



AUGUST 1, 2016

LAST REVIEW - DECEMBER 2017

FLOOD ANNEX

HAZARD-SPECIFIC ANNEX TO THE
COUNTY OF SANTA CLARA EMERGENCY OPERATIONS PLAN

Santa Clara County
**PUBLIC
HEALTH**



PUBLIC HEALTH DEPARTMENT
COUNTY OF SANTA CLARA
976 LENZEN AVE., SAN JOSE, CA

OFFICE OF EMERGENCY SERVICES
COUNTY OF SANTA CLARA & SANTA CLARA COUNTY FIRE
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Suggested citation for this planning document

Office of Emergency Services. (2016). *Flood annex – hazard specific annex to the County of Santa Clara emergency operations plan*. San Jose, CA: County of Santa Clara.



RECORD OF CHANGES

Number	Date	Section	Description	Organization
01.	August 2016	NA	Initial Release	County OES
02.	December 2017	Throughout	See Comments Matrix located at: http://bit.ly/2AeQT69	County OES
03.				
04.				
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ACKNOWLEDGEMENTS

We would like to acknowledge contributions from the following cities and towns; special districts; county departments and agencies; state agencies; federal agencies; and other planning partners:

County Departments

- *Office of Emergency Services (OES)
- *Public Health Department (PHD)
- County Executive's Office (CEO)
- County Counsel Office (CCO)
- Emergency Medical Services (EMS)
- Facilities and Fleet Department (FAF)
- Information Services Department (ISD)
- Office of Supportive Housing (OSH)
- Planning & Development Department (PLN)
- Roads and Airports Department (RDA)

Special Districts

- Santa Clara County Fire District
- Santa Clara Valley Water District

Volunteer Organizations

- American Red Cross
- Santa Clara Valley Emergency Preparedness
Healthcare Coalition

Local Jurisdictions

- City of Campbell
- City of Cupertino
- City of Gilroy
- City of Los Altos
- Town of Los Altos Hills
- Town of Los Gatos
- City of Milpitas
- City of Monte Sereno
- City of Morgan Hill
- City of Mountain View
- City of Palo Alto
- City of San Jose
- City of Santa Clara
- City of Saratoga
- City of Sunnyvale

State Agencies

- Caltrans

Federal Agencies

- National Weather Service (NWS)

*Lead County Agencies for the development of the County of Santa Clara Flood Annex



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HOW TO USE THIS PUBLICATION

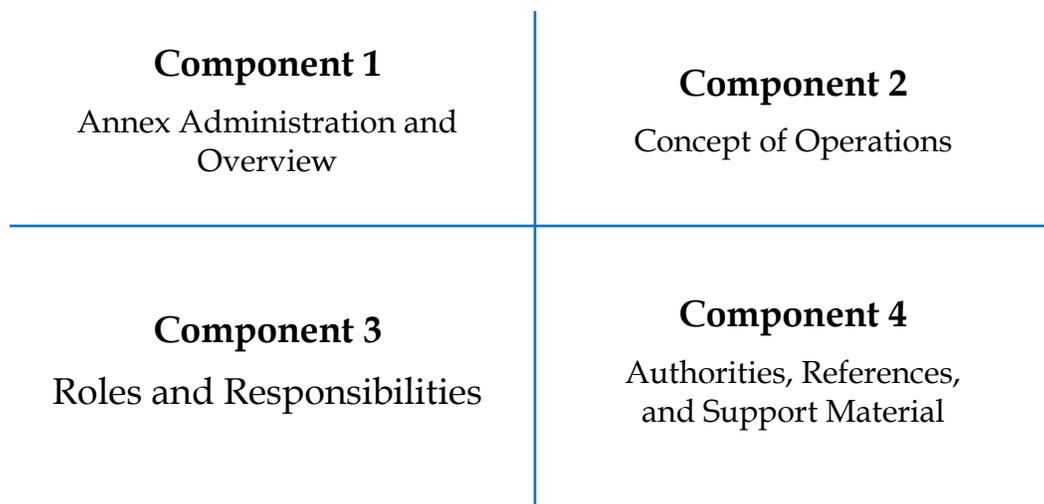
IMPORTANT: In case of Annex activation, it is recommended that the reader skip to Component 2 – Concept of Operations and refer to the Pre-Storm Coordination Timeline for pertinent information and recommendation actions that should influence the event decision-making process. This section is organized as detailed below:

- Up to 96 Hours (4 days) Prior to Storm Event – page 32
- 72 Hours (3 days) Prior to Storm Event – page 33
- 48 Hours (2 days) Prior to Storm Event – page 33
- 36 Hours – 24 Hours Prior to Storm Event – page 34
- 24 – 0 Hours Prior to Storm Event – page 34
- Storm Arrival – page 34

The Flood Annex is organized into four components, as shown on the next page; a summary of each component follows on the next several pages. This planning document is not meant to be read from beginning to end in just one sitting – or even several sittings. This publication was designed for a variety of audiences, each operating under a broad range conditions ranging from emergency events to routine planning activities. This document is intended as a reference guide for readers to consult at key moments during response, as well as by organizational planners during annex review and revision.

Each component is intended to be read by a particular audience at a particular time; for instance, the Roles and Responsibilities Component, organized by agency, is an excellent source of condensed information related to how each agency is tasked to perform action within the scope of this planning document. This component is recommended for departmental, agency, or jurisdictional leaders to gain familiarity with their roles and responsibilities as laid out in this functional annex. Planners and responders already familiar with the provisions of this hazard-specific annex may find the Roles and Responsibilities Component to be a great refresher.

A summary of each component; including information related to when each component should be used, as well as their intended audience follows on the next several pages.





Component 1

Annex Administration and Overview

Who should read?
Agency planners & leaders; partner agencies and jurisdictions

When to read?
Before event; during training; during annex review and revision

Component Contents

- Record of Changes
- Acknowledgements
- How to Use this Publication
- Promulgation
- Annex Development
- Annex Planning Organization
- Annex Maintenance
- Training & Exercises

Component 2

Concept of Operations

Who should read?
Agency planners & leaders; response/recovery directors, coordinators, and personnel (including EOC members and departmental staff); partner agencies and jurisdictions

When to read?
During training; during event; during annex review and revision

Component Contents

- Purpose, Scope, and Assumptions
- Pre-Storm Operational Area Coordination
- Pre-Storm Coordination Timeline
- Evacuation Considerations
- Reoccupation Considerations

Component 3

Roles and Responsibilities

Who should read?
Agency planners & leaders; response and/or recovery coordinators/directors; partner agencies and jurisdictions

When to read?
Before event; during training; during event as refresher; during annex review and revision

Component Contents

- R&R for Local Jurisdictions
- R&R for County Departments
- R&R for Special Districts
- R&R for Private Organizations
- R&R for State Agencies
- R&R for Federal Agencies

Component 4

Authorities, References, and Support Material

Who should read?
Agency planners, response and/or recovery coordinators, directors, and personnel (including EOC members and departmental staff), as needed; partner agencies and jurisdictions

When to read?
During training; during event; during annex review and revision

Component Contents

- Authorities and References
- Acronyms and Definitions
- Info Collection & Management Tool
- Risk Analysis Mapping
- Public Info & Warning with Message Templates
- Conference Call Agenda



COMPONENT 1: ADMINISTRATION AND OVERVIEW

Intended Audience

The intended audience for this component includes:

- Department leaders tasked with the implementation of this hazard-specific annex
- Department/Agency/Jurisdiction planners within the Santa Clara County Operational Area likely to participate in, or contribute to, any pre-disaster planning, response, and/or recovery activities
- State and federal auditors
- Partner and ancillary organizations and jurisdictions

When to Read

This component is intended to be read:

- Before any emergency/disaster event to ensure compliance with established County policies with the ultimate intention of promulgation
- During training to educate annex stakeholders on the document’s purpose, scope, and assumptions
- During plan review/revision cycle

Summary

The purpose of *Component 1: Administration and Overview* is:

- Assist local jurisdictions to develop flood planning products which compliment County policies and procedures
- As reference for local, state, and federal responders to integrate their agency operations with local procedures, if needed
- As reference for local, state, and federal emergency management personnel to conduct an informed after-action investigation and report
- To provide the following information, as required by County’s standard emergency management planning document format and local planning conditions. See table below: .

County OES - Standard Annex Administration Component			
Record of Changes	pg 2	Annex Administration	pg 18
Acknowledgements	pg 4	Annex Development	pg 18
How to Use this Publication	pg 6	Annex Planning Organization	pg 18
Promulgation	pg 12	Annex Maintenance	pg 21
Table of Contents	pg 14	Training and Exercises	pg 22



COMPONENT 2: CONCEPT OF OPERATIONS

Intended Audience

The intended audience for this component includes:

- Department/Agency/Jurisdiction planners within the Santa Clara County Operational Area likely to participate in, or contribute to, any pre-disaster planning, response, and/or recovery activities
- State and federal auditors
- Partner and ancillary organizations and jurisdictions

When to Read

This component is intended to be read:

- During training to educate annex stakeholders on the operational coordination concepts utilized by all defined organizational entities identified throughout the Flood Hazard-Specific Annex
- During emergency or disaster event
- During plan review/revision cycle

Summary

The purpose of *Component 2: Concept of Operations* is:

- To inform partner and ancillary organizations of the County's flood preparedness and response procedures
- Assist local jurisdictions to develop flood planning products which compliment County policies and procedures
- As reference for local, state, and federal responders to integrate their agency operations with local procedures, if needed
- As reference for local, state, and federal emergency management personnel to conduct an informed after-action investigation and report

This component begins with a description of the planning purpose and scope, as well as a catalog of the assumptions that County planners utilized as parameters for this planning document. Changes in the planning environment may alter the anticipated outcome of this document. Additionally, any operation that deviates from the stated planning purpose, scope, and assumptions (page 26) outlined in this publication may produce unintended or unanticipated outcomes.

The component goes on to describe the actions and/or considerations for the following topics:

- Pre-Storm Operational Area Coordination (page 32)
- Pre-Storm Coordination Timeline (page 32)
- Evacuation Considerations (page 35)
- Reoccupation Considerations (page 35)



COMPONENT 3: ROLES AND RESPONSIBILITIES

Intended Audience

The intended audience for this component includes:

- Department/Agency/Jurisdiction planners within the Santa Clara County Operational Area likely to participate in, or contribute to, any pre-disaster planning, response, and/or recovery activities
- State and federal auditors
- Partner and ancillary organizations and jurisdictions

When to Read

- Before event
- During event, as refresher (particularly if department and/or agency leader)
- During plan review/revision cycle

Summary

The purpose of *Component 4: Roles and Responsibilities* is:

- To inform partner and ancillary organizations of the County’s flood preparedness and response procedures
- Assist local jurisdictions to develop flood planning products which compliment County policies and procedures
- As reference for local, state, and federal responders to integrate their agency operations with local procedures, if needed
- As reference for local, state, and federal emergency management personnel to conduct an informed after-action investigation and report

Component 4: Roles and Responsibilities is intended to provide agency leaders with a quick point-of-reference to understand their organization’s role and responsibilities in accordance with this planning document. The table below catalogues the various agencies that have been tasked to perform some action(s) in this hazard-specific annex.

Roles and Responsibilities			
All local jurisdictions	p 38		
County of Santa Clara Departments and/or Agencies			
Office of Emergency Services (OES)	p 38	Roads and Airports (RDA)	p 40
Public Health Department (PHD)	p 39	Office of Supportive Housing	p 40
Social Services Agency (SSA)	p 40		
Special Districts		Private Organizations	
Santa Clara Valley Water District	p 41	Outreach (VTA)	p 41
State Agencies		Federal Agencies	
California Office of Emergency Services (Cal OES)	p 42	National Weather Service (NWS)	p 42



COMPONENT 4: AUTHORITIES, REFERENCES, AND SUPPORT MATERIAL

Intended Audience

The intended audience for this component includes:

- Department/Agency/Jurisdiction planners within the Santa Clara County Operational Area likely to participate in, or contribute to, any pre-disaster planning, response, and/or recovery activities
- State and federal auditors
- Partner and ancillary organizations and jurisdictions

When to Read

- Before event
- During plan review/revision cycle

Summary

The purpose of *Component 5: Authorities, References, and Support Material* is:

- To inform partner and ancillary organizations of the County's flood preparedness and response procedures
- Assist local jurisdictions to develop flood planning products which compliment County policies and procedures
- As reference for local, state, and federal responders to integrate their agency operations with local procedures, if needed
- As reference for local, state, and federal emergency management personnel to conduct an informed after-action investigation and report

The last component, *Component 5 References, Authorities, and Support Material*, provides users of this publication with a listing of all relevant authorities associated with this planning document (i.e., California Emergency Services Act, Chapter 7 of Division 1 of Title 2 of the Government Code) and applicable references that may be used for further investigation and research.

Furthermore, this component provides the reader with the following resources in the form of Appendices:

- **Appendix A** - Information Collection and Management Tool (page 56)
- **Appendix B** - Risk Analysis Mapping (page 80)
- **Appendix C** - Public Information and Warning with Message Templates (page 100)
- **Appendix D** - Template: Conference Call Agenda (page 108)



PROMULGATION

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

The County of Santa Clara has prepared this Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) compliant Flood Annex to ensure the most effective and efficient allocation of resources for the maximum benefit and protection of the civilian population during times of emergency.

This Annex, an extension of the County of Santa Clara Emergency Operations Plan, establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of planning efforts for respective staff.

This Annex will be reviewed and exercised periodically and revised as necessary to satisfy changing conditions and needs.

The Office of the County Executive, Office of Emergency Services, and Public Health Department give their full support to this Annex and urge all officials, employees, and residents - individually and collectively - to do their share in the total emergency effort of the County of Santa Clara.

