include mitigating life-safety hazards, enhanced security operations, utility restoration, limited debris clearance, resident re-entry, sustained public information, coordination of donations, and damage assessment. See Section 3 for objectives related to short-term recovery.

### ***Enhances Readiness (Monitoring) Objectives***

- Develop situational awareness regarding wildfire hazards, fire conditions and weather forecasts
- Develop and provide public information regarding forecasts, recommended preparedness actions
- Develop/refine public warning and evacuation messages
- Prepare to conduct warning and evacuation operations
- Consider activation of the EOC
- Assess and modify staffing levels/schedules
- Identify and prepare potentially needed equipment and supplies
- Relocate or safeguard equipment and facilities
- Reduce or halt non-critical operations

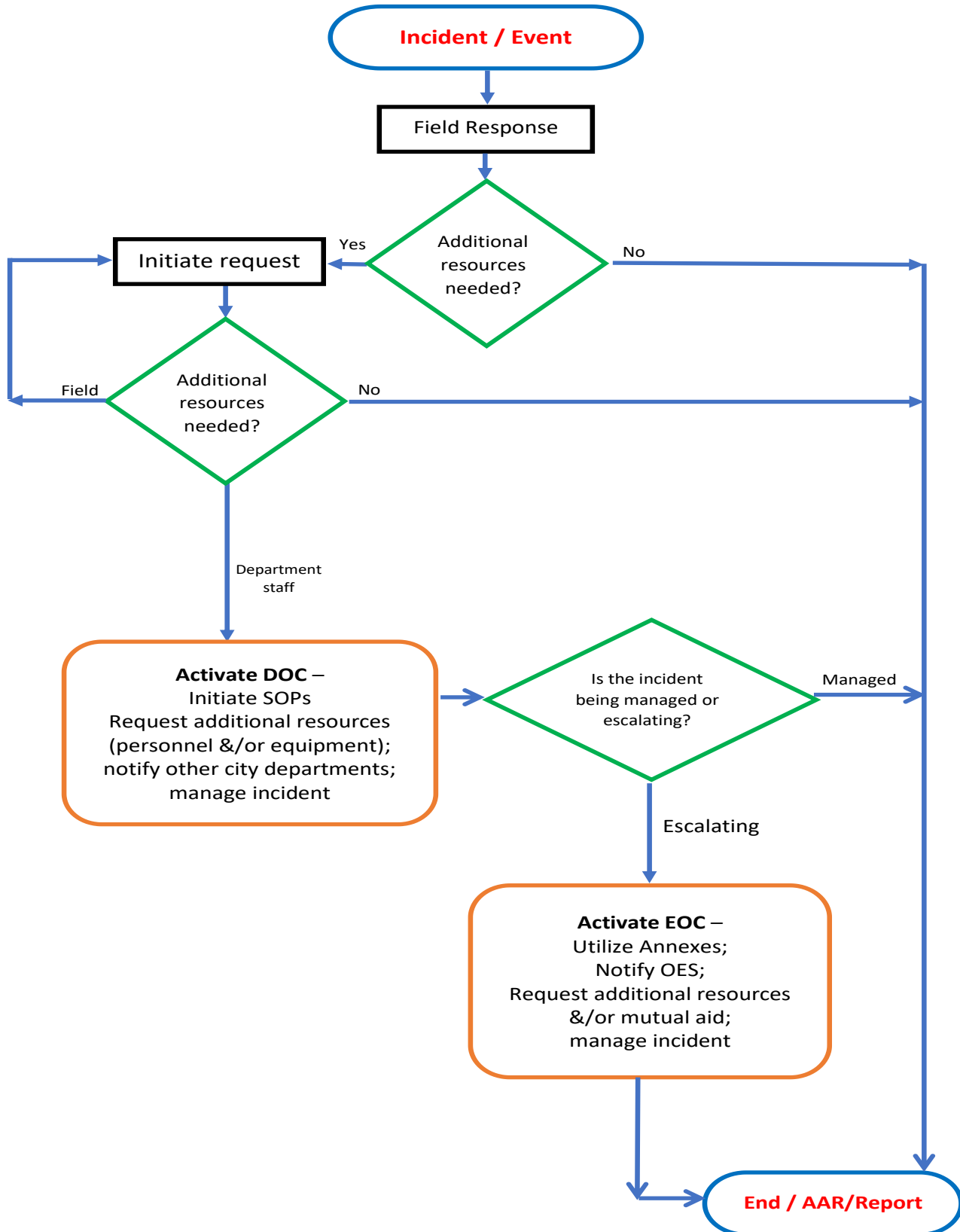
CAL FIRE’s most recent FRAP map (2025) outlining the fire severity zones appears below for the City using the color keys of “moderate”, “high”, and “very high”.

	Moderate
	High
	Very High



City of Roseville Fire Severity Zone – CAL FIRE 2025

## ANNEX 4 - SEVERE WEATHER



**Purpose**

This Annex provides information and guidance that are specific to mitigating, planning, response, and recovery actions that may be necessary to manage severe weather situations in Roseville and to be used following the need to activate the EOC.

1. Multiple DOCs have been activated and better coordination is warranted, or
2. Conditions are such that overall coordination would be beneficial at a higher level

**Overview**

Severe weather usually occurs during the fall and winter months and is accompanied by wind and rain and potentially associated with flooding, slides, downed trees, and utility outages.

<b>Response Agencies</b>	Fire Department Police Department Public Works
<b>Support Agencies</b>	Parks, Recreation & Libraries City PIO Environmental Utilities Electric Utilities Placer County OES

**RESPONSE PHASE**

**Response**

Response will depend on the actual intensity of and impact from the storm. First responder units and departments will respond according to their respective Standard Operating Procedures (SOPs).

**All EOC Sections**

- Obtain current overall situational update for affected area
- Support current field operations
- Ensure adequate staffing to manage incident
- Plan for additional operational periods

**Management**

1. Orchestrate support of field operations
2. Manage EOC operations - establish objectives and operational periods
3. Draft and distribute relevant and timely media and public information releases
4. Communicate with respective City Council
5. Liaison between EOC and allied agencies

### Operations

1. Monitor and support all field operations
2. Ensure departments and responders follow appropriate protocols and procedures
3. Field crews should monitor prone / problem areas
  - a. Flood prone areas
  - b. Creeks, streams and waterways
4. Manage downed trees and other debris
5. Monitor effectiveness of pump stations
6. Prioritize storm related response to incidents
7. Keep PIO informed of urgent and important information
8. Keep Logistics Section updated on equipment requests (current and anticipated needs)
9. Public Works Branch Director updates OPS Section Chief especially when significant changes occur
  - a. Change in intensity of storm
  - b. Significant utility outages
  - c. Roadway closures
10. CERT activation; community groups assistance
11. Support any mass care, shelter operations, and/or evacuation centers
  - a. Assist with cooling center operations support in hot weather
  - b. Assist with warming center operations support in cold weather
  - c. Coordinate support with Park Dept, Red Cross, among others
12. Request additional resources (internal and/or external) [personnel and/or equipment]
13. Assist with damage assessment
14. Support any field evacuation operations
15. Complete appropriate documentation

### Planning

1. Draft Emergency Action Plan (EAP) – facilitate input from all EOC Sections
2. Support field evacuation operations
3. Consider need for evacuation centers
  - a. Location
  - b. Staffing
  - c. Water and food
  - d. Informing residents
  - e. Transportation
  - f. Pet care
  - g. Use tracking system
4. Monitor current and forecasted weather conditions
5. Document necessary and appropriate damage for possible claims/reimbursement
6. Collect damage assessment documentation
7. Update emergency management software database as warranted with relevant information
8. Initiate planning process for transition from Response phase to Recovery

### Logistics

1. Make contact with vendors
2. Fulfill requested resource request; secure additional request as possible; contact local vendors or OES for mutual aid requests

3. Support any field evacuation operations
4. Support logistical needs from shelters / evacuation centers

### Finance

1. Track all incident related expenditures of personnel, equipment, and related purchases
2. Track receipts and financial records
3. Track all personnel (staff members and registered volunteers)
4. Pay for any immediate storm related costs

## RECOVERY PHASE

### Recovery

Planning for recovery should start during the response phase. While there is no specific time when the response phase transitions to the recovery phase, it will probably occur after the storm has passed through the area. Even though there may still be a number of calls for service because of the impact, the intensity has subsided. The EOC should continue to document storm-related expenses for potential reimbursement.

### Management

1. Orchestrate support of recovery efforts
2. Ensure needed City operations/services are in place
3. Continue to release relevant public information and media reports
4. Review EOC operations and staffing and adjust appropriately

### Operations

1. Continue support of field operations transitioning from response to recovery using appropriate protocols and procedures
2. Oversee damage clean up and debris removal
3. Continue support of any shelter locations until shelter or EOC is closed
4. Oversee re-opening of closed roadways and removal of barricades and other traffic notification devices
5. Oversee restoration of utilities
6. Assist in collecting damage assessments
7. Support re-entry process of evacuated resident

### Planning

1. Continue to document and track recordings of activities
2. Draft EOC deactivation plan
3. Monitor any relevant weather-related activity
4. Coordinate re-entry process and operations of any evacuated residence
5. Collect damage assessment reports

### Logistics

1. Support local assistance centers, Small Business Administration (SBA) assistance
2. Continue to support field operations by obtaining necessary resources either from local vendors or mutual aid

3. Support reentry process of evacuated residents
4. Support any evacuation or sheltering operation and assist in transition for closing

### Finance

1. Pay for any outstanding incident related expenses
2. Collect expense reports, prepare summary reports; submit forms for possible claims and/or reimbursement; use appropriate forms for reimbursement
3. Support local assistance centers, Small Business Administration (SBA) assistance

An After-Action Report should be generated; these should include any improvement suggestions and plans. Suggestions and plans should have an effect on mitigation and preparation efforts.

## MITIGATION & PREPAREDNESS PHASES

### *Mitigation*

Weather history has shown that weather patterns change. The actual start date and intensity of winter weather varies; however, knowing that the area tends to experience winter storms regularly allows for actions that could mitigate their impact. This could include the following:

- Maintaining and clearing storm drains inlets and pipelines
- Maintaining and clearing of creeks, trash ramps, and trash bars
- Maintaining creek and drain monitoring equipment
- Continual street sweeping activity to prevent the intrusion of debris into storm drain system
- Regular maintenance, repairs and upgrades of storm water and sanitary sewer pumps, pump stations and related equipment
- Drafting of storm response plans
- Removal of debris or dead plants or trees in advance of storm season
- Ensure tree and branch maintenance near power lines
- Ensure needed storm response supplies are stocked, including sandbag equipment, generators have been serviced and fuels and barricades are workable and in stock
- Encourage residents to register for Placer County Alerts
- Reminding residents to “storm ready” their property, check and restock emergency supplies, and have plans in case of power outages; utilizing community groups to educate public on storm preparations
- Maintain updated information on shelters and evacuation centers
- Provide staff with seasonal weather outlook from National Weather Service (NWS)
- Remind residents who live adjacent to a creek to minimize flow impact by keeping the creek clean and clear of debris

Mitigation efforts also should be coordinated and in concert with the Hazard Mitigation Plan, neighboring jurisdictions and the County.

### *Preparation*

During winter storm season, it is important that people are prepared for and know how to respond.

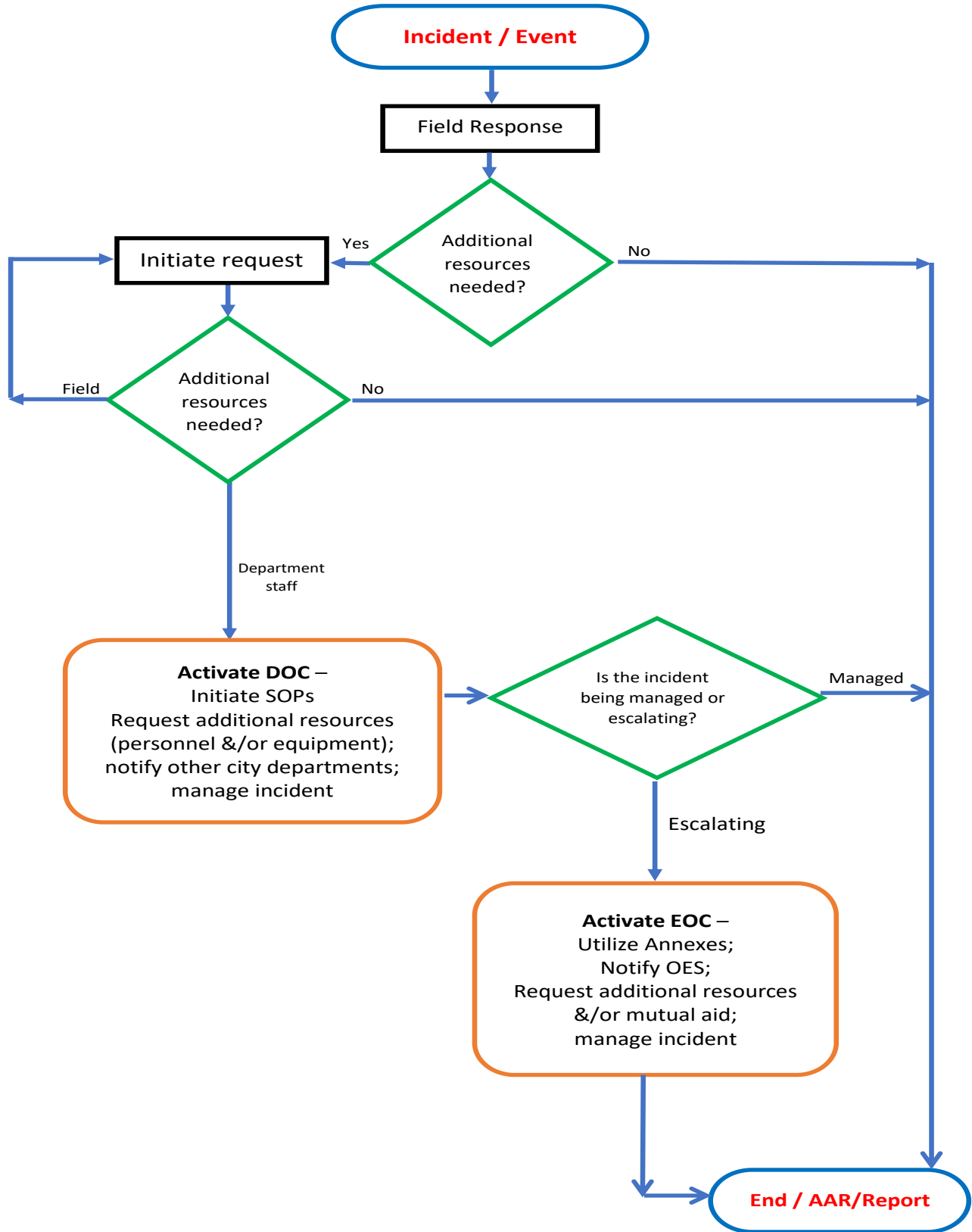
Since various departments are designated as first responders (fire, law enforcement, and public works), they should stay updated on current and upcoming weather conditions. When a storm is predicted for the area, departments should make appropriate plans based on the potential impact. This could include:

- Staging of resources or material at strategic locations
- Staffing personnel to ensure adequate coverage
- Notifying residents
- Staff meetings or planning sessions
- Monitoring of storm’s progress
- Contacting NWS
- Interacting with county allied agencies
- Checking equipment and supplies
- Refueling of vehicles in accordance with storm readiness plans
- Inspect known local “hot spots”
- Review local tide charts

**Potential Severe Weather Incident Timetable (activated as needed)**

Flood/ Winter Storm	Incident			
	+1 Hour	+2 Hours	+6 Hours	+10(+) Hours
<b>Management</b>	Activate EOC  Initial press release/press conference	Policy meeting to determine next steps	Updated press release	Determine when “all clear”  Plan for next cycle of operations if needed  Emergency declaration if needed
<b>Operations</b>	Activate section  Order Public Works equipment  Support field incidents responders	Enforce road closure  Deploy first responders	Enforce road closure  Begin damage assessment	Enforce road closure  Report damage assessment  Inspect buildings/tag  Clear debris/roadways  Plan for next cycle of operations if needed
<b>Planning</b>	Activate section Brief section chiefs on NWS update Calculate and map inundation area	Brief section chiefs on NWS update  Calculate inundation area	Brief section chiefs on NWS update  Collect damage assessment data	Brief section chiefs on NWS update  Collect damage assessment data  Plan for next cycle of operations if needed
<b>Logistics</b>	Activate section  Request Public Works equipment  Establish contact with vendors if necessary	Arrange delivery of needed Public Works assets	Continue to support	Continue to support  Plan for next cycle of operations if needed
<b>Finance</b>	Activate section  Maintain necessary cost and time tracking	Maintain necessary cost and time tracking  Complete required documentation for claims	Maintain necessary cost and time tracking  Complete required documentation for claims	Maintain necessary cost and time tracking  Complete required documentation for claims

## ANNEX 5 - MASS CARE AND SHELTER



**Overview**

Following a major disaster many residents may be unable to use or return to their residences, have no alternate housing and/or transportation to another location may be impossible or delayed. Therefore, it may be necessary for Roseville to provide temporary sheltering locations. The Care and Sheltering of local residents reside with the City; working collaboratively with County OES and the local Red Cross chapter, locations have been identified that comply with established guidelines for either evacuation centers or shelter locations.

For smaller scale incidents the City may opt to manage care and sheltering itself; for large scale situations such services may be coordinated by the County Health and Human Services Department (HHS) in collaboration with Roseville. For situations affecting multiple county locations, HHS would be the coordinating agency.

‘Placer 211’ is available as an information and referral system to help connect Placer County residents with social services and resources to keep them cool and safe.

**Purpose**

This Annex provides information and guidance that are specific to planning, response and recovery actions that may be necessary to manage care and sheltering situations. This annex applies to large scale disaster or catastrophic situations and not day -to-day emergencies.

**Preparation**

In advance and in preparation working in collaboration with Placer County OES, Placer County Health and Human Services, and the local American Red Cross chapter, Roseville will pre-designate suitable, acceptable and qualified care and shelter locations which comply with current standards.

Shelter staff members should receive appropriate training on care and management from County Human Services staff and/or American Red Cross official and/or other certified shelter instructors.

Accommodations and shelters will take in consideration people with disabilities and access and functional needs and individuals with pets in accordance with state and federal codes and regulations.

**RESPONSE PHASE**

<b>Response Agencies</b>	Parks, Recreation & Libraries City PIO
<b>Support Agencies</b>	Fire Department Police Department Public Works Placer County OES Placer County Health & Human Services

## **Response**

Shelter operations may be supported by community-based organizations, faith-based organizations, and non-profit organizations.

Duration and scope of local shelters will be proportional to the situation's severity and assistance needed.

**Activation** - During an emergency or disaster, the EOC will be monitoring the situational status of the current incident and the displacement of residents. Based upon intelligence and information from field operations sent to the EOC Planning Section and other section, the EOC Director will determine the need to activate and direct the Care and Shelter Branch to oversee and support the opening of shelters for affected residents.

**Public Information / Notification** - The EOC Public Information Officer (PIO), working with the Care and Shelter branch to coordinate messages and notifications, will communicate the location shelters and other relevant information.

Once a facility (evacuation site or shelter) has been set up, the site staff will communicate directly with individuals and families at that location.

**Shelter Set up & Staffing** - Various facilities in Placer County have been designated as general population shelters capable of being set-up to receive residents. The American Red Cross maintains the National Shelter System (NSS) database of qualified shelter locations. There are currently three facilities that have been designated as shelter locations for the City of Roseville. The locations are as follows:

1. Maidu Regional Park (Community Center) – 1550 Maidu Dr.
2. *Back up* - Woodcreek Golf Course – 5880 Woodcreek Oaks Blvd.

The Care and Shelter Branch will be activated. Additional staff will be supplied by the City and supplemented by Red Cross and County Health and Human Services staff.

Care should be taken for individuals requiring shelter including those that may require additional assistance which may include the following:

1. Resident seniors
2. Medically fragile or dependent
3. Limited English proficiency or non-English speakers
4. Limited mobility; access and functional needs
5. Unaccompanied minors

Service animals are allowed to accompany individuals throughout all stages of a disaster.

During a disaster, mass care operations will require an influx of resources from outside the area to be fully operational. A full complement of resources will be contingent on the severity of the event, impact to transportation infrastructure and the ability to move resources and supplies into the affected area.

The Red Cross maintains Shelter Management Coordinators to support local officials and volunteers in the staffing of shelters.

Other facilities, such as faith-based organizations, may offer assistance to their organization members and others in the community. While they may receive relief supplies, organization and management would be supplied by such facilities.

**Security** - The Police Department should be included as part of the activation and standing up of either an evacuation site or shelter location process to provide input on ensuring the safety and security of both staff and evacuees.

**Long Term Sheltering** - There will be groups (families and individuals) that may require long term sheltering. This will be dependent on factors that arise due to the type, severity and location of the disaster. If the need for long term sheltering is determined through the local assessment process, then a request for federal assistance is made so that temporary housing resources will be provided if a federal disaster is declared. FEMA defines long-term sheltering as more than two weeks.

**Roles & Responsibilities** – The following agencies or departments are involved in sheltering / evacuation planning and executions:

- Coordination and shelter management – Parks, Recreation, and Libraries Department
- Safety and Security – Police Department
- Support and EOC Coordination – Emergency Management
- Transportation – Public Works Department
- Health and welfare – County Health and Human Services Department
- Pets and animals – Placer County SPCA
- Shelter support – American Red Cross

## RECOVERY PHASE

### ***Demobilization***

Once a shelter has been activated, the decision for the demobilization order will be a coordinated effort with the Red Cross and Roseville EOC. All evacuees must be returned to their homes, family member’s homes, or moved to another facility before the shelter can be closed.

Factors that impact the decision to close a shelter include an urgency to return the shelter to its day-to-day use, availability of transportation, or the availability of long-term accommodations.

### ***Recovery***

During the recovery process, emphasis will be placed on cleanup, shelter demobilization, and critiquing operational performance. The Care and Shelter staff will participate in the demobilization and recovery process; coordinate provision of support for cleanup and recovery operations, as needed; and request the provision of financial and behavioral health services for individuals and emergency workers, where appropriate.