James R. Williams
Deputy County Executive
Office of the County Executive

7/31/16

Date

Dana C. Reed
Director
Office of Emergency Services

7/31/16

Date

Sara H. Cody, MD
Health Office and Public Health Director
Public Health Department

8/3/2016

Date



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ANNEX ADMINISTRATION



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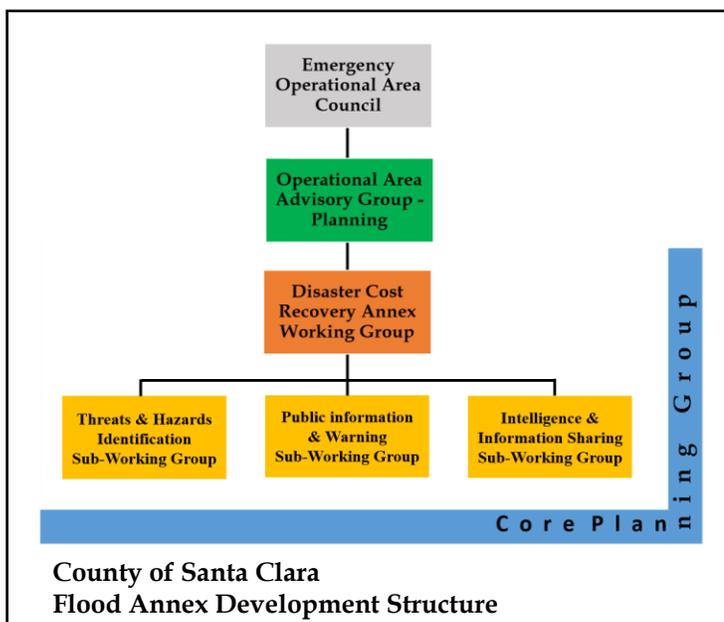


ANNEX ADMINISTRATION

ANNEX DEVELOPMENT

This Annex was developed in cooperation with 50+ area stakeholders representing 20+ different agencies. Over the course of three months, the Office of Emergency Services (OES) and Public Health Department (PHD) hosted a variety of workshops, working groups, and a table top exercise to ensure that an integrated, whole community planning approach was used to develop this document.

This Annex incorporates the Homeland Security Exercise and Evaluation Program (HSEEP), which is a capabilities and performance-based exercise program that provides a standardized methodology and terminology for exercise design, development, conduct, evaluation, and improvement planning. Recognizing this, the signatories to this Annex agree to participate in scheduled HSEEP exercises. The date and type of exercises will be identified by the Office of Emergency Services.



This Annex utilized a whole community planning approach consisting of the Operational Area Advisory Group for Emergency Planning, the Core Planning Group, the Flood Annex Working Group, and 3 Sub-Working Groups, including:

1. Threats and Hazards Identification Sub-Working Group
2. Public Information and Warning Sub-Working Group
3. Intelligence and Information Sharing Sub-Working Group

ANNEX PLANNING ORGANIZATION

EMERGENCY OPERATIONAL AREA COUNCIL

The purpose of the Emergency Operational Area Council (EOAC) is to:

- Enhance planning and preparedness for large-scale emergencies
- Create partnerships in emergency planning, preparedness, as well as training and exercise within the Operational Area
- Consolidate activities of cities and special districts to participate more efficiently in planning for future emergencies and disasters



- Provide access to public-private partners to participate in emergency planning and preparedness
- Develop broad-based emergency preparedness and funding priorities and recommendations

The functional roles and responsibilities of the EOAC are:

- Coordinate, review, and recommend Board of Supervisor adoption of emergency and mutual-aid plans, as well as the ordinances, resolutions, rules, and regulations necessary to implement those plans and agreements
- Review and recommend disaster response policies, procedures, and funding priorities
- Ensure a unity of purpose in emergency plans, policies, and procedures
- Foster an effective flow of disaster information and emergency preparedness through training, uniformity in planning, response plans, and policies

The EOAC established the Flood Annex as a planning priority in November 2015. As a result, the Flood Annex Working Group convened in December 2015 to begin the planning process.

SANTA CLARA COUNTY OPERATIONAL AREA ADVISORY GROUP FOR EMERGENCY PLANNING

The Santa Clara County Operational Area (OA) Advisory Group for Emergency Planning is open to interested community stakeholder for participation; therefore, membership is dynamic. Members of the OA Advisory Group for Emergency Planning are composed of representatives from:

- Local jurisdictions (emergency managers, public works, public safety, etc.)
- Key County Departments (Fleets and Facilities, Roads and Airport, Chief Executive Office, Sheriff, etc.)
- Emergency managers, planners, and responders (from any sector, discipline, and organization/agency)
- Allied Agencies (i.e., Red Cross, CADRE, VTA, etc.)

This Group served as a pool of subject-matter experts that was drawn upon to provide guidance and instruction to the Core Planning Group and Sub-Working Groups throughout the development of this Annex.

FLOOD ANNEX WORKING GROUP

The Flood Annex Working Group developed the framework, identified related subject matter experts, established divisions of labor, and developed work schedules necessary to the drafting of the Annex, as designated by the EOAC. The Flood Annex Working Group established three Sub-Working Groups to collect, analyze, and synthesize information and resources necessary for the development of an emergency plan.

Additionally, the Sub-Working Groups were established in alignment with the FEMA Core Capabilities. The Sub-Working Groups were the Threats and Hazards Identification Sub-Working Group; the Public Information and Warning Sub-Working Group; and the Intelligence and Information Sharing Sub-Working Group. Additionally, the sub-working groups, aligned



with FEMA's core capabilities, were established to assist the County identify program deficiencies and methodically enhance the County's EM capabilities.

THREATS AND HAZARDS IDENTIFICATION SUB-WORKING GROUP

Generally, the purpose of the Threats and Hazards Identification Sub-Working Group was to identify the threats and hazards that exist in the OA; determine the frequency and magnitude of flooding events; and incorporate this into analysis and planning processes to clearly understand the needs of the community.

Specifically, this sub-working group was tasked with compiling flood hazard areas, key community infrastructure, evacuation considerations, and repopulation considerations.

PUBLIC INFORMATION AND WARNING SUB-WORKING GROUP

Generally, the purpose of the Public Information and Warning Sub-Working Group was to develop a process by which the OA can deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding a flood event, as well as the actions being taken and the assistance being made available, as appropriate.

Specifically, this sub-working group worked to determine alert/warning trigger points that accurately reflect current and predicted environmental conditions that may result in flooding within the OA. Additionally, public message templates were drafted in order to expedite the communication process. Furthermore, this sub-working group focused on additional messaging requirements needed to successfully address the unique requirements of the Access and Functional Needs community, as well as other vulnerable demographic groups.

INTELLIGENCE AND INFORMATION SHARING SUB-WORKING GROUP

Generally, the Intelligence and Information Sharing Sub-Working Group developed tools to assist with the provision of timely, accurate, and actionable information resulting from the planning, direction, collection, exploitation, processing, analysis, production, dissemination, evaluation, and feedback of available information concerning primary and secondary hazards associated with a flooding event in the County of Santa Clara, its people, property, environment, or interests. Information sharing is the ability to exchange intelligence, information, data, or knowledge among government or private sector entities, as appropriate.

Specifically, this Sub-Working Group strove to develop an Information Collection and Management Tool that included:

- Essential Elements of Information
- Information Requirements
- Responsible Agency, Organization, or Element
- Suggested Source(s)
- Deliverable Product
- Collection Suspense
- Consuming Agency, Organization, or Element



CORE PLANNING GROUP

The Core Planning Group, consisting of personnel from the Office of Emergency Services (OES) and the Public Health Department (PHD), was responsible for coordinating, leading, and documenting all Work Group and Sub-Working Group meetings. Additionally, this Group was tasked with writing, editing, and validating this Annex. As such, this Group provided for continuity, transparency, and a broad perspective in the drafting of all OA Plans, including this Annex.

ANNEX MAINTENANCE

The Office of Emergency Services (OES), in coordination with the Finance Agency, Procurement Department, and other essential stakeholders identified in this document from the County and the Operational Area, is responsible for the maintenance, review, and update of this Annex. They will—at a minimum—review this Annex every year and update the Annex every 3 years. It is essential that the Office of Emergency Services make revisions and updates, in collaboration with participating persons, local jurisdictions, and other planning partners identified in this Annex to ensure accuracy and validity. If this Annex requires an immediate change due to lessons learned from trainings, exercises, or actual incidents, County OES will identify a course of action for the review, update, and implementation of the necessary changes.

December 2017 Update

This Annex was last updated in December 2017. This update was required due to lessons-learned from a series of flooding events in early 2017 that led to two separate Presidential Disaster Declarations. Additionally, this Annex update provided OES with the opportunity to update the document template and organization to be in alignment with standardized method.

All stakeholder groups identified and/or tasked in this planning document were contacted and invited to provide feedback between September 1, 2017 and October 31, 2017. All comments were annotated in a “comments matrix”, as shown below. The entire record of changes is available upon request; please contact OES for request fulfillment.

Disposition Options						
Accepted - Changes made						
Not Accepted - Changes not made						
DEFERRED						
Comment Matrix (INTERNAL REVIEW)						
Item #	Reviewer	Document Location	Reviewer Comment	Disposition	Corrected Language	Editor Comment
1	DR	cover	Ensure that the date stays the same	Accepted - Changes made		date will change for the 3-year revision
2	DR	cover	update naming convention	Accepted - Changes made		
3	DR	cover	should PHD continue as sponsoring agency?	Accepted - Changes made		request guidance from PHD - Preparedness
4	DR	throughout	update to current template	Accepted - Changes made		
5	DR	throughout	update to current #-ing convention	Accepted - Changes made		
6	DR	ii	update 'this page intentionally left blank' convention	Accepted - Changes made		
7	DR	iii	Remove 'Plan' and replace with 'Annex'	Accepted - Changes made		
8	DR	iv	Rearrange this section to reflect Annex Administration approach	Accepted - Changes made		See DCR Annex
9	DR	v	update to template TOC	Accepted - Changes made		
10	DR	2	This page should be blank	Accepted - Changes made	Insert Blank Page	Change not necessary due to template update
11	DR	2	Remove 'Plan' and replace with 'Annex'	Accepted - Changes made		
12	DR	2	Eliminate active language	Accepted - Changes made	through the promotion of	
13	DR	2	Delete periods at end of bullets	Accepted - Changes made		
14	DR	3	remove 'and establish' and replace with 'through'	Accepted - Changes made		
15	DR	3	remove 'and' and replace with 'and update'	Accepted - Changes made		
16	DR	3	Remove 'Plan' and replace with 'Annex'	Accepted - Changes made		
17	DR	3	Delete periods at end of bullets	Accepted - Changes made		

Above: 2017 Flood Annex Update - Comments Matrix (Screenshot)



TRAININGS AND EXERCISES

The County of Santa Clara Office of Emergency Services (OES) has established a Training and Exercise program to enhance the Santa Clara Operational Area's capability in the mission areas of prevention, protection, mitigation, response, and recovery. The provisions of this planning document shall be incorporated into the County OES Training and Exercise - Annual Training Plan.

The nature of the training and exercise events is determined by the County OES Training and Exercise Section in collaboration with the County OES Planning Section and coordination with essential stakeholders identified in this planning document. Any lessons-learned via training/exercising should be documented and forwarded to the County OES Planning Section for planning product improvement.

Real-world events provide for the best test of this Annex. Accordingly, real-world activations of this Annex may meet the intent of County OES's Training and Exercise Program. The Director of OES will make such a determination following a detailed review of an event after-action report.

TYPES OF EXERCISES

Exercises are meant to test systems, plans, and procedures, not people. An exercise can be as simple as a topic discussion seminar or as complex as a full-scale, statewide exercise. It is the responsibility of the Training and Exercise team to determine the best method to use.

Exercises fall into the following classifications:

- Discussion-Based Exercises
 - Seminars
 - Workshops
 - Tabletop Exercises
 - Games
- Operations-Based Exercises
 - Drills
 - Functional Exercise
 - Full-Scale Exercises



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PURPOSE, SCOPE, AND ASSUMPTIONS



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PURPOSE, SCOPE, AND ASSUMPTIONS

PURPOSE

This Flood Annex is a hazard-specific annex to the County of Santa Clara Emergency Operations Plan (EOP) and provides a framework for coordinating actions to be taken prior to and during a storm event that may result in flooding. This Annex is written at the operational area (OA) level to help ensure all jurisdictions, agencies, and partners within the OA are provided centralized information that will aid in the development of further local plans, as well as provide key information required to successfully mitigate the adverse impacts of a flooding event.

This Annex provides detailed risk analysis mapping that outlines key community infrastructure, flood inundation zones, and vulnerable populations. This Annex will also outline pre-storm OA coordination actions; public information and warning; evacuation considerations; reoccupation considerations; and a detailed information collection and management tool (ICMT).

In order to alleviate unnecessary overlap of duties or allocation of resources, this Annex outlines some of the relevant roles and responsibilities of jurisdictions, agencies, and partners prior to and during a flooding event. Once implemented, this Annex will be utilized for training, drills, and actual responses.

SCOPE

This Annex addresses preparedness, response, and recovery activities during flood events in the county and applies to all public, private, non-governmental organizations (NGOs), and community-based organizations (CBOs) within the Operational Area.

All activities are in accordance with the state Standardized Emergency Management System (SEMS), which has been integrated with the federal National Incident Management System (NIMS). SEMS principles will be followed during multi-agency or multi-jurisdictional emergency management activities.

The overall objectives of this Annex are to:

- Mitigate adverse impacts of flooding events through the promotion of collaboration and coordination throughout the OA
- Outline OA coordination actions to be taken prior to and during a storm event capable of resulting in a flood event
- Promote multi-jurisdictional coordination through common Essential Elements of Information (EEI) for flooding events
- Ensure the consideration of key infrastructure and vulnerable populations during flooding events
- Enhance situational awareness for all OA jurisdictions/partners during potential or actual flooding events

Effective emergency response is largely predicated on the preparedness and capabilities of each stakeholder. Partners from each of the county jurisdictions, as well as private stakeholders, were invited to participate in a collaborative effort to organize, plan, research, develop, and update this Annex.



This Annex supports a whole-community approach. To effectively respond to flood events, each stakeholder should understand not only their agency's internal functions and capabilities but also the capabilities of other stakeholders in the OA.

The typical rainy season in California occurs from late October through late March. During this time, the OA is highly susceptible to mudflows and flooding. The OA is especially vulnerable because of the number of rivers, creeks, and other bodies of water that are adjacent to highly populated areas. The middle of the rainy season (November through January) is also subject to king tides, which can magnify flooding damage to the OA due to its proximity to the San Francisco Bay. The National Weather Service (NWS) is more likely to issue flash flood watches, high surf advisories, etc., during California's rainy season.

ASSUMPTIONS

Certain assumptions can be made for the county flooding risk and hazards. These assumptions lay the foundation for this Annex and the County EOP associated with conducting emergency management operations in preparation for, response to, and recovery from major flood emergencies:

- Flood emergencies or disasters are most likely to occur in the winter season due to heavy rains
- Flash flooding could occur with little to no warning - which underlines the need for planning
- This Annex is considered to be a dynamic document, with changes being made as needed, and then documented
- In accordance with the specified Annex Maintenance, this Annex will be reviewed, with lessons learned and best practices being implemented to improve future responses
- This Annex is strategic in nature
- Local jurisdictions will be responsible for the development and implementation of jurisdiction-specific local flood plans
- Major flood emergencies or disasters may pose serious threats to public health, property, the environment, and the local economy
- Major flood emergencies or disasters may result in significant transportation interruptions that may complicate other response operations
- Major flood emergencies or disasters may require a multi-jurisdictional response
- In flood emergencies or disasters, the Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) will be utilized by responding agencies
- The County of Santa Clara is responsible for the coordination of emergency actions in the unincorporated county area and will commit all available resources to save lives, property, and the environment



- Major flood emergencies or disasters may overburden local resources and necessitate utilizing pre-identified additional resources through established mutual-aid agreements with neighboring jurisdictions or requesting assistance from the State, as appropriate
- Major flood emergencies or disasters may generate widespread public and media interest
- The County of Santa Clara supports the National Flood Insurance Program (NFIP) as directed by the Federal Emergency Management Agency (FEMA)
- The County's risk to flooding hazards is likely to increase in frequency and intensity over time
- This Annex was developed using a whole community approach
- All County departments, sections, and employees tasked in this Annex have properly briefed and trained on the activities detailed herein
- The provisions and concept of operations established through the development of the Annex will be implemented as described herein
- This Annex will be activated, and all appropriate stakeholders are notified of the activities detailed herein



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CONCEPT OF OPERATIONS



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CONCEPT OF OPERATIONS

PRE-STORM OPERATIONAL AREA COORDINATION

This section provides a framework for OA coordination that ensures a standardized approach is followed in the event of a potential flooding event.

Annex Activation

If the OES Duty Officer, in consultation with OES Management and NWS subject matter experts, has determined that a storm event may pose a substantial threat of flooding or other storm related issues to the OA, then they may choose to begin implementing the actions detailed below.

It is important to note that each emergency event is unique; therefore, a unique response is required. It is the intent of this Annex to standardize the approach of coordination across the OA. As such, the actions described below should be treated as guidance, NOT as requirements. The event timelines and specific details are fluid and subject to changing circumstances. Emergency officials are expected to demonstrate flexibility when they develop event specific response activities and use this Annex as an integral reference.

PRE-STORM COORDINATION TIMELINE

Up to 96 Hours (4 days) Prior to Storm Event (the following activities should be tailored, as dictated by the specific event)	
Activity	Department, Agency, or Element
National Weather Service (NWS) provides notification of upcoming storm activity (i.e., Hazardous Weather Outlook).	NWS
Under consideration of NWS information and threshold considerations, the Office of Emergency Services (OES) determines whether or not the storm poses a significant threat of impact.	OES
If determination that storm poses a significant threat of impact, the OES Duty Officer (OES DO) schedules a conference call with the Operational Area (OA) jurisdictions/ partners at the 72-hour mark.	OES DO
OES DO shares the NWS forecast with the Office of Supportive Housing (OSH) and the Social Services Agency (SSA). This provides OSH and SSA lead-time in planning for emergency warming shelter activation and other sheltering needs.	OES DO / OSH / SSA



72 Hours (3 days) Prior to Storm Event	
(the following activities should be tailored, as dictated by the specific event)	
Activity	Department, Agency, or Element
NWS may begin to issue the following products: Flood Advisory, Flood Watch, Flood Warning, or Flash Flood Warning. OES DO continues to monitor NWS information.	NWS / OES DO
OES DO holds a conference call with the OA jurisdictions/partners and request the following information from the local jurisdictions/partners: <ul style="list-style-type: none"> • Current and planned preparedness/response actions (i.e. EOC/DOC activations, resource staging, flood prep activities, etc.) • Identify possible resource needs, limitations, and high risk areas Determine pre-storm situation reporting schedule and future conference call schedule.	OES DO / Local Jurisdictions / Local Partners
Consider activating a Joint Information Center (JIC) (virtual or physical) for coordinated public messaging	OES Risk Communications Officer/ Public Affairs Office
Begin participation in State calls, as applicable.	OES DO

48 Hours (2 days) Prior to Storm Event	
(the following activities should be tailored, as dictated by the specific event)	
Activity	Department, Agency, or Element
OES DO continues to monitor NWS / SCVWD products and information.	OES DO / NWS / SCVWD
OES DO holds a conference call with the OA jurisdictions/partners and request the following information from the local jurisdictions/partners: <ul style="list-style-type: none"> • Current and planned preparedness/response actions (i.e. EOC/DOC activations, resource staging, flood prep activities, etc.) • Identify possible resource needs, limitations, and high risk areas Update pre-storm situation reporting schedule and future conference call schedule.	OES DO / Local Jurisdictions / Local Partners
Santa Clara County Public Health Department (PHD) to: <ul style="list-style-type: none"> • Coordinate all county healthcare facilities to ensure they have adequate fuel, water, health supplies, and an adequate staffing plan • Disseminate storm related health information to the public • Issue any necessary health precautions 	PHD
OSH, SSA, and Red Cross will coordinate shelter and warming shelter preparation as needed.	OSH / SSA / Red Cross
If JIC not currently activated, consider activating a JIC (virtual or physical) and continue public messaging.	OES Risk Communication Officer / Public Affairs Office



36 - 24 Hours Prior to Storm Event	
(the following activities should be tailored, as dictated by the specific event)	
Activity	Department, Agency, or Element
OES DO continues to monitor NWS / SCVWD products and information.	OES DO / NWS / SCVWD
OES DO holds a conference call with the OA jurisdictions/partners and request the following information from the local jurisdictions/partners: <ul style="list-style-type: none"> • Current and planned preparedness/response actions (i.e. EOC/DOC activations, resource staging, flood prep activities, etc.) • Identify possible resource needs, limitations, and high risk areas Update pre-storm situation reporting schedule and future conference call schedule.	OES DO / Local Jurisdictions / Local Partners
OES considers development of a Situation Status Report (SitRep).	OES
PHD coordinates with OSH for outreach support to vulnerable populations.	PHD / OSH
If JIC not currently activated, consider activating a JIC (virtual or physical) and continue public messaging.	OES Risk Communication Officer / Public Affairs Office

NOTE: EOC not likely to activate until 24 - 0 Hours Prior to Storm Event

24 to 0 Hours Prior to Storm Event	
(the following activities should be tailored, as dictated by the specific event)	
Activity	Department, Agency, or Element
As need dictates, review NWS Area Forecast Discussion report and consider requesting a Spot Forecast specific to an area within Santa Clara County	OES DO / NWS / SCVWD
Consider activation of the Operational Area Emergency Operations Center (OA EOC) after evaluation of threshold criteria and threat.	OES DO / Local Jurisdictions / Local Partners
Emergency Operations Centers and Department Operations Centers (DOC) begin to activate and finalize flood preparations, as necessary.	PHD
Local jurisdictions/partners to continue pre-staging supplies in designated staging areas and monitoring potential flood areas.	OSH / SSA / Red Cross

Storm Arrival	
(the following activities should be tailored, as dictated by the specific event)	
Activity	Department, Agency, or Element
NWS to continue with updated briefings on the storm system via conference call.	NWS
In general, departments are monitoring storm impact on their employees, properties, facilities, and continuity of operations.	All
Develop OA SitRep or Incident Action Plan, as necessary.	OES



EVACUATION CONSIDERATIONS

Flooding events or other disasters may result in the need to evacuate people. As evacuation is coordinated at the local level, it is imperative that each local jurisdiction establish specific local evacuation plans. The following planning assumptions are provided as a reference for consideration for local jurisdictions when developing local evacuation plans:

- Emergency supplies such as water, tarps, and food may not be available for up to 72 hours following an emergency incident
- A minority of residents will evacuate prior to being directed to do so or without any direction
- Some residents will refuse to evacuate because of experience, lack of transportation, expected traffic, poverty/lack of money, or having to leave their property unprotected or unsecured
- Some residents will have a hard time deciding to evacuate based upon consideration for their pets and some residents will refuse to evacuate unless arrangements are made to care for their animals
- Residents may require mass care emergency sheltering during an evacuation (See the Santa Clara County Operational Area Mass Care and Shelter Annex for additional details)
- The fastest way to effectively and efficiently evacuate is by car
- Evacuation routes will be used by evacuees when they feel they are appropriate, but most people will use roads that they are familiar with already
- No-warning evacuations may be ordered on an as-needed basis

NOTE: For an overview of federal evacuation policy, including a catalog of lessons-learned visit: <http://bit.ly/2EH9r0dc>

REOCCUPATION CONSIDERATIONS

Prior to evacuees returning to their properties, local jurisdictions must consider the health, safety, viability findings, and recommendations from the county's Public Health Department (PHD), Department of Environmental Health (DEH), and other involved response agencies.

Once the above recommendations have been considered, the following checklist should be deliberated:

- Identify time and date of reoccupation and areas to be re-entered
- Type of re-entry: only homeowners/landowners with identification or general public
- Threats to environmental and public health, including the presence mold or the potential for mold growth in the future
- Other considerations, including: the presence of hazardous materials, the status of power lines, status of key infrastructure and utilities, and status of transportation systems



ROLES AND RESPONSIBILITIES



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ROLES AND RESPONSIBILITIES

This section provides basic guidance on the roles and responsibilities of the various jurisdictions, county departments/agencies, and other partners within the OA prior to and during flooding events.

LOCAL JURISDICTIONS

Local jurisdiction refers to the cities and towns that are encompassed within the geographical borders of the County of Santa Clara. In the case of unincorporated areas, local jurisdiction refers to the county itself. Local jurisdictions participate in ongoing operational area planning and training.

In accordance with SEMS, local jurisdictions are responsible for the management of flooding events and the development of jurisdiction-specific local flood plans.

COUNTY OF SANTA CLARA – DEPARTMENTS AND AGENCIES

OFFICE OF EMERGENCY SERVICES (OES)

The Santa Clara County Office of Emergency Services (OES) is lead OA agency for all four phases of emergency management which include, mitigation, preparedness, response, and recovery. Specifically, OES is responsible for ensuring the development, implementation, and maintenance of a comprehensive OA EOP and associated plans/annexes.

Planning

The Santa Clara County Office of Emergency Services (OES) is lead agency for the Santa Clara County Operational Area through all four phases of emergency management which include, mitigation, preparedness, response, and recover. Specifically, OES is responsible for ensuring the development, implementation, and maintenance of this hazard-specific annex in accordance with the Annex development and maintenance provisions of this planning document.

Response

- In consultation with OES Management and NWS subject matter experts, the OES Duty Officer will determine that a storm event may pose a substantial threat of flooding or other storm related issues to the OA, then they may choose to activate this annex
- If determined that storm poses a significant threat of impact, the OES Duty Officer (OES DO) will schedule a conference call with the Operational Area (OA) jurisdictions/ partners up to 72-hours before storm arrival
- OES DO will share the NWS forecast with the Office of Supportive Housing (OSH) and the Social Services Agency (SSA), as this provides OSH and SSA lead-time in planning for emergency warming shelter activation and other sheltering needs
- OES DO will continue to monitor NWS information throughout entire event and request spot forecasts, as needed
- OES DO will periodically hold a conference call with the OA jurisdictions/partners and request the following information from the local jurisdictions/partners:
 - Current and planned preparedness/response actions (i.e. EOC/DOC



activations, resource staging, flood prep activities, etc.)

- Identify possible resource needs, limitations, and high risk areas
- OES DO will determine pre-storm situation reporting schedule and future conference call schedule
- OES Leadership with the OES Risk Communications Officer will consider activating a Joint Information Center (JIC) (virtual or physical) for coordinated public messaging
- OES DO will participate in State calls, as applicable
- OES Leadership will monitor conditions throughout entire event and consider activation of the Operational Area Emergency Operations Center (OA EOC), as necessary
- OES DO will develop OA SitRep or Incident Action Plan, as necessary
- OES leadership will review after-action report(s) determine if real-world event met the intent of County OES's training and exercise program

PUBLIC HEALTH DEPARTMENT (PHD)

Planning

The Public Health Department (PHD) serves as the coordinating body for all hospital and healthcare facility emergency management components. They provide strategic resource support and medical expertise to hospitals and health care facilities.

- In partnership with the Office of Emergency Services (OES), PHD was responsible for the development and implementation of this annex
- PHD will continue to participate in any annex review, update, or revision – and assist where able

Response

- Develop and recommend objectives that protect the health of the county's population during a flood event, including the various vulnerable populations
- Coordinate all county healthcare facilities to ensure they have adequate fuel, water, health supplies, and an adequate staffing plan
- Disseminate storm related health information to the public
- Issue any necessary health precautions
- Coordinate with OSH for outreach support to vulnerable populations
- Provide recommendations for reoccupation, in coordination with the Department of Environmental Health and any other applicable agency, including health issues related to mold

SOCIAL SERVICES AGENCY (SSA)

Planning

The Social Services Agency (SSA) is the county agency responsible for coordinating mass care and shelter across the OA in an emergency or disaster. SSA constantly works in close



collaboration with the American Red Cross (Red Cross) to ensure mass care and shelter services are responsive to the County's operational needs.

Response

- Assume emergency role when the OA EOC is activated or the Director of OES requests assistance.
- Prepare emergency warming shelter activation and other sheltering needs, when notified of inclement weather, as necessary
- Coordinate shelter and warming shelter operations, in coordination with OSH and the American Red Cross, as applicable

ROADS AND AIRPORTS (RDA)

Planning

The mission of the Roads and Airports Department (RDA) is to preserve, operate, and enhance the County's expressways, unincorporated roads, and general aviation airports to meet the needs of the traveling public. In preparation for increased rainfall, RDA ensure adequate drainage for all County roadways, as well as maintain five pumping stations.