Most of the immediate needs of the population will have been provided, and if the disaster surpasses local available resources, federal and state governments will become heavily involved in providing financial aid to victims. Local Assistance Centers (LACs) will be set up to coordinate the delivery of needed services.

The EOC Care and Shelter Branch has responsibility for phasing out the shelter facilities and assisting displaced persons in obtaining next phase temporary housing and other aid. The demobilization plan of action, drafted by the Care and Shelter Branch, will outline public/private partnership roles, responsibilities, resources, and protocols for the recovery transition period.

**Distribution of Emergency Supplies** - Based on the severity, nature, and extent of an incident, the distribution of emergency relief supplies may be activated to support area residents. The EOC Logistics Section is tasked with the coordination and distribution of emergency supplies. Logistics will work in coordination with Planning and Operations.

Emergency distribution programs or commodity distribution plans are implemented to provide victims with supplies and materials that are life-sustaining (food and water) or support their recovery (clean-up supplies). These programs are generally mobile and support the ability of people to continue to shelter-in-place at home as opposed to relocating to a shelter location. Distribution programs may be required when normal retail distribution and/or transportation systems have been disrupted. The type and amounts of items distributed are based on the situation and may include some of the following:

- Shelf-stable food; pet food
- Water (possible water containers)
- Ice (in limited amounts with ice chests)
- Baby supplies
- Tarps
- Blankets
- Cleaning supplies
- Safety materials (gloves, masks, batteries, among others); first aid items

Agencies that may be able to provide mutual aid to assist with distribution include:

- American Red Cross
- Placer County OES
- Salvation Army
- California National Guard
- FEMA
- Other registered volunteer organizations (faith based & community based organizations)

There are other community agencies and programs that have commodity distribution programs that operate on a day-to-day basis in locations in the City and neighboring communities. This may include religious organizations, community organizations, or service organizations.

### ***Points of Distribution***

Depending on the scope of damage and the areas affected and impacted, additional fixed distribution points at strategic locations may be needed. These points of distribution (PODs) may be established near the impacted area and/or other strategic locations. Most often the supplies distributed from these

locations are the same as those from mobile distributions of emergency supplies. FEMA defines these sites as temporary, local facilities at which commodities are distributed to disaster victims.

PODs differ from points of dispensing for medical prophylaxis, which may be established during area-wide or similar related emergencies. Staffing of commodity POD sites will be coordinated with law enforcement agencies to ensure site security. POD sites will have similar characteristics, such as:

- Easy access to major streets
- Large open, paved areas to park truck to off-load supplies
- Traffic flow in and out of the site
- Potential for indoor storage

The Care and Shelter Branch is tasked with orchestrating POD activities.

## MITIGATION & PREPAREDNESS PHASES

### *Mitigation*

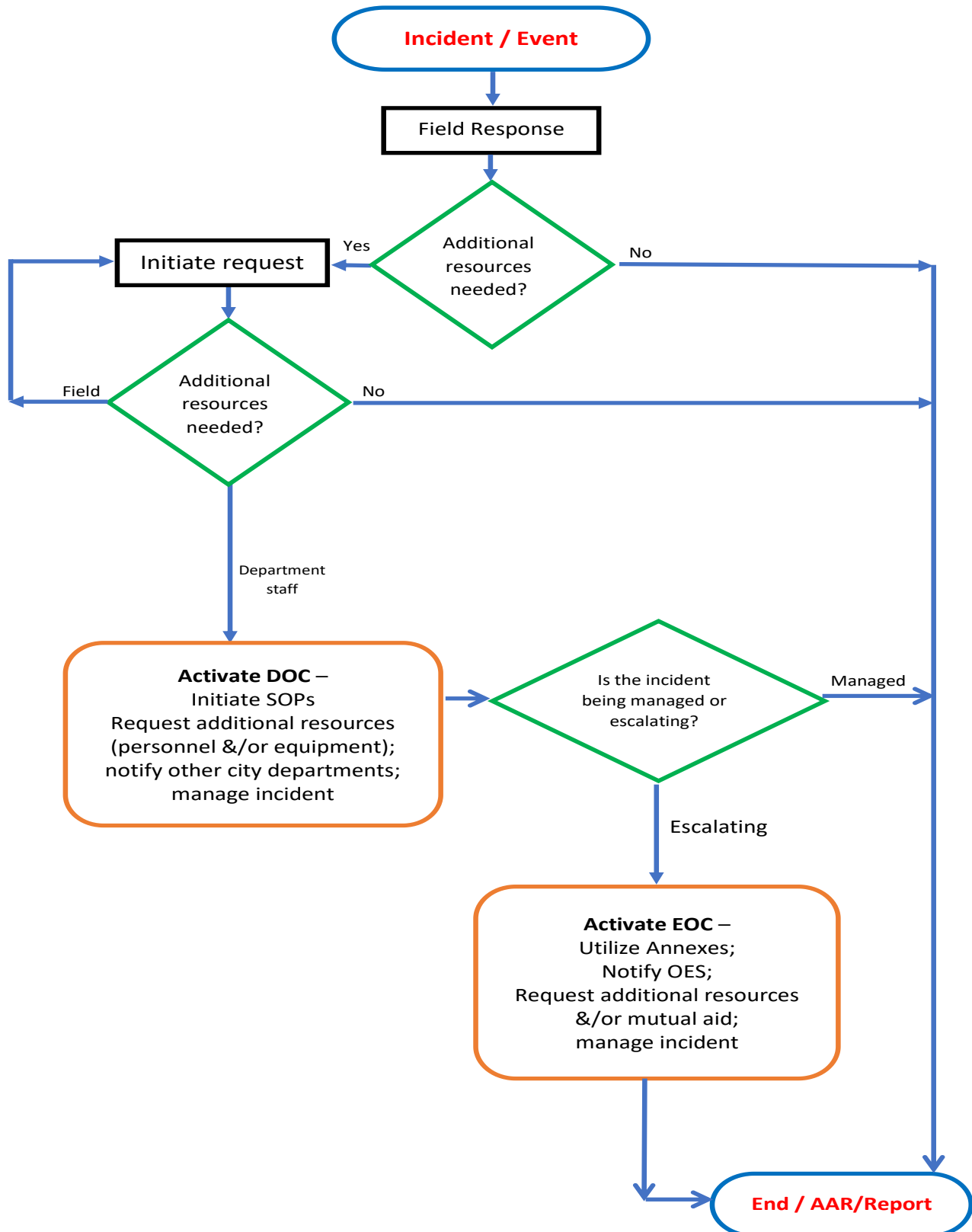
Mitigation grant opportunities afford options for facilities functioning as shelters and/or evacuation centers. They may be eligible for grants for such items as portable generators or reinforcing existing structure to meet current codes or the potential relocation of the facility if it exists in a hazard zone.

### *Preparedness*

Shelter / evacuation center preparedness activities could include:

- Opening and closing shelter site procedures and protocols are current
- Training of staff and volunteers for shelter management
- Screening of shelter staff and volunteers
- Ensuring of adequate supplies and equipment
- Updating shelter operational procedures and protocols
- Ensuring shelter location meet and comply with appropriate guidelines and requirements
- Ensure vendor agreements are current
- Ensure alternative site locations are available as necessary and meet standards
- Ensure communication protocols in place with EOC
- Ensure safety protocols are in place; staff is trained in procedures
- Transportation options to shelters available for residents
- Translation service options available for residents
- Notification procedures are in place
- Arrangements for individuals with special needs, disabilities, access and function needs, pets have been considered and attempted to be accommodated

## ANNEX 6 – ENERGY EMERGENCY



**Purpose**

This annex outlines procedures that guide the City during an emergency that would require Roseville Electric Utility to de-energize its electrical systems due to extreme conditions in the area or any other power disruption and delivery of electricity. This is a supporting annex to the Roseville Emergency Operations Plan (EOP) and can be used for any long-term and/or anticipated power outage or disruption. Specific details for emergency response and outage restorations are listed in the following Standard Operating Plans (SOP).

- SOP 6.01 - City of Roseville/Roseville Electric Outage Restoration Procedure
- SOP 6.02 - Power Outage Notification and Operation Procedure
- SOP 6.03 - Customer Load Curtailment and Automatic Load Reduction Procedures
- SOP 6.07 - WASAN/Roseville Electric System Restoration Procedure

**Background**

While Roseville Electric Utility produces its own electric energy and power, there may be exceptional occurrences in the region, or on the broader state electric grid, when the Balancing Authority of Northern California (BANC) or Western Area Sierra Nevada (WASN) declare an energy emergency. During an energy emergency, severe operating conditions and contingencies may require load shedding to ensure the reliable operation of BANC.

An energy emergency is a reliability threat rising from a transmission issue or a balancing authority deficiency (e.g., supply deficiencies). An Energy Emergency Alert (EEA) can only be declared by a Reliability Coordinator on its own determination, or at the request of a deficient balancing authority. An energy emergency may be caused by single or multiple events—including natural disasters, cyberattacks, and acts of terrorism or pandemics.

- EEA 1 - *All available resources are in use* - The BA is experiencing conditions where all available generation resources are committed to meet firm Load, firm transactions, and reserve commitments, and is concerned about sustaining its required Contingency Reserves.
- EEA 2 - *Load management procedures are in effect* - The BA is energy deficient; BA is still able to maintain minimum Contingency Reserve requirements.
- EEA 3 - *Firm load interruption imminent or in progress* - BA is unable to meet minimum Contingency Reserve requirements.

**Response**

<b>Response Agency</b>	Electric Utility Department
<b>Support Agencies</b>	Fire Department Police Department Public Works Placer County OES Environmental Utilities City PIO

### **Objectives**

1. Provide protection of life, property, the environment and restoration of services to the community.
2. Maintain situational awareness on any potential de-energization-related impacts to the area; provide regular updates to impacted and/or affected residents
3. Establish thresholds for notifications, coordination efforts, activations, increased staffing, among others.
4. Communicate with and advise potentially impacted communities. Attempt to pre-notify areas that might be affected.
5. Communicate with Electric Utility Department regarding affected areas to facilitate public information and to prioritize resumption of services, if applicable.

### **Potential Effects**

#### *General:*

- Loss of functionality of commercial and public-sector communications systems including wireless voice/data, land mobile radio, cable television and internet
- Loss or degradation of public/private water and wastewater systems including monitoring, pumping, and treatment
- Loss of traffic monitoring systems and signals
- Impacts to critical facilities including public safety and healthcare infrastructure
- Impacts on commerce including loss or degradation of electronic points of sale, gas station pumps, security systems, and refrigeration
- Potential for increased public concerns about the security of places served by electronic security systems

#### *Access and Functional Needs (AFN) Populations:*

- Loss of power could significantly impact individuals who are dependent on durable medical equipment, wheelchair charging, and specialized communication devices
- Utility outage events may socially and physically isolate individuals with communication barriers when communications systems connected to the power grid are disrupted
- Elderly people and those sensitive to temperature variations are at increased risk during extremely hot weather when air conditioners may not function
- Potential disruptions to public services of facilities

#### *Safety:*

- Loss or degradation of public safety agency voice and data communications systems
- Loss or degradation of community warning systems including internet and wireless data/cellular
- Increase 9-1-1 Communication Center call volumes
- EMS and medical facility patient surge from weather related illness or loss of power to medical equipment.

- Loss or degradation of fire suppression water supply systems
- Unsafe use of generators as alternate power supply
- Potential impact to food safety due to degraded refrigeration or unsafe preparation

### ***Planning and Assumptions***

- Residents and vulnerable populations, including those with medical conditions requiring electricity or needing assistance, should make back-up or alternate plans for sustained power outages
- City should pre-plan and designate the closing of any non-essential services during a sustained power outage.
- City PIO should prescript alerts and notifications of impending power outage – “What to Do and What Not to Do”
- City Manager may consider curfew
- Social or healthcare support workers who provided care to vulnerable and medically fragile residents should be able to continue to provide care to their clients.
- Transportation services used by vulnerable and medically fragile individuals should be able to continue to operate but could be affected by impacted travel corridors.

### ***Risk Communication & Public Information***

During any emergency, risk communication and public information is a critical component of response activities. Appropriate and timely communication of credible information will assist in reducing life safety threats and address public concerns. For all communications related to electric utility outages, refer to SOP 6.02A (Outage Notification and Operation Procedure)

Emergency information that may be used include mass media and social media. Alert & Warning systems – such as Placer Alert – may be used only if there is a concurrent imminent life safety threat, such as wildfire.

All messages to traditional and social media will be coordinated by the PIO. Safety messaging may include power outage guidance and safe generator operations.

## ANNEX 7 - ALERT & WARNING

### ***Purpose***

This plan outlines procedures that guide the City for Alert and Warning. This is a supporting plan to the Roseville Emergency Operations Plan (EOP).

***The EOC does not need to be activated to generate an alert or notification.***

### ***Background***

Preparedness for hazards is essential. There are several methods the City can notify its residents of upcoming or significant events or urgent situations. Technology is a common pathway for issuing notifications which can include emails, text, social media, website, roadway signage, among others. Other methods might include telephone (reverse dialing) loudspeakers, and door-to door. During an emergency multiple pathways might be used before, during, and after an incident.

### ***Objectives***

1. Provide communication of essential, important, timely, and/or actionable information
2. Provide informational updates

### ***Methodology***

Currently, the County alerting system is Placer Alert. This allows for various avenues for sending messages, notifications, and alerts. The City may develop and use additional notification methods in order to reach as many people as possible.

Notification, messages, and alerts may include but are not limited to:

- Preparedness – such as an impending incident (winter storm), creating defensible space around residents for wildfire mitigation, checking emergency supplies
- Response – such as evacuation, shelter in-place, boil water notice, evacuation center locations
- Recovery – where to obtain public assistance, safe to return/repopulate
- Information – testing or vaccine location, controlled burn location (smoke in the area), Hwy 65 closed, sandbag locations

The City will work with County OES in order not to send duplicate or conflicting messages. Alerts and notifications may be sent in English and Spanish.

### ***EOC Activation***

When activated, a EOC staff member, such as the PIO, will be tasked with collecting information and intelligence and formulating appropriate messaging, notifications, and/or alerts in order to communicate with both City staff, residents, and businesses.

Based on the situation, circumstances, and urgency the EOC staff member will determine the most appropriate delivery pathway(s) and sending follow-up notifications, as necessary.

The City's PIO may be included in a countywide Joint information System (JIS) and a part of a Joint Information Center (JIC) in order to provide consistent messaging throughout the county.

**Preparedness**

In the City’s effort to better equip its residents for disasters, emergency and disaster preparedness is essential. Included in this effort may be:

- Evacuation planning routing and signage
- Personal emergency communication plans
- Maintaining emergency supplies and plans
- Assisting neighbors including those with disabilities and access and functional needs
- Be aware of changing situations
- Being prepared for various and multiple hazards

**RESPONSE PHASE**

During an emergency situation the City may alert all residents or only effected ones with news, instructions, directions, or similar information. Frequently alerts are direct and to the point with additional information often being posted elsewhere.

<b>Response Agency</b>	Public Affairs & Communication Citywide Communications Team
<b>Support Agencies</b>	Fire Department Police Department Public Safety Dispatch

Example alerts may include:

- Shelter in place – stay in your residences or offices; seek shelter immediately
- Smoke from Loomis wildfire; people with breathing issue should seek medical assistance as necessary
- Cooling center open – Riley Library – transportation available as needed
- Pleasant Grove is closed between Fiddymont & Roseville Pkwy. for the parade

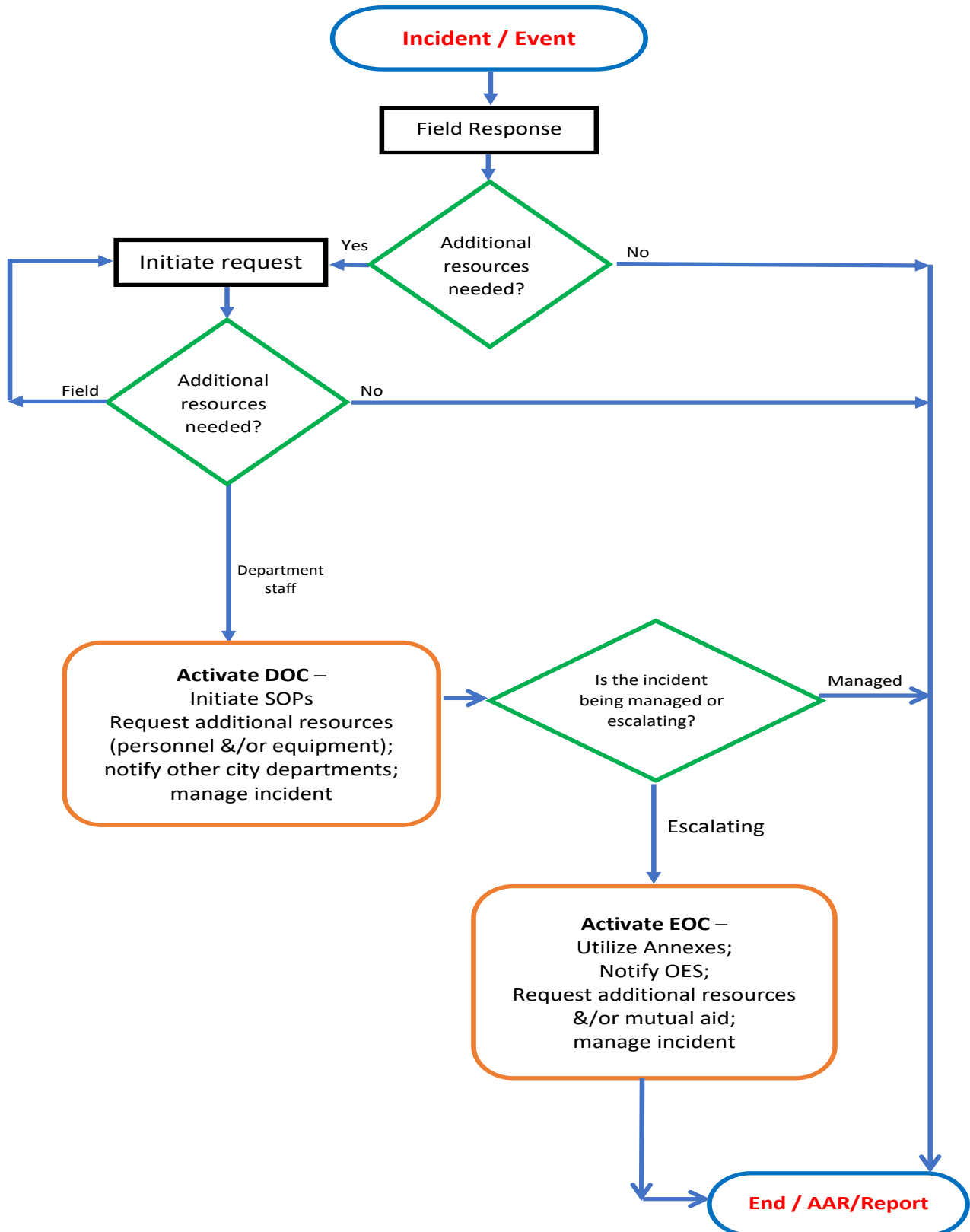
**RECOVERY PHASE**

**Recovery**

Following an incident or event, the City may notify residents with information and instructions related to recovery efforts or the aftermaths of an event. Examples may include:

- Pleasant Grove is now open to regular traffic
- Cooling centers are closed for the day. They will re-open again tomorrow at 10:00 am
- Recovery assistance centers are located at the Library, Mahany Park, Oakmont High School; translators (Spanish) available at all 3 locations

## ANNEX 8 - DAM / DIKE FAILURE



DAM FAILURE

## Overview

**Folsom Lake.** The Bureau of Reclamation (USBR) is the owner and operator of the Folsom Dam Complex, which includes the containment dikes surrounding and containing the reservoir; the State of California manages the surrounding park land. The reservoir provides hydroelectricity, irrigation, flood control, and municipal water supply. The current hazard mitigation plan identifies at least two possible failures that could affect the City of Roseville – Folsom Right Wing Dam and any of the Folsom Reservoir western containment dikes. Folsom Reservoir is formed from the outflow of the North Fork and South Fork of the American River. The lake lies in Placer, El Dorado, and Sacramento Counties and has a volume of 976,000 acre-feet. Part of Granite Bay (unincorporated Placer County) lies between the lake and Roseville City limits.

Folsom Dam was built by the U.S. Army Corps of Engineers in 1955 and transferred to the Bureau of Reclamation. Folsom Dam is composed of several facilities, which function as a system to create the reservoir. These facilities are the Dam (or “Main Dam”), Folsom Dam Auxiliary Spillway (or Folsom Auxiliary Dam), the Right Wing Dam, the Left Wing Dam, Western Containment Dikes, and Eastern Containment Dikes. These facilities are shown in the images below. The Main Dam is a concrete gravity dam. The Bureau of Reclamation maintains an Emergency Action Plan for the facility.



Even though the lake is located outside of the city limits, a failure of either any of the western containment dikes or Right Wing Dam could cause an inundation in the City and surrounding areas. Because of its potential risk to terrorism, security for the dam has been increased. A complete failure could affect more than 500,000 area residents.

The Public Works Department maintains the City’s Flood Warning & Response Plan It contains details of flood-prone areas of Roseville and the Department’s response plan. A copy of the Dam’s Emergency Action Plan is maintained by the Assistant Fire Chief and the City Floodplain Manager and can be used for reference during an emergency concerning the western containment dikes or the Right Wing Dam.

**Miners Ravine.** The Miners Ravine creek area is located in the East Roseville Parkway community and has the potential for flooding during severe rains/storms and/or a sustained period of rain/storms. The surrounding areas contain residences and some retail complexes.

**Preparedness**

The City may:

- inform residents that they are living in a dam inundation areas
- pre-identity evacuation routing
- develop pre-scripted messaging

**RESPONSE PHASE**

**Response**

First responder agencies would provide initial response for immediate needs and rescues. The City’s EOC may be activated should additional support and/or resources be needed.

<b>Response Agency</b>	Fire Department Police Department Public Works Department City PIO
<b>Support Agencies</b>	Park, Recreation & Libraries Department Placer County OES Environmental Utilities Electric Utilities

**Immediate Response** – fire, police, EMS, public works, and utilities to address and coordinate urgent and immediate needs including traffic coordination, evacuation, power/utility outages, and alert and notifications. Evacuation will be based on current and projected issues, water flow and direction.