Response

- Monitor the five County pumping stations and ensure adequate drainage of County roads throughout event
- Provide sandbags as well as information on how to properly fill and deploy them to County entities, as requested
- Maintain, monitor, and report status of County road infrastructure to EOC

OFFICE OF SUPPORTIVE HOUSING (OSH)

In cases of inclement weather, OSH has coordinated pre-set Inclement Weather Shelter Beds with overnight accommodations, as well as Inclement Weather Episode Warming Centers (no overnight accommodations) throughout the OA. Prior to or during flooding events, OSH is responsible for conducting outreach to the various homeless populations that may be impacted.

Planning

OSH has developed the *Inclement Weather Hazard-Specific Annex to the County of Santa Clara Emergency Operations Plan* that details how OSH will provide Inclement Weather Shelter Beds with overnight accommodations, as well as Inclement Weather Episode Warming Centers throughout the OA. Prior to or during flooding events, OSH is responsible for conducting outreach to the various homeless populations that may be impacted.

Response

- Assume emergency role when the OA EOC is activated or the Director of OES requests assistance.
- Prepare emergency warming shelter activation and other sheltering needs, when notified of inclement weather, as necessary
- Coordinate shelter and warming shelter operations, in coordination with SSA and the



American Red Cross, as applicable

SPECIAL DISTRICTS

SANTA CLARA VALLEY WATER DISTRICT (SCVWD)

Planning

The Santa Clara Valley Water District (SCVWD), with a history dating back to 1929, manages an integrated water resources system that includes the supply of clean, safe water, flood protection and stewardship of streams on behalf of the County's 1.9 million residents. The SCVWD effectively manages 10 dams and surface water reservoirs, three water treatment plants, an advanced recycled water purification center, a state-of-the-art water quality laboratory, and nearly 400 acres of groundwater recharge ponds, providing wholesale water and groundwater management services to local municipalities and private water retailers who deliver drinking water to homes and businesses. The water district is the flood control agency for the county building and maintaining flood protection infrastructure by widening channels, raising levees, and annually preparing creeks for winter rains through levee maintenance, sediment removal, bank repair and vegetation management. SCVWD also provides access to precipitation, stream, and reservoir gage readings; sandbag locations; street flooding contacts; and flood safety tips.

Response

- Provide dependent and/or event relevant Operational Area stakeholders with access to the following information and products related to waterway conditions and SCVWD activities throughout entire event:
 - precipitation information
 - stream gage information
 - reservoir gage information
 - sandbag locations
 - street flooding contacts
 - flood safety tips

PRIVATE ORGANIZATIONS

OUTREACH

Planning

Outreach uses a paratransit system that integrates a database of clients, automated routing and scheduling software, GPS and Automated Vehicle Location (AVL), and a communications system.

The database of registered clients including at-risk seniors, individuals with physical or mental disabilities, and individuals with language barriers is encrypted and available on an in-case-of-emergency basis to the OA EOC Planning Section. The database can provide specific information about clients for mass transportation and evacuation planning and operations.



Response

- Provide access to database of registered clients including at-risk seniors, individuals with physical or mental disabilities, and individuals with language barriers, as requested

STATE AGENCIES

CALIFORNIA OFFICE OF EMERGENCY SERVICES (CAL OES)

Planning

Cal OES is responsible for the coordination of overall state agency response to large-scale disasters in support of local jurisdictions. The office is responsible for assuring the State's readiness to respond to and recover from all hazards - natural, manmade, war-caused emergencies and disasters - and for assisting local jurisdictions in their emergency preparedness, response, recovery, and hazard mitigation efforts.

Response

- Host regional or state-wide conference calls, if scale of flood event requires wider coordination
- Coordinate overall state agency response activities to large-scale disasters in support of local jurisdictions
- Facilitate applicable requests for federal-aid and recovery activities between impacted or responsible agencies at the state, federal, Operational Area, and local level
- Provide local jurisdictions with flood fighting materials when requested appropriately through the Operational Area
- Act as conduit to the California Department of Water Resources for subject-matter expertise, labor and equipment resources, etc.

FEDERAL AGENCIES

NATIONAL WEATHER SERVICE (NWS)

Planning

The National Weather Service is a component of the National Oceanic and Atmospheric Administration (NOAA). NOAA is an Operating Unit of the U.S. Department of Commerce. Their mission is to provide weather, water, and climate data, forecasts and warnings for the protection of life and property and enhancement of the national economy.

Response

- Provide initial notification of upcoming storm activity (i.e., Hazardous Weather Outlook)
- Provide spot forecast, as requested
- Develop and distribute timely meteorology products in support of emergency actions and as requested



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ACRONYMS AND DEFINITIONS



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ACRONYMS AND DEFINITIONS

ACRONYMS

AFN	Access and Functional Needs
Cal OES	California Governor's Office of Emergency Services
CBO	Community-Based Organization
CDPH	California Department of Public Health
DOC	Department Operations Center
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
FEMA	Federal Emergency Management Agency
MAC	Multi-Agency Coordination
NRF	National Response Framework
NGO	Non-Governmental Organization
NIMS	National Incident Management System
OA	Operational Area
OA EOP	Operational Area Emergency Operations Plan
OES	Office of Emergency Services
SEMS	Standardized Emergency Management System
SSA	Social Services Agency



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DEFINITIONS

Access and Functional Needs (AFN): As defined by the National Response Framework (NRF) Access and Functional Needs may be present before, during, or after an incident in one of more areas and may include, but are not limited to, communication, medical care, maintaining independence, supervision, and transportation.

Affected Population: Anyone who has been displaced, injured, or suffered some loss due to a disaster.

American Red Cross (Red Cross): The Red Cross is a humanitarian organization, led by volunteers, that provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies. It does this through services that are consistent with its Congressional Charter and the Principles of the International Red Cross Movement.

Annex: An annex is an addition to a document.

Appendix: Appendices provide relevant information already referenced in the guidance. Typically, this includes forms used or other necessary information.

California Office of Emergency Services (Cal OES): California Governor's Office of Emergency Services.

Catastrophic Incident: A catastrophic incident is any natural or manmade incident, including terrorism, which produces severe and widespread damages of such a magnitude as to result in the requirement for significant resources from outside the affected area to provide the necessary response.

Community-Based Organization (CBO): Non-profit organizations that operate within a single local community and constitute a subset of the wider group of NGOs. They are frequently run by volunteers and often self-funding. Some are formally incorporated with written charters and boards of directors, while others are much smaller and more informal.

Disaster: A disaster is a sudden calamitous emergency incident bringing great damage,

Emergency: Any occasion or instance that warrants action to save lives and to protect property, public health, and safety

Emergency Medical Services (EMS): A service, providing out-of-hospital, acute medical care, transport to definitive care, and other medical transport to patients with illnesses and injuries, which prevent the patient from transporting themselves.

Emergency Operations: Actions taken during an emergency to protect life and property, care for the people affected, and restore essential community services.

Emergency Operations Center (EOC): A site from which government officials coordinate, monitor, and direct response activities during an emergency.

Evacuation: Organized and supervised dispersal of people from dangerous or potentially dangerous areas.

Evacuation Route: A road or series of roads used to move people away from an incident in a safe manner.



Evacuee: All persons removed or moving from areas threatened or struck by a disaster.

Federal Emergency Management Agency (FEMA): The Federal Emergency Management Agency (FEMA) is the federal agency responsible for coordinating emergency planning, preparedness, risk reduction, response, and recovery. The agency works closely with state and local governments by funding emergency programs and providing technical guidance and training. These coordinated activities at the federal, state, and local levels ensure a broad-based emergency program to insure public safety and protect property.

Flood: A general and temporary condition of inundation of normally dry land areas from overflow of inland or tidal waters, unusual or rapid accumulation or runoff of surface waters, or mudslides/mudflows caused by accumulation of water.

Hazard: Any source of danger or element of risk to people or property.

Hazardous Material: Any substance or material that when involved in an accident and released in sufficient quantities, poses a risk to people's health, safety, and/or property. These substances and materials include explosives, radioactive materials, flammable liquids or solids, combustible liquids or solids, poisons, oxidizers, toxins, and corrosive materials.

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 natural resources.

Incident Command System (ICS): The Incident Command System (ICS) is a standardized emergency management concept designed to provide an integrated organizational structure for managing emergencies, and to enable coordinated emergency response across jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during emergencies. It is based on proven management tools that contribute to the strength and efficiency of the overall system.

Limited English Proficiency: Persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Local Jurisdiction: Local jurisdiction refers to the cities, towns, school districts, and special districts that are encompassed within the geographical borders of the County of Santa Clara. In the case of unincorporated areas, local jurisdiction refers to the county itself.

Major Disaster: Any hurricane, tornado, storm, flood, high-water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosions, or other catastrophe which, in the determination of the President, causes damage of sufficient severity and magnitude to warrant assistance under the Federal Disaster Relief Act.

Mass Care and Shelter: The actions that are taken to feed and house the affected population from the effects of a disaster. Activities include providing temporary shelter, food, medical care, clothing, and other essential life support needs to those people that have been displaced from their homes because of a disaster or threatened disaster.

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



Multi-Agency Coordination (MAC): The participation of government and other organizations involved at any level of the SEMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

Multi-Jurisdiction Incident: An incident where multiple jurisdictions have a statutory responsibility. Under ICS, these incidents will be managed under Unified Command.

Mutual Aid: Voluntary aid and assistance by the provision of services and facilities, including but not limited to fire, police, medical and health, communication, transportation, and utilities. Mutual aid is intended to provide adequate resources, facilities, and other support to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation.

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.

Natural Disaster: Any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, or other catastrophe which causes, or which may cause, substantial damage or injury to civilian property or persons.

National Incident Management System (NIMS): The National Incident Management System (NIMS) provides a comprehensive approach to emergency management for all hazards. NIMS integrates existing best practices into a consistent nationwide approach to domestic emergency management that is applicable to all jurisdictional levels (public and private) and across functional disciplines. NIMS is based on a balance of flexibility and standardization. NIMS is flexible, and allows government and private entities at all levels to work together to manage domestic emergencies, regardless of their cause, size, location, or complexity. NIMS also provides a set of standardized organizational structures.

National Response Framework: The National Response Framework (NRF) presents the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies – from the smallest incident to the largest catastrophe. The Framework establishes a comprehensive, national, all-hazards approach to domestic incident response. The Framework documents the key response principles, roles, and structures that organize national response. It describes how communities, States, the Federal Government, and private-sector and non-governmental partners apply these principles for a coordinated, effective national response. And it describes special circumstances where the Federal Government exercises a larger role, including incidents where Federal interests are involved and catastrophic incidents where a State would require significant support. It allows first responders, decision makers, and supporting entities to provide a unified national response.

Non-Governmental 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 Red Cross.

Office of Emergency Services (OES): OES is the lead agency in fulfilling the County's responsibility under the California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of



the CA Government Code) and also serves as the Operational Area Coordinator for County of Santa Clara under the Standardized Emergency Management System (CA Government Code 8605)

Operational Area (OA): A geographical area that encompasses all local governments within a county, including the county. The operational area serves as the coordination and communications link between the local government and the state. The operational area prioritizes resources and coordinates mutual aid among entities within the operational area. Each operational area is responsible for activating and operating an EOC.

Operational Area Emergency Operations Center (OA EOC): The physical location at which the coordination of information and resources to support operational area activities normally takes place.

Operational Area Emergency Operations Plan (OA EOP): A document that describes how people and property will be protected in disaster and disaster threat situations; details who is responsible for carrying out specific actions; identifies the personnel, equipment, facilities, supplies, and other resources available for use in the disaster; and outlines how all actions will be coordinated.

Paratransit: The family of transportation services which falls between the single occupant automobile and fixed route transit. Examples of paratransit include taxis, carpools, vanpools, minibuses, demand-responsive bus services, and specialized bus services for the mobility impaired or transportation disadvantaged.

Plan: 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 operational capability. Preparedness is a continuous process involving efforts at all levels of government and between government and private-sector and non-governmental organizations to identify threats, determine vulnerabilities, and identify required resources. Preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certifications and publication management.

Recovery: The long-term activities beyond the initial emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstitute these systems to a new condition that is less vulnerable.

Resources: Personnel and equipment available, for assignment to incidents or to EOCs.

Response: Activities that address the direct effects of an incident; immediate actions to save lives, protect property.

Shelter: Facilities providing safe, sanitary, and secure refuge before, during, and after disaster incidents. (Note: This may also include some facilities that provide immediate necessary safe haven sheltering during an incident, but are not capable of ongoing operations once other options are available.) Shelters may include general population shelters, medical needs shelters, or household pet shelters.



Special District: A unit of local government (other than a city or county, with authority or responsibility to own, operate, or maintain a project (e.g., a water district).

Standardized Emergency Management System: The Standardized Emergency Management System (SEMS) is used to manage emergency response in California. SMES consists of five hierarchical levels: field, local, Operational Area, regional, and State. SEMS incorporates the principles of the Incident Command System, the Master Mutual Aid Agreement, existing discipline-specific mutual aid agreements, the Operational Area concept, and multi-agency or interagency coordination and communication. Under SEMS, response activities are managed at the lowest possible organizational level.

Terrorism: The use of, or threatened use of criminal violence against civilians or civilian infrastructure to achieve political ends through fear and intimidation.

Tsunami: A large oceanic wave generated by earthquakes, submarine volcanic eruptions, or large submarine landslides in which sudden forces are applied to the water mass.



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APPENDIX A – INFORMATION COLLECTION AND MANAGEMENT TOOL



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APPENDIX A – INFORMATION COLLECTION AND MANAGEMENT TOOL

A well-designed information collection and management tool (ICMT) is an important document for incident management. The ICMT is a matrix of information requirements that are keyed to the incident. This tool also lists sources, units of measure, and schedules for collecting various items. Information gathered using on an ICMT can aid in the development of incident objectives; as well as input for: position checklists, GIS points-of-interest, etc.

NOTE: Every emergency event is unique, as such the provided Information Collection and Management Tool should be tailored to fit the circumstances & particular needs demanded by individual incidents. This tool should not preclude situational analysis by anyone utilizing this tool – response support personnel should deviate from this tool, as appropriate and necessary.