**Secondary Response** - may include shelter or evacuation sites, additional field responders, traffic coordination, supplemental public notifications, coordination with County and other resources.



Impacted Area	Potential Scope of Responsibility
<b>Transportation</b>	<p>Address potential impacts in rail operations, transportation safety, movement restrictions, and restoration/recovery of transportation</p> <p>Address potential impacts on traffic monitoring and management</p>
<b>Communication</b>	<p>Ensure accurate and timely messaging among first responders departments</p> <p>Ensure critical communication and distribution of information among staff</p>
<b>Public Works and Engineering</b>	<p>Address potential impacts on utility, fuel, and building systems including monitoring, industrial control systems,</p> <p>Provide situational awareness, multi-jurisdictional coordination, and prioritize recommended actions regarding critical infrastructure and key resources</p> <p>Address potential for supporting critical life safety functions if systems are impacted (e.g., firefighting water supply)</p> <p>Coordinate protection, restoration, and sustainment of mission critical regional critical infrastructure</p> <p>Respond with necessary equipment and staff to manage flooding situations; request mutual aid as needed</p>
<b>Firefighting</b>	<p>Address potential for delayed response or slowed response times</p> <p>Address potential for conducting operations with compromised water pressure, compromised engineered vehicle systems, compromised firefighter monitoring systems, loss of IT-equipment (medical, hazardous materials [HazMat] detection/survey/testing), loss of HazMat modeling systems, or loss of situational awareness systems</p> <p>Respond with appropriate staff and equipment; request mutual aid as necessary</p>
<b>Emergency Management</b>	<p>Provide impact assessments, forecasts and recommended prioritized actions for managing critical public safety operations and key resources</p> <p>Coordinate protection, restoration, and sustainment of mission critical regional emergency management IT systems and resources</p> <p>Assist and support any evacuations and sheltering</p> <p>Assist with any alerts and notifications</p> <p>Activate EOC as needed</p>

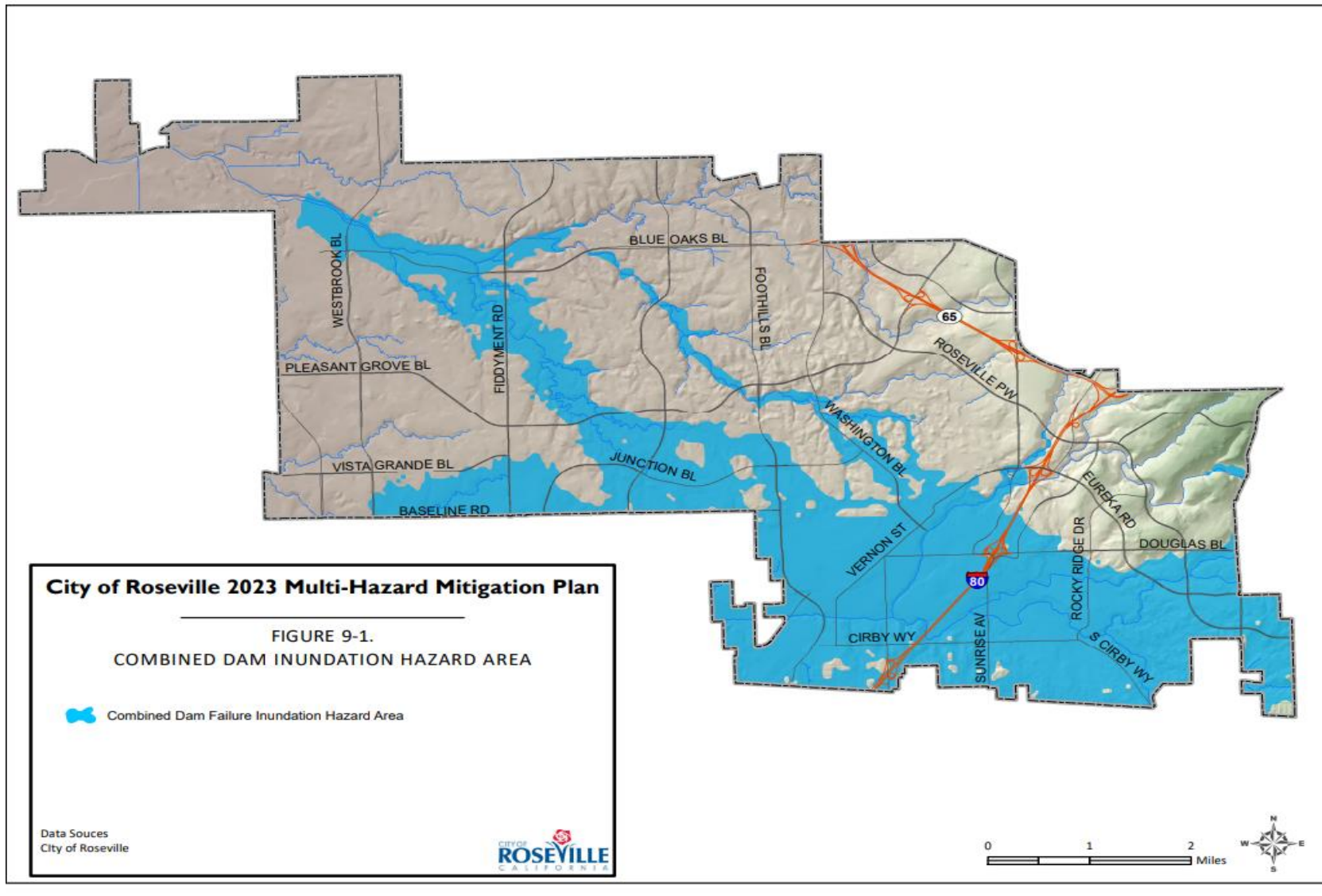
<p><b>Mass Care, Emergency Assistance, Human Services</b></p>	<p>Address requirements of individuals with access and functional needs impacted by disruption of infrastructure and/or utility systems to include provision of electrical power for medical equipment, communications, and climate control. Provide mass shelter as necessary</p> <p>Provide potable water to residents affected by disruption to water delivery systems</p> <p>Provide food and commodities to residents affected by disruption to regular service and supply systems</p>
<p><b>Logistics</b></p>	<p>Identify immediate and potential threats to the availability of mission critical supplies and equipment including fuel (generator and vehicle), potable water, mass care materials, durable medical equipment, and communications</p> <p>Provide alternate data processing facilities, telecommunications support, and contract services procurement</p>
<p><b>Emergency Medical Services</b></p>	<p>Address potential for delayed EMS response and adapted standards of care</p>
<p><b>Public Information</b></p>	<p>Coordinate the release of notifications to the public</p> <p>Monitor social and traditional media for potential disinformation campaign techniques including novel false information or visuals; deliberately inaccurate, incomplete, or exaggerated information; denial of facts; conspiracy claims; and suspect, altered, or hijacked information sources (ex. web sites, Twitter, Next Door accounts)</p> <p>Brief significant disinformation incidents to the EOC Planning Section Chief, EOC Director or to Emergency Management if not during an EOC Activation</p> <p>Prepare to expand rumor control function to rapidly address and/or counter disinformation</p> <p>Address potential impacts in social media platforms</p>
<p><b>Police</b></p>	<p>Address potential increased demand for priority calls for service including security and traffic management</p> <p>Address potential for delayed response or slowed response times</p> <p>Oversee and coordinate evacuation efforts</p>
<p><b>Business &amp; Recovery</b></p>	<p>Communicated with any affected businesses and supply support as necessary</p>

## RECOVERY PHASE

The EOC may be tasked with immediate recovery support responsibilities that include public notification updates, traffic coordination, mass care and sheltering, public works activities, and coordination with repair agencies. As part of the recovery process the City may coordinate efforts with the dam operators.

<b>Transportation</b>	Restore traffic patterns and flow after the situation has been mitigated
<b>Communication</b>	Coordinate communication among staff regarding the support of recovery
<b>Emergency Management</b>	<p>Continue EOC activation as necessary transition from response phase to recovery phase</p> <p>Support any evacuation / sheltering activities and assist in transitioning their closure</p> <p>Ensure appropriate documentation of incident</p> <p>Draft AAR as necessary</p>
<b>Firefighting</b>	During re-entry process of affected areas, ensure there are no hazardous situations, if so mitigate them
<b>Mass Care, Emergency Assistance, Human Services</b>	<p>Address requirements of individuals with access and functional needs impacted by disruption of infrastructure and/or utility systems to include provision of electrical power for medical equipment, communications, and climate control. Provide sheltering as necessary</p> <p>Provide potable water to residents affected by disruption to water delivery systems</p> <p>Provide food and commodities to residents affected by disruption to regular service and supply systems</p> <p>As the situation resolves, initiate the transition of sheltered / evacuated residents to re-entry process</p>
<b>Public Information</b>	<p>Send Alert &amp; Notification updates with relevant information and directions; provide follow-up messaging as needed</p> <p>Address potential impacts in social media platforms</p>
<b>Police</b>	<p>Assist in re-populating affected areas</p> <p>Assist in traffic management of re-entry areas</p>
<b>Business &amp; Recovery</b>	Support local businesses in recovery efforts as appropriate

The image below illustrates the City's combined inundation hazard area.



## ANNEX 9 - PUBLIC HEALTH

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### **Overview**

Throughout history there have been various pandemic/epidemic occurrences including the Spanish Flu, Black Death (bubonic plague), and most recently COVID-19 (coronavirus) that have had world-wide effects.

While the health management of most recent incident has been the responsibility of public health agencies, additional responsibilities have also been assigned to local governments, including emergency management and first response agencies, to assist in the management of situations.

In Placer County, the Public Health Department has been responsible for overall health management for the COVID situation. The Health Department has been assisted by various agencies that have provided inoculation sites, shelters and evacuation sites, communication updates, and more.

### **Purpose**

Communication and support would be the two primary missions for the City in similar public health events.

### **Preparation**

The City has developed a plan that can be used in order to convey useful information, updates, and requirements to local residents.

As part of ongoing communication readiness, the City will routinely update its protocols and delivery methods and pathways.

In preparation for supporting potential activities and responses, the City will work to maintain staff preparedness and capabilities for all potential emergencies and disasters. This may include periodic testing of certain alert and notification pathways.