The following Information Collection and Management Tool consists of the following components:

- **Essential Element of Information** - boundaries of the disaster area, access points to the disaster area, jurisdictional boundaries, etc.)
- **Information Requirement** - satisfies a particular “Essential Element of Information” (i.e., traffic control points, safe routes, special permits required to access the disaster area, etc.)
- **Suggested Sources** - sources of information that could be used to obtain the information requirement (i.e., field operation reports, GIS, reconnaissance, etc.)
- **Response Agency, Organization, or Element** - identifies the responsible party tasked with collecting the specified information (i.e., EOC Operations Section, EOC Planning Section, etc.)
- **Collection Suspense** - defines the reporting frequency for each “Specific Information Requirement” (i.e., daily, hourly, status change, etc.)
- **Deliverable Product** - specifies the mechanism that the “Responsible Element, Section, or Agency” utilizes to relay a particular “Information Requirement” (i.e., ICS Form 209, EOC Action Plan, incident map, etc.)
- **Consuming Agency, Organization, or Element** - identifies the position, personnel, agency, or organization receiving the most up-to-date information in accordance with the “Collection Suspense” (i.e., all EOC Section Chiefs, the REOC, the Operations Chief, etc.)

The Flood Annex Information Collection Management Tool specifically addresses the following Essential Elements of Information (EEIs):

- **EEI #1** River Forecast & Flooding Information
- **EEI #2** Impacted Disaster Area
- **EEI #3 - 6** Hazard Specific Information
- **EEI #7** Status of Key Infrastructure
- **EEI #8** Status of Transportation Systems



- **EEI #9** Status of Energy Systems
- **EEI #10** Access Points to Disaster Area
- **EEI #11** Status of Communication Systems
- **EEI #12** Demographic Details
- **EEI #13** Status of Operations Centers (EOCs & DOCs)
- **EE I#14** Upcoming Activities
- **EEI #15** Status of Local Proclamations
- **EEI #16** Status of Emergency Sheltering
- **EEI #17** Status of Donations Management & Voluntary Agency Activities
- **EEI #18** Political Considerations
- **EEI #19** Weather Information
- **EEI #20** Mitigation Considerations



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
River, Waterway, and Forecast Information	Forecast flooding information	Santa Clara Valley Water District	OES Duty Officer	As soon as possible following flood forecast/warning	Conference Call Agenda	Operational Area EOC, if OA EOC is activated
		NWS Bulletin	Local jurisdictions impacted by localized flooding		WebEOC Status logs	OES Duty Officer
		NWS Water Level Gauges	Local EOC Planning Section when local EOC is activated	72-hrs, 48-hrs, 24-hrs prior to predicted event	Situation Reports	Local EOC, especially those jurisdictions directly impacted by flooding
		NOAA Database	OA EOC Planning Section when OA EOC is activated		Action Plan	Impacted populations
		Conference Call Inquiry	Local EOC Operations Section when local EOC is activated	At least once during each Operational Period	Public Information Messages	CalOES
		Creek Water Level Gauges	OES Risk Communications Officer			OES Risk Communications Officer



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Impacted Disaster Area	Geographic locations & jurisdictions sustaining damage	Predictive Modeling (as able)	GIS Subject Matter Experts	Predictive Modeling, as soon as possible - if able	Summary of Impacts Map/GIS Input	Operational Area EOC, if OA EOC is activated
		GIS, HAZUS, USGS	Local jurisdictions impacted by localized flooding		EOC Status Briefing when EOC is activated	OES Duty Officer
		Remote sensing (i.e., Creek Water Level Gauges, etc.)	Local EOC Planning Section when local EOC is activated	Initial Estimate NLT 48-hrs following event	Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding
		Field Assessment Team Reports	OA EOC Planning Section when OA EOC is activated		Geographic Files of Impacted Disaster Area	Impacted populations
	Jurisdictions Impacted	American Red Cross Reports	Local EOC Operations Section when local EOC is activated	At least once during each Operational Period	Adobe Acrobat files that could be posted to Internet	CaIOES
		State & Federal Agency Reports (i.e., IMAT, OES< etc.)	OES Risk Communications Officer			OES Risk Communications Officer
		Civilian Reporting	Public Works	Updated as new information becomes available	Public Information Messages	Activated DOCs
		News Media and other open sources	Santa Clara Valley Water District		Conference call agenda	Impacted Public Populations
		Conference Call Inquiry				



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Hazard-specific information	Potential for (or extent of) flooding	OA Flood Annex Analysis Maps	GIS Subject Matter Experts	At least once during each Operational Period	GIS Input	Operational Area EOC, if OA EOC is activated
		Santa Clara Valley Water District Reports	Local jurisdictions impacted by localized flooding		EOC Status Briefing when EOC is activated	OES Duty Officer
		US Geological Survey Reports	Local EOC Planning Section when local EOC is activated		Situation Report - Weather report section	Local EOC, especially those jurisdictions directly impacted by flooding
		NWS Reports	Santa Clara Valley Water District	Updated as new information becomes available	Conference call agenda	Impacted populations
		FEMA Flood Information Rate Maps			Public Information Messages	OES Risk Communications Officer
		Conference Call Inquiry				Activated DOCs
					Impacted Public Populations	



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Hazard-specific information	Number/Estimate of damages structures	HAZUS Modeling	GIS Subject Matter Experts	At least once during each Operational Period	Summary of Impacts Map/GIS Input	Operational Area EOC, if OA EOC is activated
		US Geological Survey Reports	Local jurisdictions impacted by localized flooding		EOC Status Briefing when EOC is activated	OES Duty Officer
		NWS Reports	Local EOC Planning Section when local EOC is activated		Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding
		FEMA Flood Information Rate Maps	Local EOC Operations Section when local EOC is activated		Initial Damage Assessment Report	
		Reports - Law Enforcement	OA EOC Operations Section when local EOC is activated	Conference call agenda		
		Reports - County Engineering	OA EOC Planning Section when local EOC is activated	Updated as new information becomes available	Public Information Messages	OES Risk Communications Officer
		Reports - Fire Department	OES Risk Communications Officer			Activated DOCs
		Reports - Engineering from local jurisdictions				
		Conference Call Inquiry				
Reports - Local EM POCs, EOCs, and emergency agencies						



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool							
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element	
Hazard-specific information	Potential for HAZMAT release	HAZUS Modeling	GIS Subject Matter Experts	At least once during each Operational Period	Summary of Impacts Map/GIS Input	Operational Area EOC, if OA EOC is activated	
		US Geological Survey Reports	Local jurisdictions impacted by localized flooding		EOC Status Briefing when EOC is activated	OES Duty Officer	
	Impact to Environmentally Sensitive Environments	Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated		Local EOC Operations Section when local EOC is activated	Action Plan	Cal OES
		EPA Vendor reports & database (through Right-to-Know-Act)	Local EOC Operations Section when local EOC is activated				
	Location of Hazardous, Biological, and Solid Debris	Reports - Local & County Environmental Department	OA EOC Operations Section when local EOC is activated		OA EOC Planning Section when local EOC is activated	Evacuation Orders	Activated DOCs
		Reports - Law Enforcement	OA EOC Planning Section when local EOC is activated				
	Location of Soil Liquefaction	Reports - Fire Department	OES Risk Communications Officer	Santa Clara Valley Water District	Public Information Messages	Impacted (potential) Public Populations	
		News Media and other open sources	OES Risk Communications Officer				
	Location & type of Soil Contamination	Conference Call Inquiry	Santa Clara Valley Water District	County Public Health Department	Situation Report	OES Risk Communications Officer	
		NWS Reports	Santa Clara Valley Water District				
	Location & type of HAZMAT release	Predictive Modeling	County HAZMAT Area Plan	OA EOC Planning Section when local EOC is activated	Boil Water Orders	Local EOC, especially those jurisdictions directly impacted by flooding	
		Reports - Civilians	County HAZMAT Area Plan	Local & County Environmental Departments			
		Santa Clara Valley Water District	Local & County Environmental Departments	County Department of Environmental Health - Hazardous Materials Compliance Division			
		Reports - Public Health Department	Local & County Environmental Departments				
	Location & type of Water Contamination	Reports - Roads and Airports	County Department of Environmental Health - Hazardous Materials Compliance Division	County Department of Environmental Health - Hazardous Materials Compliance Division	Conference call agenda		
		Reports - Private Vendors	County Department of Environmental Health - Hazardous Materials Compliance Division				
Reports - Public and Private Water Vendors		County Department of Environmental Health - Hazardous Materials Compliance Division					
				Updated as new information becomes available			
				Until Information Requirement Completed			



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Hazard-specific information	Potential or actual Dam Failure	GIS Layer	GIS Subject Matter Experts	At least once during each Operational Period	EOC Status Briefing when EOC is activated	Operational Area EOC, if OA EOC is activated
		US Geological Survey Reports	Local jurisdictions impacted by localized flooding			OES Duty Officer
		Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated			Impacted (potential) Public Populations
		Reports - Law Enforcement	Local EOC Operations Section when local EOC is activated			
		News Media and other open sources	Local EOC Operations Section when local EOC is activated	Action Plan		
		Conference Call Inquiry	OA EOC Operations Section when local EOC is activated	Updated as new information becomes available	Evacuation Orders	OES Risk Communications Officer
		NWS Reports	OA EOC Planning Section when local EOC is activated		Public Information Messages	Local EOC, especially those jurisdictions directly impacted by flooding
		Predictive Modeling	OA EOC Planning Section when local EOC is activated	Until Information Requirement Completed	Summary of Impacts Map/GIS Input	Activated DOCs
		Reports - Civilians	OES Risk Communications Officer		Conference call agenda	
		Reports - Santa Clara Valley Water District	Santa Clara Valley Water District			
Santa Clara Valley Water District Website						



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Status of Key Infrastructure	Status of Water Control Systems (Dams, Levees, Drainage, Storm Water Systems)	GIS Layer	GIS Subject Matter Experts	At least once during each Operational Period	Summary of Impacts Map/GIS Input	Operational Area EOC, if OA EOC is activated
		US Geological Survey Reports	Local jurisdictions impacted by localized flooding		EOC Status Briefing when EOC is activated	OES Duty Officer
		Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated		Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding
		US Geological Survey Reports	Local EOC Operations Section when local EOC is activated		Action Plan	
	Status of Local Schools	Reports - Law Enforcement	OA EOC Operations Section when local EOC is activated	Updated as new information becomes available	Evacuation Orders	Cal OES
		Reports - Fire Department	OA EOC Planning Section when local EOC is activated		Public Information Messages	
	Status of local and County facilities	News Media and other open sources	OES Risk Communications Officer		Boil Water Orders	Impacted (potential) Public Populations
		Conference Call Inquiry	County Office of Education		Initial damage estimate	
		Reports - Civilians	Santa Clara Valley Water District		government services availability and operating hours adjustments	
	Status of Public Safety facilities (i.e., law enforcement, fire stations)	Reports - Santa Clara Valley Water District	Private Utility Firms	Until Information Requirement Completed	Conference call agenda	OES Risk Communications Officer
		Reports - Roads and Airports				Activated DOCs
		Reports - School Liaison				
		Reports - Private Utilities Vendors				



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Status of Transportation Systems	Status of Interstate & major roadways	GIS Layer	GIS Subject Matter Experts	At least once during each Operational Period	EOC Status Briefing when EOC is activated	Operational Area EOC, if OA EOC is activated
		US Geological Survey Reports	Local jurisdictions impacted by localized flooding		Summary of Impacts Map/GIS input	OES Duty Officer
	Debris blocking road network	Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated		Action Plan	Local EOC, especially those jurisdictions directly impacted by flooding
		Reports - Amtrak	Local EOC Operations Section when local EOC is activated		Situation Report	Cal OES
	Status of Airports	Reports - Law Enforcement	OA EOC Operations Section when local EOC is activated	Public Information Messages	Impacted (potential) Public Populations	
		Reports - Fire Department		Initial damage estimate		
	Status of railways	News Media and other open sources	OA EOC Planning Section when local EOC is activated	Road Closures Report	OES Risk Communications Officer	
		Conference Call Inquiry		Until Information Requirement Completed		
		Reports - Civilians			Conference call agenda	Activated DOCs
	Status of Public transit System	Reports - CalTrans	OES Risk Communications Officer			
		Reports - Roads and Airports				
		Reports - Cal Trains				
	Accessibility status within most impacted areas	Reports - Cal OES				
		Reports - Fleet and Facilities				
Reports - Valley Transit Authority						



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool							
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element	
Status of Energy Systems	Status of electrical generating facilities	GIS Layer	GIS Subject Matter Experts	At least once during each Operational Period	Summary of Impacts Map/GIS input	Operational Area EOC, if OA EOC is activated	
		Reports - PG&E	Local jurisdictions impacted by localized flooding		EOC Status Briefing when EOC is activated	OES Duty Officer	
	Status of distribution grid	Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated		Updated as new information becomes available	Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding
		CUEA	Local EOC Operations Section when local EOC is activated			Action Plan	Cal OES
	Number of people without electric power	Reports - Law Enforcement	OA EOC Operations Section when local EOC is activated	Until Information Requirement Completed	Conference call agenda	Impacted (potential) Public Populations	
		Reports - Fire Department	OA EOC Planning Section when local EOC is activated		Public Information Messages		OES Risk Communications Officer
	Status of natural gas transmissions	News Media and other open sources	OES Risk Communications Officer		Initial damage estimate	Activated DOCs	
		Conference Call Inquiry	SFPUC				
	Status of pipelines	Reports - Civilians	PG&E				
		Reports - Roads and Airports					
	Number of people without natural gas	Reports - Cal OES					
		Reports - Fleet and Facilities					



FLOOD HAZARD-SPECIFIC ANNEX							
Information Collection and Management Tool							
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element	
Access Points to Disaster Area	Traffic Control Points	GIS Layer	GIS Subject Matter Experts	At least once during each Operational Period	Summary of Impacts Map/GIS Input	Operational Area EOC, if OA EOC is activated	
		Reports - CalTrans	Local jurisdictions impacted by localized flooding		EOC Status Briefing when EOC is activated		
	Road Closures	Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated		Updated as new information becomes available	Situation Report	OES Duty Officer
		Reports - Moffett Field	Local EOC Operations Section when local EOC is activated				
	Safe Routes for Emergency traffic	Reports - Law Enforcement	OA EOC Operations Section when local EOC is activated	Action Plan	Local EOC, especially those jurisdictions directly impacted by flooding		
		Reports - Fire Department					
	Airports for surge personnel	City of San Jose - SJC International Airport	OA EOC Operations Section when local EOC is activated	Conference call agenda	Impacted (potential) Public Populations		
		Conference Call Inquiry					
	Routes to Local EOCs, DOC, ICPs	Reports - County employees	OA EOC Planning Section when local EOC is activated	Public Information Messages	OES Risk Communications Officer		
		Reports - Roads and Airports					
	Helipad Locations	Reports - Cal OES	OES Risk Communications Officer				
		Reports - Fleet and Facilities					
Credentials needed for access	Reports - Valley Transit Authority			Activated DOCs			