### **Response**

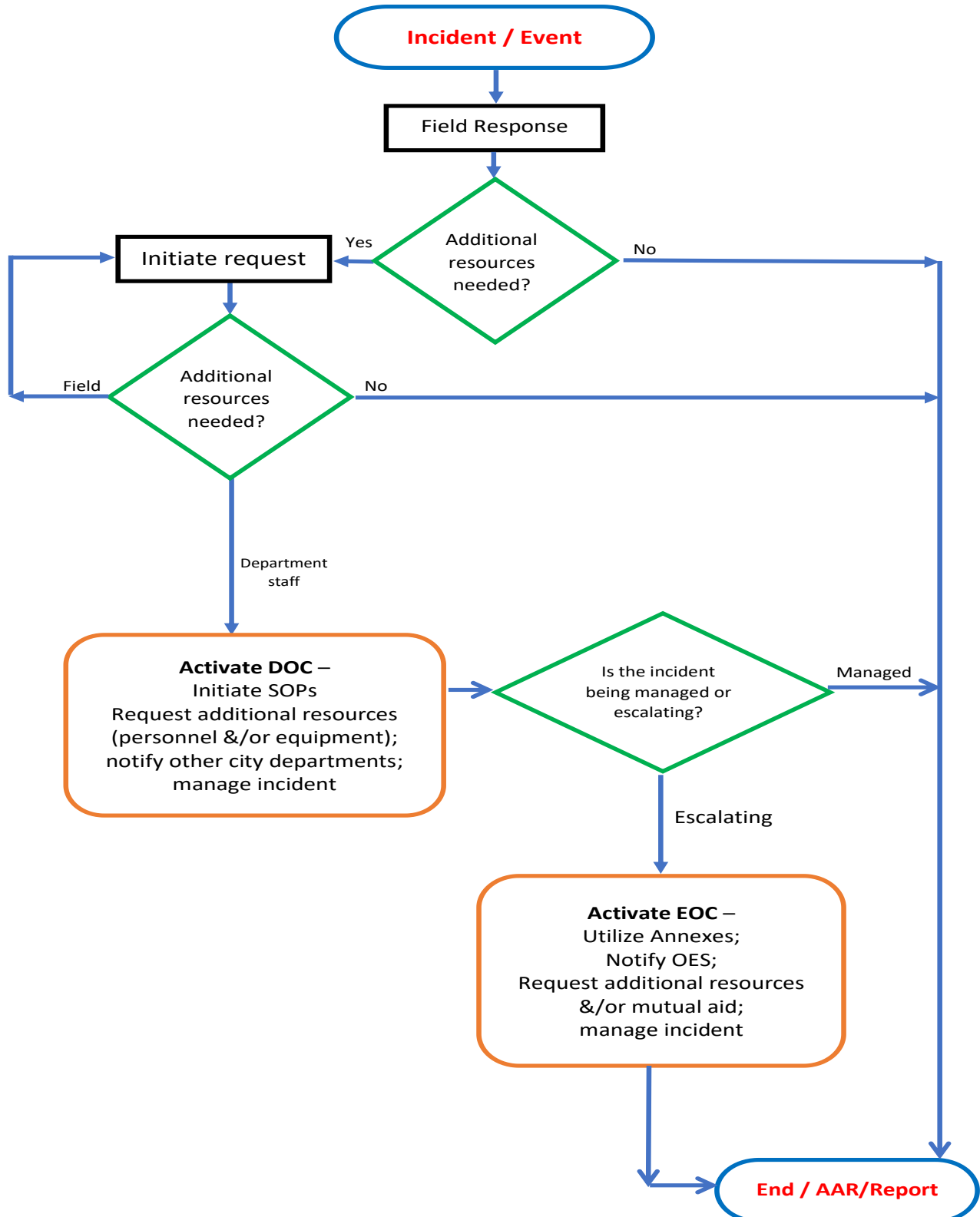
As part of the City's efforts to communicate with its residents, the City will determine the most appropriate avenues for disseminating information during public health emergencies.

In support of community response for public health emergencies, the City will collaborate with County efforts, to the extent possible, as part of the City's responsibility to ensure the welfare of its residents.

### **Recovery**

In aftermath of such an event, the City may choose to provide additional information and resources to assist residents. If the City has active its EOC, it is required to conduct an After-Action Report / Improvement Planning process in order to improve efficiency, effectiveness, and response and submit its finding to Cal OES

## ANNEX 10 – CYBER INCIDENT



## **Introduction**

As Roseville's residents, businesses, and organizations, rely on Information technology (IT) systems to support most of their activities, the potential for disruption or damage to these systems has increased. Additionally, many government entities rely on IT for storage of information, communication, monitoring of systems, among others. A cyber incident has the potential to impact many important community infrastructure systems including telecommunications, transportation, electrical power distribution, water distribution, wastewater collection, financial services, government services, and medical care.

The National Cyber Incident Response Plan categorizes the actual or potential impacts of a cyber incident as *Low, Medium, High, or Severe*. Incidents that qualify as High or Severe may overwhelm government and private sector resources by disrupting the internet, creating simultaneous cascading impacts in many different sectors, and challenging community confidence. Incidents at this level may threaten lives, property, the economy, and national security.

Cyber incidents could be caused by intentional activity such as criminal action, political activity, or terrorism. These "cyber-attacks" can result from the actions of a single individual, an affiliated group of individuals, an organization, or even a nation-state. Cyber incidents may also result from accidental/unintended threats (e.g., shutdown of equipment), process failures, and natural hazards (e.g., lightning strikes).

As the potential for cyber incidents has increased, so too has the range and breadth of potential consequences. The effects of such an incident are not limited to the system immediately impacted. Secondary effects could create additional unintentional or unforeseen consequences further extending the impact on our communities.

Cyber incidents may also be a single but critical element of a larger incident that threatens lives, property, and the continued operation of critical business functions. Additionally, a cyber incident may directly affect those organizations and agencies that are charged with responding to the consequences of such disruption.

## **Purpose**

This Annex establishes a common understanding of key cyber concepts and terminology, provides a system to evaluate the severity of the incident, assigns roles and responsibilities to city stakeholders, and outlines the key coordination processes for sharing threat intelligence, developing situational awareness, and managing operational response in a cyber-disrupted environment.

## **Scope**

This Annex addresses significant cyber incidents that have or could potentially degrade, damage, or destroy networked information systems that support critical community functions and infrastructure within Roseville. Critical functions and infrastructure include:

- Telecommunications
- Transportation/Transit/Rail
- Electrical Power Generation/Transmission

- Potable Water Treatment/Distribution
- Wastewater Collection/Treatment
- Fuels Refining/Distribution
- Financial/Banking Services
- Manufacturing/Commerce
- Government/Public Safety Services
- Medical/Healthcare

This Annex can be activated for cyber incidents limited to specific department or sectors within Roseville or as mutual aid for Placer County. This Annex or elements of this Annex can also be activated if the cyber incident occurs in concert or as a result of other threats/hazards such as conventional terrorism.

In response to cyber incidents occurring elsewhere in the country or the world, this Annex may be activated to coordinate intelligence sharing, enable cross-jurisdictional and cross-disciplinary communications, and implement potential protective actions.

Rather than directing the technical response to the cyber threat, this Annex focuses on mitigating and responding to the consequences created by the incident. This Annex does not address the organization or processes utilized by IT and business stakeholders to detect, analyze, prioritize, and mitigate the technical aspects of the cyber incident. This Annex does not address ongoing cybersecurity measures or pre-incident system vulnerability assessments.

**Cyber Incident Interaction**

Impacted Area	Potential Scope of Responsibility
<b>Transportation</b>	<p>Address potential impacts in rail and transit operations, transportation safety, movement restrictions, and restoration/recovery of transportation infrastructure</p> <p>Address potential impacts on traffic monitoring, transportation industrial control systems, supervisory control, and data acquisition (SCADA) systems and geographic information systems (GIS)</p>
<b>Communication</b>	<p>Coordinate information sharing and situational analysis with telecommunications and IT organizations</p> <p>Address potential impacts on digital voice/data communications, GIS, disaster recovery, and asset and interdependency identification</p> <p>Provide situational awareness, cross-sector coordination, and prioritize recommended actions regarding critical infrastructure and key resources</p> <p>Coordinate protection, restoration, and sustainment of mission critical regional cyber and IT systems and resources</p>

	<p>Provide oversight of critical voice and data communications within the City and Placer County incident management and response structures</p> <p>Address potential alternate communications methods</p> <p>Coordinate restoration and repair of telecommunications infrastructure</p>
<p><b>Public Works and Engineering</b></p>	<p>Address potential impacts on utility, fuel, and building systems including monitoring, industrial control systems, SCADA systems and GIS</p> <p>Provide situational awareness, multi-jurisdictional coordination, and prioritize recommended actions regarding critical infrastructure and key resources</p> <p>Address potential for supporting critical life safety functions if systems are impacted (e.g., firefighting water supply)</p> <p>Coordinate protection, restoration, and sustainment of mission critical regional critical infrastructure</p>
<p><b>Firefighting</b></p>	<p>Provide possible alternate dispatch, resource coordination, and incident management processes in the event of communications systems failures</p> <p>Address potential for delayed response or slowed response times</p> <p>Address potential for conducting operations with compromised water pressure, compromised engineered vehicle systems, compromised firefighter monitoring systems, loss of IT-equipment (medical, hazardous materials [HazMat] detection/survey/testing), loss of HazMat modeling systems, or loss of situational awareness systems</p>
<p><b>Emergency Management / Planning</b></p>	<p>Coordinate information sharing and situational analysis with public safety and IT organizations</p> <p>Provide impact assessments, forecasts and recommended prioritized actions for managing critical public safety operations and key resources</p> <p>Address potential impacts on emergency management digital voice/data communications</p> <p>Coordinate protection, restoration, and sustainment of mission critical regional emergency management IT systems and resources</p> <p>Identify and implement backup or alternate digital voice/data communications solutions. As needed, implement manual EOC systems for collecting, analyzing, and communicating critical data to internal staff and external stakeholders</p>

<p><b>Mass Care, Emergency Assistance, Human Services</b></p>	<p>Address requirements of individuals with access and functional needs impacted by disruption of infrastructure and/or utility systems to include provision of electrical power for medical equipment, communications, and climate control. Provide mass shelter as necessary</p> <p>Provide potable water to residents affected by disruption to water delivery systems</p> <p>Provide food and commodities to residents affected by disruption to regular service and supply systems</p>
<p><b>Logistics</b></p>	<p>Identify immediate and potential threats to the availability of mission critical supplies and equipment including fuel (generator and vehicle), potable water, mass care materials, durable medical equipment, and communications</p> <p>Provide alternate data processing facilities, telecommunications support, and contract services procurement</p> <p>Address financial sector interdependencies</p>
<p><b>Public Health &amp; Medical Services</b></p>	<p>Address potential impacts in medical equipment, patient management, health records, and emergency medical services (EMS) reporting systems</p> <p>Address alternate EMS/transport dispatch, resource coordination, and incident management processes and standards of care in the event of communications systems failures</p> <p>Address potential for delayed EMS response and adapted standards of care</p> <p>Address electricity-dependent and vulnerable populations impacted by power outages, traffic delays, and interruption of support of activities of daily living</p>
<p><b>Hazardous Material</b></p>	<p>Identify actual or potential impacts on equipment and industrial control systems that monitor and/or could release hazardous materials</p>
<p><b>Natural Resources</b></p>	<p>Address potential impacts in critical infrastructure industrial control systems and SCADA systems for potable water treatment/distribution, and wastewater collection/treatment</p> <p>Address potential impacts in food manufacturing, processing, storage, transportation and preparation equipment and industrial control systems</p>
<p><b>Energy</b></p>	<p>Address potential impacts in industrial control systems and SCADA systems which support critical infrastructure (fuel transmission/distribution, electrical power transmission/distribution, electrical power generation, nuclear power plants, and natural gas transmission/distribution)</p>