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Status of communication systems	Status of telephone & internet operations	Reports - County Communications Department	Local jurisdictions impacted by localized flooding	At least once during each Operational Period	Summary of Impacts Map/GIS Input	Operational Area EOC, if OA EOC is activated
	Reliability of cellular service in impacted area	Reports - Cal OES	Local EOC Planning Section when local EOC is activated		EOC Status Briefing when EOC is activated	OES Duty Officer
		Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Operations Section when local EOC is activated		Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding
	Status of state and local emergency communications systems	Mass media and other Open Sources	OA EOC Operations Section when local EOC is activated	Updated as new information becomes available	Action Plan	Cal OES
	Status of radio/satellite communications capability		OA EOC Planning Section when local EOC is activated		Conference call agenda	Impacted (potential) Public Populations
	Status of radio and TV mass media broadcasting capability	Conference Call Inquiry	OES Risk Communications Officer	Until Information Requirement Completed	Public Information Messages	OES Risk Communications Officer
			OA ARES/RACES Section			Activated DOCs



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Demographic Information	Population of impacted areas, including disability/AFN estimates	Reports - Cal OES	GIS Subject Matter Experts	At least once during each Operational Period	Summary of Impacts Map/GIS Input	Operational Area EOC, if OA EOC is activated
	Demographic breakdown of population including income levels	Reports - Local EM POCs, EOCs, and emergency agencies	Local jurisdictions impacted by localized flooding		EOC Status Briefing when EOC is activated	OES Duty Officer
		Mass media and other Open Sources	Local EOC Planning Section when local EOC is activated		Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding
	Demographic information on elderly and children	GIS Products	Local EOC Operations Section when local EOC is activated	Updated as new information becomes available	Action Plan	Cal OES
	Numbering of housing units in impacted area	Reports - Law Enforcement	OA EOC Operations Section when local EOC is activated		Conference call agenda	OES Risk Communications Officer
	Unemployment levels	Conference Call Inquiry	OA EOC Planning Section when local EOC is activated	Until Information Requirement Completed	Public Information Messages	Activated DOCs
	Homeless population	Mass Media and other open sources	OES Risk Communications Officer			
	English as a second language	Reports - Fire Department				
		Census Data				



FLOOD HAZARD-SPECIFIC ANNEX						
Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Status of Operations Centers (i.e., EOCs, DOCs, and MACGs)	Status of Local EOCs (Staffing, hours of operations, and activation level)	Cal OES	GIS Subject Matter Experts	At least once during each Operational Period	Summary of Impacts Map/GIS Input	Operational Area EOC, if OA EOC is activated
	Status of SOC (Activation level)	Reports - Local EM POCs, EOCs, and emergency agencies	Local jurisdictions impacted by localized flooding		EOC Status Briefing when EOC is activated	OES Duty Officer
	Status of DOCs (Staffing, hours of operation, and activation level)	Conference Call Inquiry	Local EOC Planning Section when local EOC is activated		Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding
	Status of REOC (Activation level)	Activated DOCs	Local EOC Operations Section when local EOC is activated	Action Plan		
	Status of MACG (Staffing and hours of operations)	WebEOC	OA EOC Operations Section when local EOC is activated	Conference call agenda		
	Private sector EOCs	Private Sector Liaisons	Activated DOCs	Updated as new information becomes available	Public Information Messages	Cal OES
	Utility providers		Activated MACGs			
	Status MCC (Staffing, hours of operation, activation level)	Activated MACGs	Activated MCCs	Until Information Requirement Completed	WebEOC Status Board	Activated DOCs
		Activated MCCs				



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Status of Local Proclamations	Jurisdictions that have proclaimed Disaster/Emergency	Leadership - Local Jurisdictions	Local jurisdictions impacted by localized flooding	At least twice during each Operational Period	EOC Status Briefing when EOC is activated	Operational Area EOC, if OA EOC is activated
	Date/Time of Proclamation		Local EOC Planning Section when local EOC is activated		Situation Report	OES Duty Officer
	Nature of Proclamation (requested assistance, immediate needs, etc.)		Local EOC Operations Section when local EOC is activated		Action Plan	Local EOC, especially those jurisdictions directly impacted by flooding
		OA EOC Operations Section when local EOC is activated	Conference call agenda			
		OA EOC Planning Section when local EOC is activated	Public Information Messages	Cal OES		
		OES Risk Communications Officer		OES Risk Communications Officer		
	Activated DOCs	Updated as new information becomes available	Disaster/Emergency Proclamation			
	Activated MACGs				Until Information Requirement Completed	
	Status of requested assistance/aid	Local jurisdictional EM POCs impacted by localized flooding	OA EOC Management Section when OA EOC is activated			



FLOOD HAZARD-SPECIFIC ANNEX							
Information Collection and Management Tool							
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element	
Status of Emergency Sheltering	Number of Shelters Open	American Red Cross National Shelter System	GIS Subject Matter Experts	At least once during each Operational Period	Summary of Impacts Map/GIS Input	Operational Area EOC, if OA EOC is activated	
		Cal OES	Local jurisdictions impacted by localized flooding			OES Duty Officer	
	Location of Open Shelters	Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated		Updated as new information becomes available	EOC Status Briefing when EOC is activated	Local EOC, especially those jurisdictions directly impacted by flooding
		Social Services Agency Reports/Guidance	Local EOC Operations Section when local EOC is activated			Situation Report	Cal OES
	Number of Potential Shelters	OA Mass Care & Shelter Annex	OA EOC Operations Section when local EOC is activated	Until Information Requirement Completed	Action Plan	Impacted (potential) Public Populations	
		Shelter Manager	OA EOC Planning Section when local EOC is activated		Conference call agenda	OES Risk Communications Officer	
	Location of Potential Shelters	AFN Representatives	OES Risk Communications Officer	AFN Representative	Public Information Messages	Activated DOCs	
		Conference Call Inquiry	American Red Cross		WebEOC Status Board		



FLOOD HAZARD-SPECIFIC ANNEX							
Information Collection and Management Tool							
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element	
Status of Donations Management & Voluntary Agency Activities	Determine need for Donations management	CADRE Representative	Local jurisdictions impacted by localized flooding	At least once during each Operational Period	EOC Status Briefing when EOC is activated	Operational Area EOC, if OA EOC is activated	
		Cal OES				OES Duty Officer	
		Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated		Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding	
			Local EOC Operations Section when local EOC is activated			Cal OES	
	Status of Donations Management agreement with Silicon Valley Community Foundation	Volunteer Emergency Center Reports	OA EOC Operations Section when local EOC is activated	Updated as new information becomes available	Action Plan	Impacted (potential) Public Populations	
		211 Reports	OA EOC Planning Section when local EOC is activated			OES Risk Communications Officer	
		CalVolunteers	OES Risk Communications Officer		Conference call agenda	Silicon Valley Community Foundation	
		Conference Call Inquiry	American Red Cross	Until Information Requirement Completed	Public Information Messages	211	
		American Red Cross				CalVolunteers	
		News Media and other open sources				CADRE	



FLOOD HAZARD-SPECIFIC ANNEX
Information Collection and Management Tool

EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Status of Operations Centers (i.e., EOCs, DOCs, and MACGs)	Status of Local EOCs (Staffing, hours of operations, and activation level)	Cal OES	GIS Subject Matter Experts	At least once during each Operational Period	Summary of Impacts Map/GIS Input	Operational Area EOC, if OA EOC is activated
	Status of SOC (Activation level)	Reports - Local EM POCs, EOCs, and emergency agencies	Local jurisdictions impacted by localized flooding Local EOC Planning Section when local EOC is activated		EOC Status Briefing when EOC is activated	OES Duty Officer
	Status of DOCs (Staffing, hours of operation, and activation level)	Conference Call Inquiry	Local EOC Operations Section when local EOC is activated	Updated as new information becomes available	Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding
	Status of REOC (Activation level)	Activated DOCs	OA EOC Operations Section when local EOC is activated OA EOC Planning Section when local EOC is activated		Action Plan	
	Status of MACG (Staffing and hours of operations)	WebEOC	Activated DOCs	Until Information Requirement Completed	Conference call agenda	Cal OES
	Private sector EOCs	Private Sector Liaisons	Activated MACGs		Public Information Messages	
	Utility providers					Activated MACGs
	Status MCC (Staffing, hours of operation, activation level)	Activated MCCs	Activated MCCs			



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool							
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element	
Status of Local Proclamations	Jurisdictions that have proclaimed Disaster/Emergency	Leadership - Local Jurisdictions	Local jurisdictions impacted by localized flooding	At least twice during each Operational Period	EOC Status Briefing when EOC is activated	Operational Area EOC, if OA EOC is activated	
	Date/Time of Proclamation		Local EOC Planning Section when local EOC is activated		Situation Report	OES Duty Officer	
	Nature of Proclamation (requested assistance, immediate needs, etc.)		Local EOC Operations Section when local EOC is activated		Action Plan	Local EOC, especially those jurisdictions directly impacted by flooding	
		OA EOC Operations Section when local EOC is activated	Conference call agenda				
		OA EOC Planning Section when local EOC is activated	Public Information Messages	Cal OES			
		OES Risk Communications Officer	Disaster/Emergency Proclamation	OES Risk Communications Officer			
	Activated DOCs	Until Information Requirement Completed					
	Activated MACGs						
	Status of requested assistance/aid	Local jurisdictional EM POCs impacted by localized flooding	OA EOC Management Section when OA EOC is activated				



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool							
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element	
Status of Emergency Sheltering	Number of Shelters Open	American Red Cross National Shelter System	GIS Subject Matter Experts	At least once during each Operational Period	Summary of Impacts Map/GIS Input	Operational Area EOC, if OA EOC is activated	
		Cal OES	Local jurisdictions impacted by localized flooding			OES Duty Officer	
	Location of Open Shelters	Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated		Updated as new information becomes available	EOC Status Briefing when EOC is activated	Local EOC, especially those jurisdictions directly impacted by flooding
		Social Services Agency Reports/Guidance	Local EOC Operations Section when local EOC is activated				Situation Report
	Number of Potential Shelters	OA Mass Care & Shelter Annex	OA EOC Operations Section when local EOC is activated	Until Information Requirement Completed	Action Plan	Impacted (potential) Public Populations	
		Shelter Manager	OA EOC Planning Section when local EOC is activated		Conference call agenda	OES Risk Communications Officer	
	Location of Potential Shelters	AFN Representatives	OES Risk Communications Officer		Public Information Messages	WebEOC Status Board	Activated DOCs
		Conference Call Inquiry	American Red Cross				
	Shelter needs, including AFN		AFN Representative				



FLOOD HAZARD-SPECIFIC ANNEX							
Information Collection and Management Tool							
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element	
Status of Donations Management & Voluntary Agency Activities	Determine need for Donations management	CADRE Representative	Local jurisdictions impacted by localized flooding	At least once during each Operational Period	EOC Status Briefing when EOC is activated	Operational Area EOC, if OA EOC is activated	
		Cal OES				OES Duty Officer	
		Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated		Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding	
			Local EOC Operations Section when local EOC is activated			Cal OES	
	Status of Donations Management agreement with Silicon Valley Community Foundation	Volunteer Emergency Center Reports	OA EOC Operations Section when local EOC is activated	Updated as new information becomes available	Action Plan	Impacted (potential) Public Populations	
		211 Reports	OA EOC Planning Section when local EOC is activated			OES Risk Communications Officer	
		CalVolunteers	OES Risk Communications Officer		Conference call agenda	Silicon Valley Community Foundation	
		Conference Call Inquiry	American Red Cross	Until Information Requirement Completed	Public Information Messages	211	
		American Red Cross				CalVolunteers	
		News Media and other open sources				CADRE	



FLOOD HAZARD-SPECIFIC ANNEX							
Information Collection and Management Tool							
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element	
Political Considerations	Federal Congressional Districts Impacted	GIS databases	Local jurisdictions impacted by localized flooding	At least once during each Operational Period	EOC Status Briefing when EOC is activated	Operational Area EOC, if OA EOC is activated	
		Federal Congressional directories				OES Duty Officer	
		Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated		Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding	
		Local EOC Operations Section when local EOC is activated	Action Plan		Cal OES		
	State Legislature Districts Impacted	State legislature directors	OA EOC Operations Section when local EOC is activated	Updated as new information becomes available		Conference call agenda	Clerk of the Board
		Clerk of the Board	OA EOC Planning Section when local EOC is activated				
		Conference Call Inquiry	OES Risk Communications Officer				
	Board of Supervisors Districts Impacted	News Media and other open sources	Clerk of the Board	Local EOC Management Section when local EOC activated	Until Information Requirement Completed	Public Information Messages	OES Risk Communications Officer
			Local EOC Management Section when local EOC activated				
			OA EOC Management Section when OA EOC activated				



FLOOD HAZARD-SPECIFIC ANNEX						
Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Mitigation Considerations	Existence of pre-approved mitigation projects in disaster area	GIS Databases	Local jurisdictions impacted by localized flooding	At least once during each Operational Period	EOC Status Briefing when EOC is activated	Operational Area EOC, if OA EOC is activated
	Likelihood and nature of cascading events	Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated Local EOC Operations Section when local EOC is activated		Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding
	Cost/benefit of the approved project in light of disaster	FEMA Flood Map Service Center OA LHMP	OA EOC Operations Section when local EOC is activated OA EOC Planning Section when local EOC is activated			
	location of substantial repair cost (in excess of 50% of structure value)	News Media and other open sources Conference Call Inquiry	OES Risk Communications Officer	Updated as new information becomes available	Action Plan	Cal OES
	Relationship with LHMP	Santa Clara Valley Water District LHMP	Cal OES			
	Status of Voluntary Agencies Actively Involved in Operations		OA EOC Logistics Section when OA EOC is activated	Until Information Requirement Completed	Conference call agenda	Senior Leader - local/county government
	Damage to Hazard Mitigation Projects	OA EOC Management Section when OA EOC is activated				
	Status of NFIP participation	Reports - County Office of Supportive Housing	Local Management Section when local EOC is activated			
	Status of Insurance levels					