	<p>Coordinate energy infrastructure assessment, repair, and restoration</p> <p>Conduct energy industry utilities coordination</p>
<b>Public Information</b>	<p>Obtain clear direction from the EOC Management regarding which cyber threat and vulnerability information is to be treated as law enforcement sensitive and which can be shared with stakeholder organizations and the public</p> <p>Coordinate the content and release of safety/security notifications to the public</p> <p>Monitor social and traditional media for potential disinformation campaign techniques including novel false information or visuals; deliberately inaccurate, incomplete, or exaggerated information; denial of facts; conspiracy claims; and suspect, altered, or hijacked information sources (ex. web sites, Twitter, Next Door accounts)</p> <p>Brief significant disinformation incidents to the EOC Planning Section Chief, EOC Director or to Emergency Management if not during an EOC Activation</p> <p>Prepare to expand rumor control function to rapidly address and/or counter disinformation</p> <p>Address potential impacts in social media platforms</p> <p>Address public messaging methods in light of potential communications outages</p>
<b>Law Enforcement (Public Safety &amp; Security)</b>	<p>Address potential increased demand for priority calls for service including security and traffic management</p> <p>Address potential for delayed response or slowed response times</p> <p>Provide alternate dispatch, resource coordination, and incident management processes in the event of communications systems failures</p> <p>Address potential for conducting operations loss of local records databases, wants/warrants databases, criminal intelligence databases, or situational awareness tools</p> <p>Address potential impacts in accessing/securing criminal evidence</p> <p>Coordinate incident investigation, forensics, and arrest. Request state and federal assistance when needed</p>
<b>Volunteers &amp; Donations</b>	<p>Address potential use of volunteers to assist with response to the impacts of cyber incidents</p>
<b>Business &amp; Recovery</b>	<p>Implement internal cybersecurity incident response protocols</p>

	<p>Assess current or potential impacts upon life safety, security, traffic systems, emergency medical systems, electronic patient care reporting systems, property protection, environmental protection systems, financial systems, communications, and utilities</p> <p>Identify and communicate with actual or potentially impacted organizations</p> <p>Identify threats and vulnerabilities to IT networks with respect to emergency management objectives and priorities</p> <p>Develop and support the sharing of available threat intelligence information with affected jurisdictions and agencies</p> <p>Work with affected system owners to determine resources needed to restore operations to a normal state and safeguard against continuing or evolving threats</p> <p>Address disaster recovery and the restoration of critical functions and operations, facilities management systems, and asset and interdependency identification</p> <p>Address potential long-term impacts on commercial sector and tourism</p>
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**Concept of Operations**

**Direction and Control** -- As the threat of or an actual cyber incident develops, Information Technology Department (ITD) will lead the initial response. As needed, ITD will communicate with peer IT staff in stakeholder agencies as well as state and federal resources to identify the threat, develop threat intelligence, and analyze actual or potentially affected systems and work to remediate the incident.

As needed, ITD will notify and coordinate with Emergency Management if the incident is or may potentially impact critical infrastructure or public safety systems. ITD may activate its DOC to manage a minor incident. If the incident is significant or increasing, this could necessitate the activation of the EOC to facilitate information sharing, resource development, and operational coordination and management.

**Roles and Responsibilities** – In addition to those outlined in the EOP, the following roles and responsibilities may be applicable in a cyber incident categorized as HIGH or SEVERE potential impact:

<b>Response Agency</b>	Information Technology
<b>Support Agencies</b>	Police Department Fire Department Public Works Department Public Affairs and Communications Placer County OES State and Federal Law Enforcement agencies, as needed

- Implement internal cybersecurity incident response protocols.
- Identify threats and vulnerabilities to IT networks with respect to emergency management objectives and priorities.
- Notify peer organizations in currently and potentially affected jurisdictions and agencies.
- Develop and facilitate the sharing of available threat intelligence information with affected jurisdictions and agencies.
- Monitor incidents to develop initial situational awareness including scale and scope and determine if the incident is stable, improving, or expanding.
- Communicate and coordinate with other local, state, federal and private-sector cybersecurity resources to identify and implement IT response measures.
- Provide a liaison to the EOC in the capacity of ITD EOC Representative.
- Be prepared to provide additional staff to the EOC to facilitate the coordination of threat intelligence, situational awareness information, IT resource requests, and IT remediation activities.
- Assist City leadership and/or EOC Management staff in understanding technical and operational issues regarding the threat, actual/potential impacts, and resource status.
- Assist City leadership and/or County EOC Incident Command staff in developing priorities and objectives for a long-term response to a large-scale cyber incident. Recommend potential courses of action including staff reassignments, affected systems containment, halting key processes, equipment shutdown, threat blockage, communications lockdown, and restoration priorities.
- Be prepared to support City departments with activation or partial activation of Continuity of Operations (COOP) plans.
- Coordinate with internal staff, vendors, and City EOC staff to identify gaps and procure cyber incident-related resources.
- Work with affected system owners to determine resources needed to restore operations to a normal state and safeguard against continuing or evolving threats.
- Track system restoration efforts and provide information regarding estimate/actual time to full restoration including the status of backup data.
- Safeguard public sector data and coordinate with the City Attorney, Human Resources, and Communications Departments regarding any actual or potential exposure of any personally identifiable information (PII).
- As possible, be prepared to support stakeholders in the areas of providing attack sensing and warning capabilities, gathering, and analyzing information to characterize the attack and to gain attribution of the cyber threat, participating in information-sharing, offering mitigation techniques, performing network intrusion diagnosis, and providing technical expertise.

- As needed, coordinate with local, state, and federal law enforcement agencies regarding criminal investigations, forensic evidence, and property chain-of-custody.
- Track restoration efforts and provide information to City EOC and City leadership regarding estimated and actual time to full restoration.
- Establish procedures and protocol for migrating back to primary systems, networks, and normal operations when coming out of a cyber incident.
- Establish recovery time objectives for equipment, networks, critical business processes and systems, accessibility to critical data, and citizen services.
- Conduct internal and external after-action reviews as needed.
- Ensure that cyber insurance carrier has been contacted (ref: City’s Cyber Incident Response Plan)

<b>Department or Agency</b>	<b>Roles and Responsibilities</b>
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<b>Emergency Management</b>	Responsible for the update, training, and dissemination of the plan.
	Monitor local and regional incidents and threat intelligence feeds (including disinformation incidents) to develop initial situational awareness including scale/scope and determine if the incident is stable, improving, or expanding.
	Work with ITD to address cyber incidents and disruptions that impact or are precipitated by natural disasters.
	In order to familiarize departments that respond to the EOC with cyber incident issues, consider conducting a just-in-time, all-hands overview of cyber threat, vulnerabilities, potential effects, and the key elements of this plan.
	Coordinate with ITD to safeguard and/or minimize the effects on critical public safety information and communications and emergency management software systems.
	Identify the need for and coordinate development of alternate voice and data communications systems (satellite, ham radio, among others)
	Address the potential for near and long-term loss of public confidence in public safety and government services.
	If the incident is tied to a terrorist or nation-state attack, serve a liaison to Homeland Security and Cal OES to coordinate federal resources including access to the National Communications System (NCS).
	Work with ITD to identify, communicate with, and integrate private sector cyber infrastructure organizations into the restoration/recovery process.

<b>Police Department</b>	Provide primary coordination point for state and federal law enforcement agencies.
	Monitor incidents to develop initial situational awareness including effects upon life safety, security, and traffic systems.
	Coordinate with City IDT to safeguard and/or minimize the effects on critical public safety information and communications systems.

	Assist with physical security at critical IT infrastructure and alternate recovery sites.
	If the incident is tied to a terrorist or nation-state attack, serve a liaison to State law enforcement and FBI to coordinate federal law enforcement resources and investigation activities including safeguarding of forensic evidence.
<b>Fire Department</b>	Monitor incidents to develop initial situational awareness including effects upon life safety, emergency medical systems, electronic patient care reporting systems, property/environmental protection systems and County Warning Point capabilities.
	Coordinate with ITD to safeguard and/or minimize the effects on critical public safety information and communications systems.
<b>Public Works</b>	Monitor incidents to develop initial situational awareness including effects upon life safety, train control applications, central control operations, traffic management systems, fare collection systems, communications, and utilities.
	Coordinate with ITD to safeguard and/or minimize the effects on critical industrial control systems/SCADA systems.
	Coordinate with the County EOC regarding situation status reporting for the California Department of Transportation (Caltrans) and Amtrak and Union Pacific.
<b>Utilities</b>	Monitor incidents to develop initial situational awareness including effects upon life safety, potable water treatment and distribution systems, sanitary sewer collection and treatment systems, communications, environmental protection systems, and electric generation and distribution systems.
	Coordinate with ITD to safeguard and/or minimize the effects on critical industrial control systems/SCADA systems.
	Coordinate with the EOC regarding customer messaging.
	Coordinate with the EOC regarding situation status reporting for U.S. Environmental Protection Agency (EPA), and California Environmental Protection Agency.

**Preparation** -- ITD will work with emergency management to identify potential training and exercise opportunities that support the capabilities outlined in this plan. Staff assigned to lead and support agencies are encouraged to take training designed to develop a common understanding of the key concepts and terminology that may apply in a cyber incident.

Law enforcement, fire, EMS, emergency management, public works and public safety communication agencies, municipalities, and universities identified as supporting this plan should review and address the recommendations for conducting cybersecurity self-assessments and safeguarding response capabilities.

**Alert and Notification** -- Unlike incidents that usually demonstrate a clear cause and effect, a cyber incident may be difficult to identify and its impacts not immediately apparent. As a cyber incident develops, timely and flexible coordination is needed to alert and notify key stakeholders.

If the ITD and/or the Emergency Management determine that the incident is cyber in origin, and the actual or potential impacts warrant further response, the Lead Emergency Manager will notify the City Manager of the situation and send a situational awareness conference call invitation to appropriate staff. The Lead Emergency Manager will work with staff to alert the potentially impacted city stakeholders and solicit any information that the stakeholders may have to assist with situational awareness.

**Response** – Emergency Management and ITD will cooperatively assess the on-going impacts of the incident, provide analysis of the extent and duration of incident, and identify requirements for current and potential consequence management.

Depending on the type and scope of the cyber incident, observed disruptions, potential issues as well as nature of the threat, the Roseville EOP, or portions of the EOP may be activated. In smaller incidents, Emergency Management or appropriate staff will coordinate appropriate situation status updates and threat intelligence with ITD while conducting coordination calls with jurisdictional stakeholders. In larger incidents, this may include activation of the full EOC at Level Two (Partial) or Level One (Full-Scale) as per the criteria contained in the EOP.

### Cyber Incident Assessment

Cyber incidents are divided into levels of severity based on their potential to negatively impact the City of Roseville’s operations, finances, or public image. The characteristics in the table below are intended to serve as general guidelines only - and should not be interpreted as absolutes.