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Status of Offensive Response Equipment/ Forecast	Number of responding agencies/ personnel	Reports - Local EM POCs, EOCs, and emergency agencies	Local jurisdictions impacted by localized flooding	At twice once during each Operational Period	EOC Status Briefing when EOC is activated	Operational Area EOC, if OA EOC is activated
	Title of responding agencies/ organizations	Situation reports	Local EOC Planning Section when local EOC is activated		Situation Report	
	Locations of responding personnel	Action plans	Local EOC Operations Section when local EOC is activated	Updated as new information becomes available	Action Plan	Local EOC, especially those jurisdictions directly impacted by flooding
	Title/Number of expected agencies, personnel, organizations	News Media and other open sources	OA EOC Operations Section when local EOC is activated		Conference call agenda	
	Needed personnel/assets	Conference Call Inquiry	OA EOC Planning Section when local EOC is activated		Until Information Requirement Completed	
			Cal OES	FEMA		
			Local EOC Logistics Section when local EOC is activated			
			Conference Call Inquiry	OA EOC Logistics Section when local EOC is activated		



FLOOD HAZARD-SPECIFIC ANNEX							
Information Collection and Management Tool							
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element	
Political Considerations	Federal Congressional Districts Impacted	GIS databases	Local jurisdictions impacted by localized flooding	At least once during each Operational Period	EOC Status Briefing when EOC is activated	Operational Area EOC, if OA EOC is activated	
		Federal Congressional directories				OES Duty Officer	
		Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated		Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding	
		Local EOC Operations Section when local EOC is activated	Action Plan		Cal OES		
	State legislature directors	OA EOC Operations Section when local EOC is activated		Updated as new information becomes available		Conference call agenda	
	Clerk of the Board	OA EOC Planning Section when local EOC is activated	Clerk of the Board				
	Conference Call Inquiry	OES Risk Communications Officer			Until Information Requirement Completed		Public Information Messages
	State Legislature Districts Impacted	News Media and other open sources	Clerk of the Board	Local EOC Management Section when local EOC activated		OES Risk Communications Officer	
			Local EOC Management Section when local EOC activated				
		OA EOC Management Section when OA EOC activated	OES Risk Communications Officer				
		Board of Supervisors Districts Impacted		OA EOC Management Section when OA EOC activated			



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Weather Information	Weather Impacts occurring or forecast for the disaster or emergency area	NWS Bulletins/Reports	Local jurisdictions impacted by localized flooding	At least once during each Operational Period	NWS Bulletins/reports	Operational Area EOC, if OA EOC is activated
	Long-term Weather Forecast		Local EOC Planning Section when local EOC is activated		EOC Status Briefing when EOC is activated	OES Duty Officer
	Nature of continuing weather patterns		Local EOC Operations Section when local EOC is activated		Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding
	Impacts on operations	NWS Website	OA EOC Operations Section when local EOC is activated	Updated as new information becomes available	Action Plan	Cal OES
			OA EOC Planning Section when local EOC is activated		Conference call agenda	Impacted
			OES Risk Communications Officer	Until Information Requirement Completed	Public Information Messages	OES Risk Communications Officer
	NWS	Impacted (potential) Public Populations				



FLOOD HAZARD-SPECIFIC ANNEX						
Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Mitigation Considerations	Existence of pre-approved mitigation projects in disaster area	GIS Databases	Local jurisdictions impacted by localized flooding	At least once during each Operational Period	EOC Status Briefing when EOC is activated	Operational Area EOC, if OA EOC is activated
	Likelihood and nature of cascading events	Reports - Local EM POCs, EOCs, and emergency agencies	Local EOC Planning Section when local EOC is activated Local EOC Operations Section when local EOC is activated		Situation Report	Local EOC, especially those jurisdictions directly impacted by flooding
	Cost/benefit of the approved project in light of disaster	FEMA Flood Map Service Center OA LHMP	OA EOC Operations Section when local EOC is activated OA EOC Planning Section when local EOC is activated			
	location of substantial repair cost (in excess of 50% of structure value)	News Media and other open sources Conference Call Inquiry	OES Risk Communications Officer	Updated as new information becomes available	Action Plan	Cal OES
	Relationship with LHMP	Santa Clara Valley Water District LHMP	Cal OES			
	Status of Voluntary Agencies Actively Involved in Operations		OA EOC Logistics Section when OA EOC is activated	Until Information Requirement Completed	Conference call agenda	Senior Leader - local/county government
	Damage to Hazard Mitigation Projects	OA EOC Management Section when OA EOC is activated				
	Status of NFIP participation	Reports - County Office of Supportive Housing	Local Management Section when local EOC is activated			
	Status of Insurance levels					



FLOOD HAZARD-SPECIFIC ANNEX Information Collection and Management Tool						
EEI	Information Requirement	Suggested Source(s)	Responsible Agency, Organization, or Element	Collection Suspense	Deliverable Product	Consuming Agency, Organization, or Element
Status of Offensive Response Equipment/ Forecast	Number of responding agencies/ personnel	Reports - Local EM POCs, EOCs, and emergency agencies	Local jurisdictions impacted by localized flooding	At twice once during each Operational Period	EOC Status Briefing when EOC is activated	Operational Area EOC, if OA EOC is activated
	Title of responding agencies/ organizations	Situation reports	Local EOC Planning Section when local EOC is activated		Situation Report	
	Locations of responding personnel	Action plans	Local EOC Operations Section when local EOC is activated	Updated as new information becomes available	Action Plan	Local EOC, especially those jurisdictions directly impacted by flooding
	Title/Number of expected agencies, personnel, organizations	News Media and other open sources	OA EOC Operations Section when local EOC is activated		Conference call agenda	
	Needed personnel/assets	Conference Call Inquiry	OA EOC Planning Section when local EOC is activated		Until Information Requirement Completed	
			Cal OES	FEMA		
			Local EOC Logistics Section when local EOC is activated			
			Conference Call Inquiry	OA EOC Logistics Section when local EOC is activated		



APPENDIX B – RISK ANALYSIS MAPPING



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APPENDIX B – RISK ANALYSIS MAPPING

This Appendix contains the information regarding vulnerable populations, the location of hospitals, schools, fire departments, police departments, and 100 year and 500 year flood inundation zones, as provided by the Federal Emergency Management Agency. The objective of this Appendix is to provide users with a reference for planning considerations during a flooding event.

SANTA CLARA COUNTY SOCIAL VULNERABILITY INDEX

The County of Santa Clara Social Vulnerability Index is based on the Social Vulnerability Index (SVI) created by the Agency for Toxic Substances and Disease Registry. The goal of the SVI is to include social vulnerability in the risk equation. By understanding the nature and location of socially vulnerable community members, the Operational Area can better address emergency considerations through the entire disaster cycle (mitigation, preparedness, response, and recovery). For a detailed visual of Santa Clara County’s Risk Analysis Mapping, see this link: <http://arcg.is/1MS1D8I>.

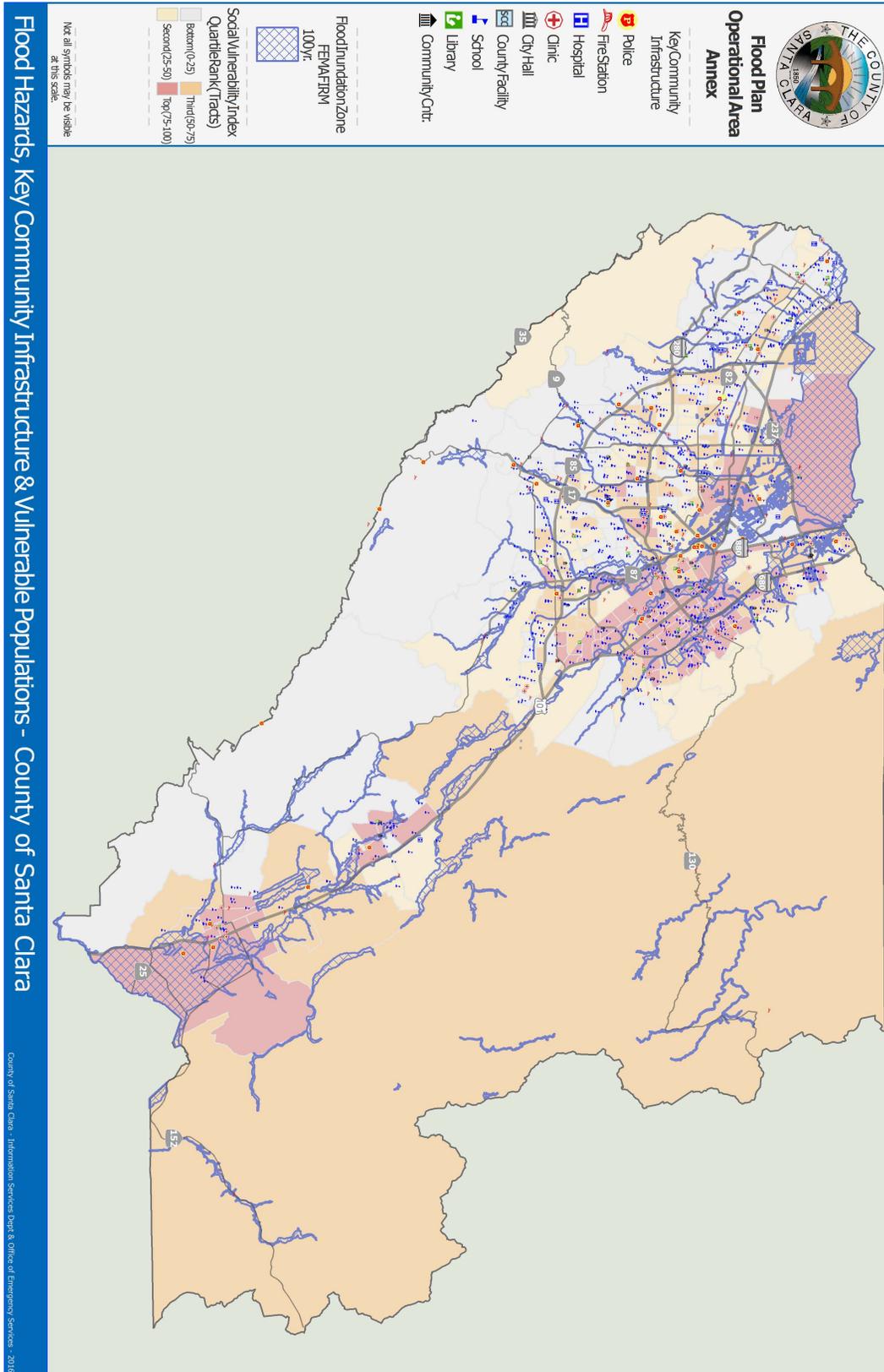
Variable	Description
Percent individuals below poverty	Percent of persons below federally defined poverty line, a threshold that varies by the size and age composition of the household.
Percent civilian unemployed	Based on total population 16+. Civilian persons unemployed divided by total civilian population. Unemployed persons actively seeking work.
Per capita income	The mean income computed for every person in the census tract.
Percent persons with no high school diploma	Percent of persons 25 years of age and older, with less than a 12th grade education (including individuals with 12 grades but no diploma).
Percent senior	Percent persons 65 years of age or older
Percent minor	Percent persons 17 years of age or younger
Percent male or female householder, no spouse present, with children under 18	Other family: male householder, no wife present, with own children under 18 years + Other family: female householder, no husband present, with own children under 18 years.
Percent minority	Total of the following: black or African American alone + American Indian and Alaska Native alone + Asian alone + Native Hawaiian and other Pacific Islander alone + some other race alone + two or more races + Hispanic or Latino – white alone.
Percent person 5 years of age or older who speak English less than *well*	For all age groups and all languages – the total of persons who speak English not well or not at all.
Percent multi-unit structure	Percent housing units with 10 or more units in structure.
Percent mobile homes	Percent housing units that are mobile homes.
Crowding	At household level, more people than rooms. Percent total occupied housing units (i.e., households) with more than one person per room.
No vehicle available	Percent households with no vehicle available.
Percent of persons in group quarters	Percent of persons who are in institutionalized group quarters (e.g., correctional institutions, nursing homes) and non-institutionalized group quarters (e.g., college dormitories, military quarters).
Source(s): American Communities Survey, 2008 – 2012; US Census Bureau, 2010; Flanagan, Gregory et al., 2011.	