Level	Severity	Description	Incident Characteristics
0	STEADY	<b>Trivial or unfounded events</b>	<ul style="list-style-type: none"> <li>Steady state, including routine watch and warning activities</li> </ul>
1	LOW	<b>Unlikely risk of attack / service disruption:</b>	<ul style="list-style-type: none"> <li>Small numbers of system probes, scans, and similar activities detected on external systems</li> <li>Isolated instances of known computer malware, easily handled by deployed endpoint software</li> </ul>
2	MEDIUM	<b>Risk of attack / service disruption:</b> Early indications of moderate to severe consequences	<ul style="list-style-type: none"> <li>Significant level of network probes, scans, and similar activities detected indicating a pattern of concentrated reconnaissance.</li> <li>Penetration or denial of service attack(s) attempted with minimal impact to agency operations.</li> <li>Widespread instances of known computer malware, easily handled by deployed endpoint software.</li> </ul>
3	HIGH	<b>Limited attack / service disruption:</b> Moderate to significant consequences are occurring or imminent.	<ul style="list-style-type: none"> <li>Service disruption with limited impact on agency operations.</li> <li>Little or no loss of confidential data.</li> <li>No loss of mission-critical systems or applications.</li> <li>Small risk of negative financial or public relations impact.</li> <li>Widespread instances of any computer malware that cannot be handled by deployed anti-virus software.</li> </ul>
4	SEVERE	<b>Attack / service disruption:</b> Highly disruptive consequences are occurring or imminent.	<ul style="list-style-type: none"> <li>Service disruption with significant impact on agency operations.</li> <li>Large number of systems compromised.</li> <li>Significant loss of confidential data.</li> <li>Loss of mission-critical systems or applications.</li> <li>Significant risk of negative financial or public relations impact.</li> <li>Effective attack is difficult to control or counteract.</li> </ul>
5	EMERGENCY	<b>Wide-scale critical disruptions:</b> Extreme impacts	<ul style="list-style-type: none"> <li>Imminent threat to regional or statewide critical infrastructure services, State government security, or the lives of citizens.</li> </ul>

		that exceed local and State resources	
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**Cyber Incident Escalation and Notification**

Following the detection and assessment of a cyber-incident, the IT Department will identify the necessary notifications or escalations that should be delivered. The CIO will activate appropriate team members from the CSIRT. If required, the City Manager will determine the level of EOC activation to be implemented. Alerting the public to a cyber-incident will be drafted by the City Public Information Officer (PIO) and handled according to the City of Roseville EOP. The matrix below provides general guidelines on which parties are notified during an incident.

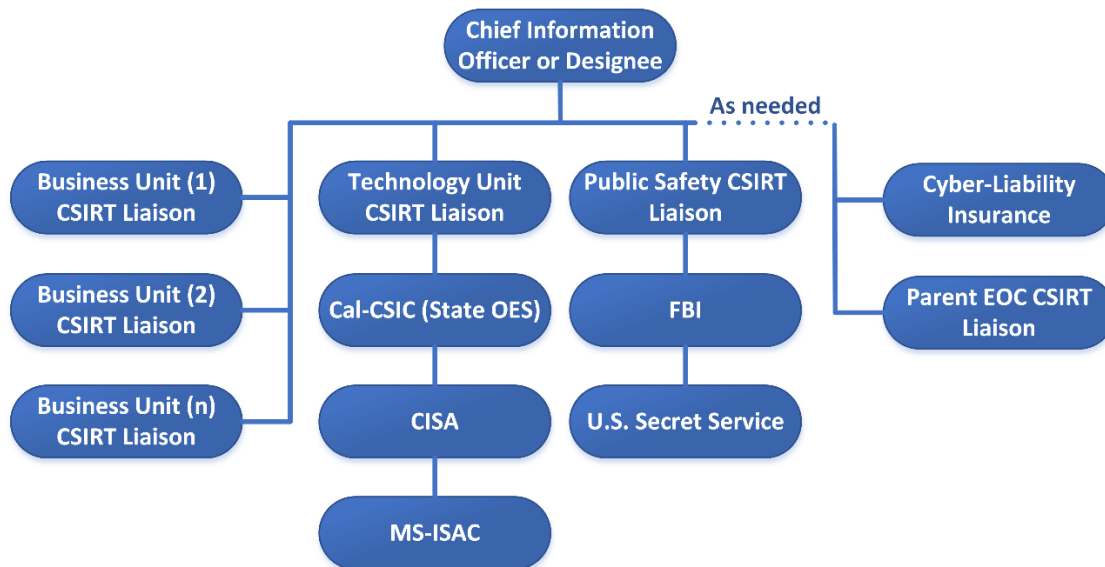
Escalation and Notification Matrix		
	<i>Functional Impact Categories</i>	<i>Notification Partners</i>
<b>Level</b>	<b>Definition</b>	
<b>1 - Low</b>	No effect to the City’s ability to provide all services to all users.	Notifications unnecessary
<b>2 - Medium</b>	Early indications of moderate to significant consequences	IT Department, involved City department stakeholders
<b>3 - High</b>	Significant to severe consequences are occurring or imminent.	<u>Above partners and include:</u> CSIRT, EMT, PIO, Legal, Police, Cal-CSIC, MS-ISAC, HR/Risk Management, Cyber Insurance
<b>4 - Severe</b>	Highly disruptive consequences are occurring or imminent.	<u>Above partners and include</u> City Manager, City Department heads, Placer OES / ISO, FBI
	<i>Recoverability Effort Categories</i>	<i>Notification Partners</i>
<b>Level</b>	<b>Definition</b>	
<b>1 - Low</b>	Time to recovery is predictable with existing resources within normal SLA’s.	Involved City department stakeholders
<b>2 - Medium</b>	Time to recovery is predictable with additional resources. SLA’s unable to be met.	<u>Above partners and include</u> IT Department, CSIRT
<b>3 - High</b>	Time to recovery is unpredictable; additional resources and outside help are needed.	<u>Above partners and include:</u> EMT, PIO, Legal, Police, Cal-CSIC, MS-ISAC, HR/Risk Management, Cyber Insurance
<b>4 - Severe</b>	Recovery from incident is not possible (e.g., sensitive data exfiltrated and posted publicly); launch investigation.	<u>Above partners and include</u> City Manager, City Department heads, Placer OES / ISO, FBI

## RESPONSE PHASE

### Cybersecurity Incident Response Organization

The City of Roseville IT Department maintains a list of personnel who can respond to cyber-related incidents. Members on the list are collectively known as the Cybersecurity Incident Response Team (CSIRT); and the Chief Information Officer (or designee) will assemble appropriate resources and lead the CSIRT for cyber-related incidents. The CSIRT team is made up of business and technical experts that prepare for, and respond to, cyber incidents. The cross-functional team supports information sharing and communication during significant cyber incidents.

The organization chart below outlines the basic structure of the team, and more internal and external resources can be added as required.



City Business Unit CSIRT members should be subject matter experts on the key business technologies in their areas. They should understand their business, and the business technology processes that define how work is done in their area. City Business Unit CSIRT members will:

- Identify business technology priorities for technology troubleshooting
- Assist with communication to business technology users
- Develop strategies to work-around technology impasses
- Coordinate with CSIRT team members on tactical and strategic priorities
- Act as liaison to their department head

## Incident Response Checklist

Preparation
<ul style="list-style-type: none"> <li>• Do we have a current contact list of Roseville CSIRT members?</li> <li>• Do the CSIRT members know whom to contact within their team?</li> <li>• Do all incident responders have sufficient access to perform a response?</li> <li>• Do we understand the risks to our business that this cyber-incident presents?</li> <li>• Have we developed plans to work-around cyber business technology impacts?</li> <li>• Do we have baseline data on normal network activity?</li> <li>• Do we have hard copies of this Cyber Annex document, SOPs, Playbooks, and other essential documents?</li> </ul>
Detection
<ul style="list-style-type: none"> <li>• Has the IT Department been notified of the incident?</li> <li>• Has the CSIRT been activated?</li> <li>• Has HR / Risk been notified; and Cyber Liability insurance contacted?</li> <li>• Where did the incident occur?</li> <li>• Who reported or discovered the incident?</li> <li>• How was it discovered?</li> <li>• Are there any other areas that have been compromised by the incident? If so, what are they and when were they discovered?</li> <li>• Have the notifications and escalations been performed (concept of operations)?</li> <li>• Have the source(s) of the incident been located? If so, where, when and what are they?</li> </ul>
Analysis
<ul style="list-style-type: none"> <li>• What is the scope of the impact?</li> <li>• What is the business impact?</li> <li>• Is this incident Information-related (loss/stolen), Functionally related (down service), or both?</li> <li>• What is the Cyber Incident Severity rating for this incident (concept of operations)?</li> <li>• Can the problem be isolated? <ul style="list-style-type: none"> <li>○ If so, then identify business impacts. Proceed to isolate the affected systems.</li> <li>○ If not, then work with system owners/managers to determine further action necessary to contain the problem.</li> </ul> </li> <li>• Have forensic copies of affected systems been created for further analysis? <ul style="list-style-type: none"> <li>○ If not, then place the forensic images into a secure location to prevent accidental damage and/or tampering.</li> </ul> </li> <li>• Have all commands and other documentation since the incident has occurred been kept up to date so far? <ul style="list-style-type: none"> <li>○ If not, document all actions taken as soon as possible to ensure all evidence are retained for either prosecution and/or lessons learned.</li> </ul> </li> </ul>
Containment, Eradication, and Recovery
<ul style="list-style-type: none"> <li>• Are all affected system isolated from non-affected system? <ul style="list-style-type: none"> <li>○ If not, then continue to isolate affected systems until short-term containment has been accomplished to prevent the incident from escalating.</li> </ul> </li> <li>• If possible, can the system(s) be reimaged and then hardened with patches and/or other countermeasures to prevent or reduce the risk of attacks? <ul style="list-style-type: none"> <li>○ If not, then indicate the reasons in the incident report</li> </ul> </li> <li>• Have all malware and other artifacts left behind by the attackers been removed and the</li> </ul>

<p>affected system(s) hardened against further attacks?</p> <ul style="list-style-type: none"> <li>○ If not, then indicate the reasons in the incident report</li> <li>● Have the affected system(s) been patched and hardened against the recent attack, as well as possible future ones?</li> <li>● What day and time would be feasible to restore the affected systems back into production?</li> </ul>
<b>Post-Incident Activity</b>
<ul style="list-style-type: none"> <li>● What tools/methods are you going to use to test, monitor and verify that the system being restored to production are not compromised by the same methods that caused the original incident?</li> <li>● Has all necessary documentation / reporting from the incident been performed? <ul style="list-style-type: none"> <li>○ If so, then generate the After Incident Report for the lessons learned meeting.</li> <li>○ If not, have the documentation / reporting done as soon as possible.</li> </ul> </li> <li>● Does the AIR answer the following questions of each phase of the response process: Who? What? Where? Why and How?</li> <li>● Schedule a lessons-learned meeting within two weeks after the incident has been resolved?</li> <li>● Lessons learned meeting: review the incident response process that occurred with all CSIRT members. Discuss areas where the response could have been handled better.</li> </ul>

Reference: 20211215\_COR\_CyberAnnex

## RECOVERY PHASE

**Recovery** -- Depending upon the nature of the incident, the coordinated functions provided by this plan may need to continue beyond the response phase. This may require additional departments or different personnel from within departments to continue ongoing efforts into the recovery process. Potential recovery functions that may be activated include:

- Economic
- Finance
- Health
- Infrastructure
- Intergovernmental
- Public Information/Outreach
- Social Services
- Transportation

The recovery phase of an incident or disaster places an entirely new set of duties and responsibilities upon cyber incident response stakeholders that could include:

- Coordinated criminal investigations, forensic evidence collection, and property chain-of-custody.
- Tracking long-term restoration efforts and estimated/actual time for full restoration.
- Conducting internal and external after-action reviews that may be partially or fully classified as law enforcement sensitive.
- Immediately moving to mitigate newly identified vulnerabilities.
- Addressing the potential for near and long-term loss of public confidence in public safety and government services.

- Identifying and integrating private sector cyber infrastructure organizations into the restoration/recovery process.
- Addressing the potential limitations of federal disaster recovery programs for a cyber incident under the Stafford Act.