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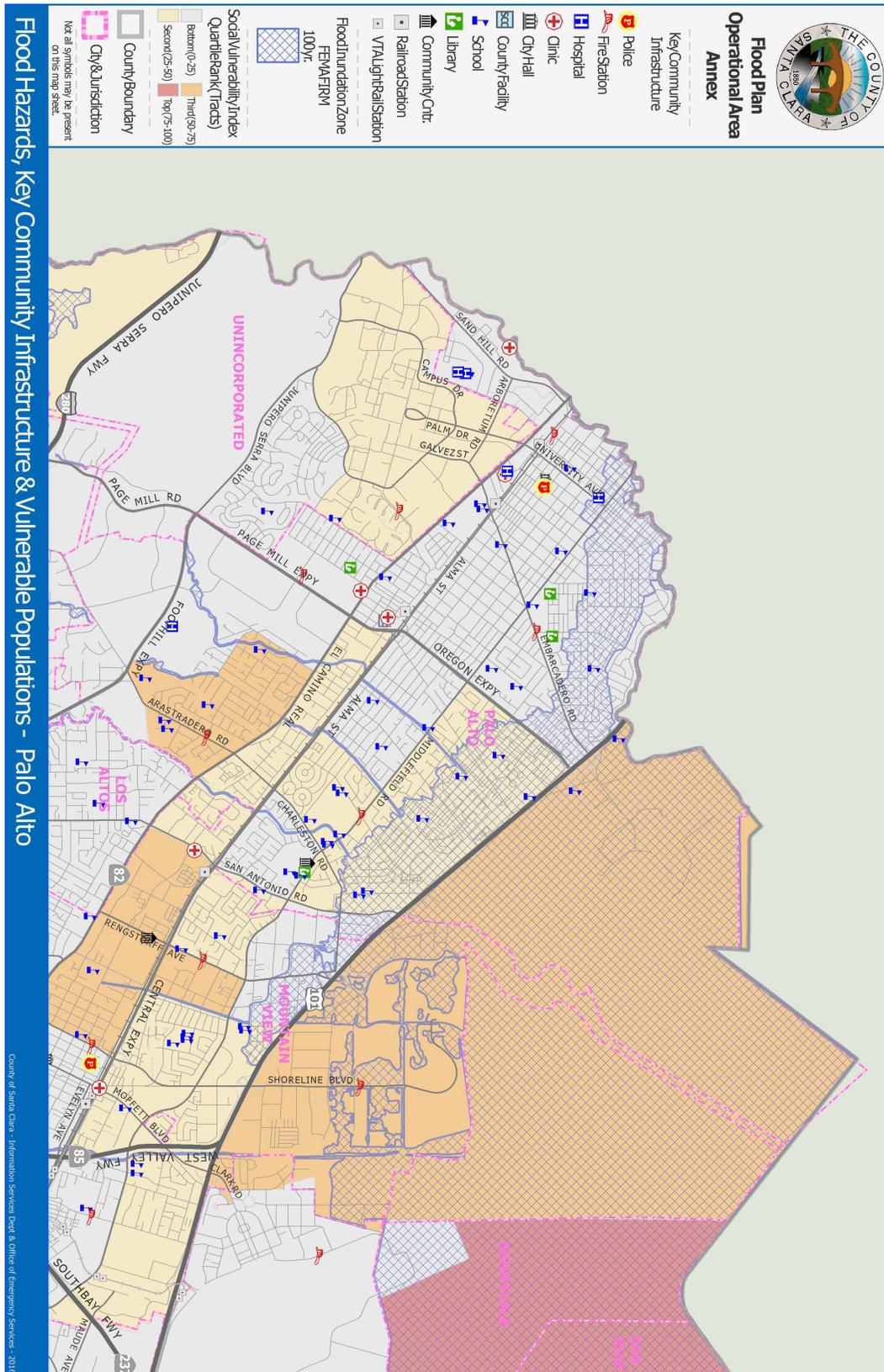


COUNTY OF SANTA CLARA – RISK ANALYSIS MAP



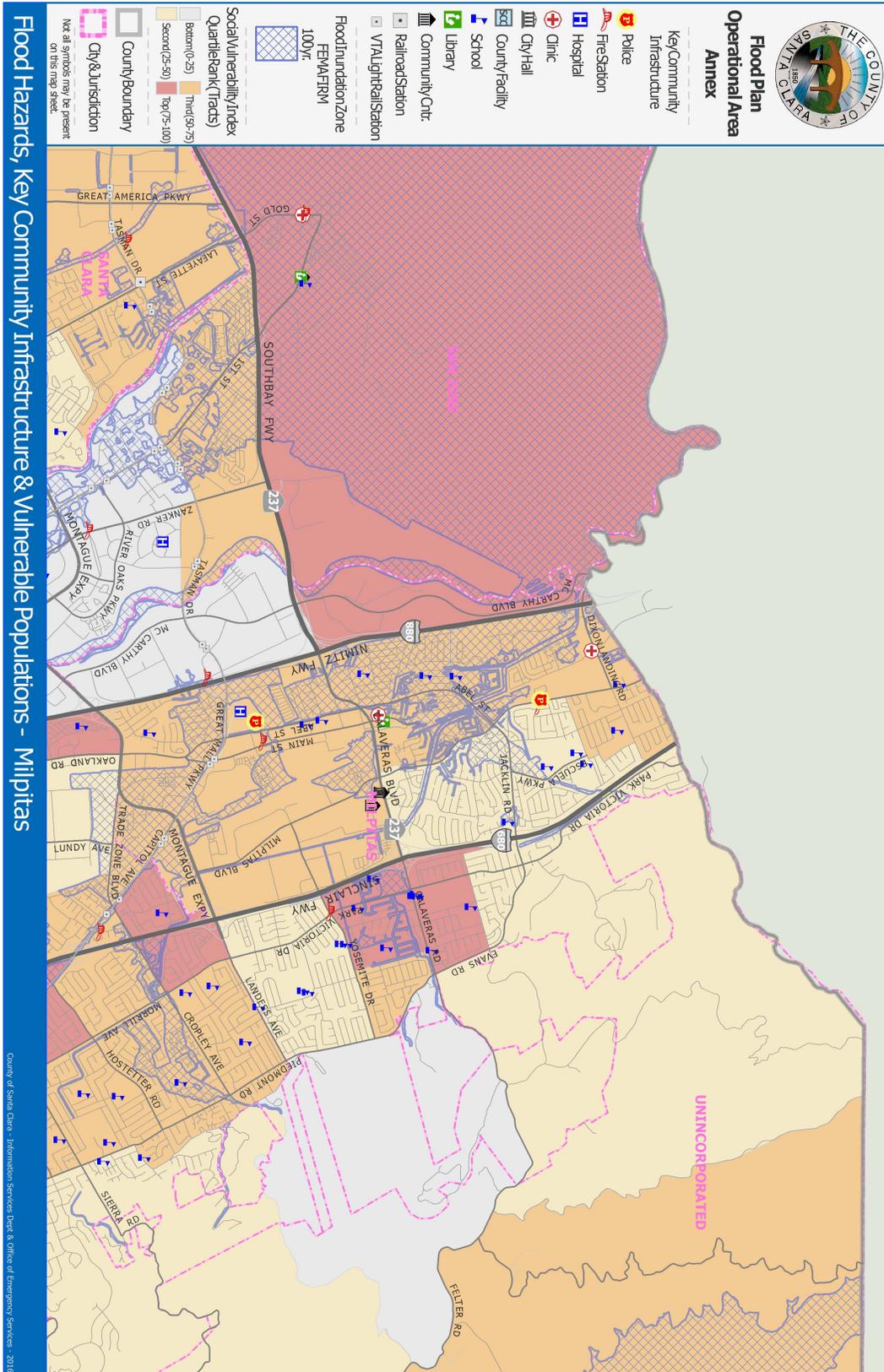


PALO ALTO – RISK ANALYSIS MAP



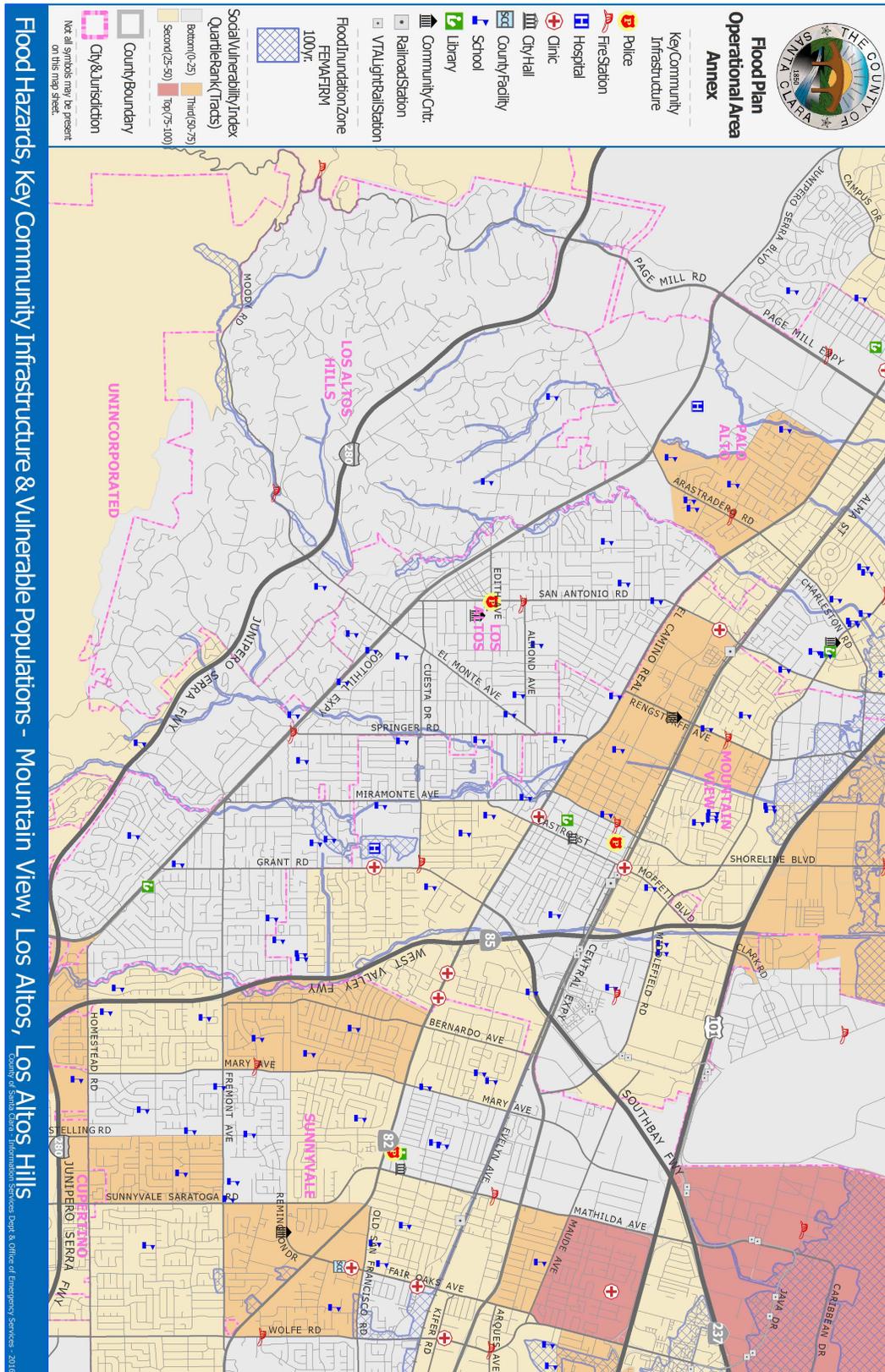


MILPITAS – RISK ANALYSIS MAP





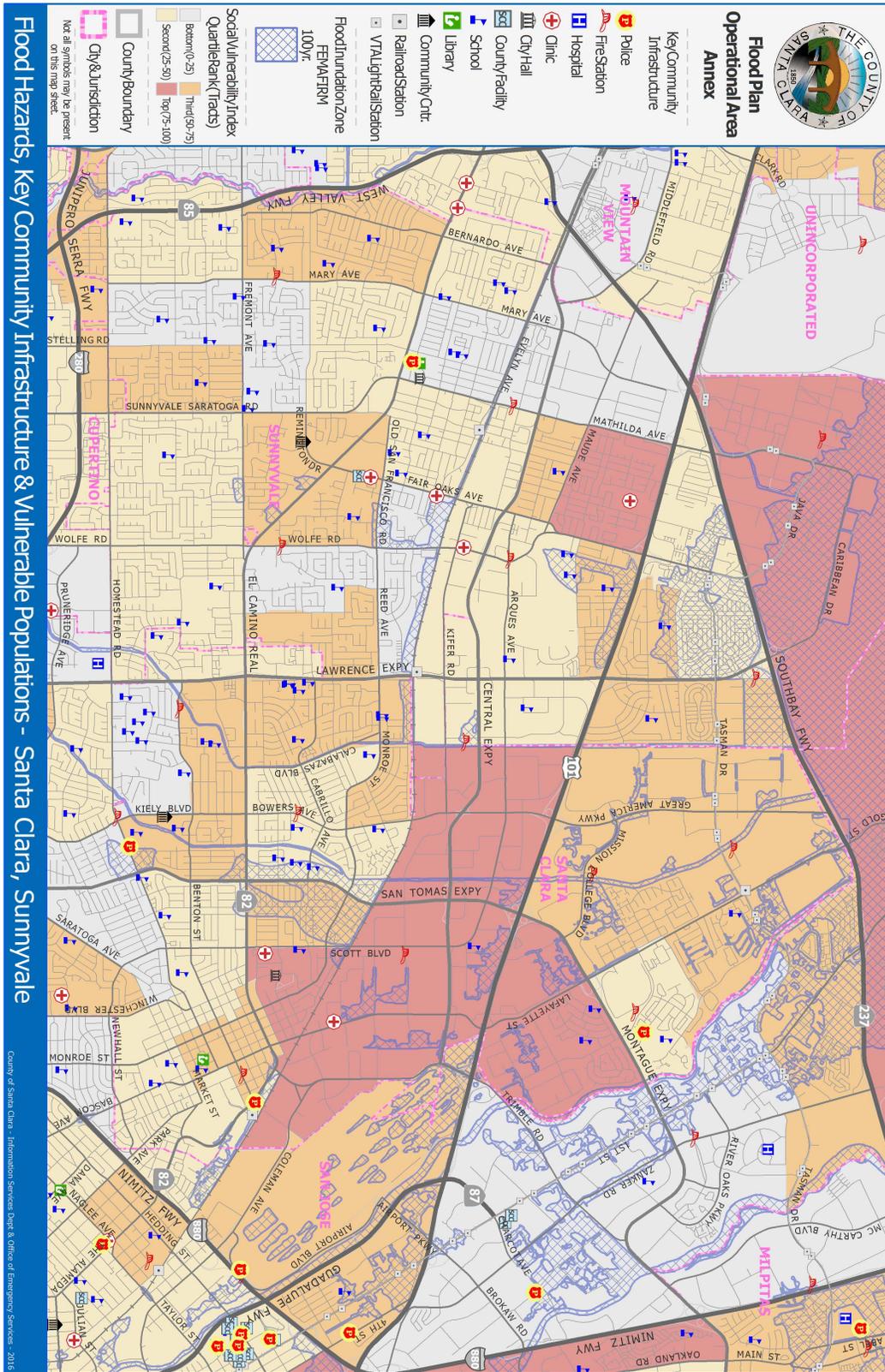
MOUNTAIN VIEW, LOS ALTOS, LOS ALTOS HILLS – RISK ANALYSIS MAP



Flood Hazards, Key Community Infrastructure & Vulnerable Populations - Mountain View, Los Altos, Los Altos Hills
 County of Santa Clara, Administration Services Dept. & Office of Emergency Services, 2016

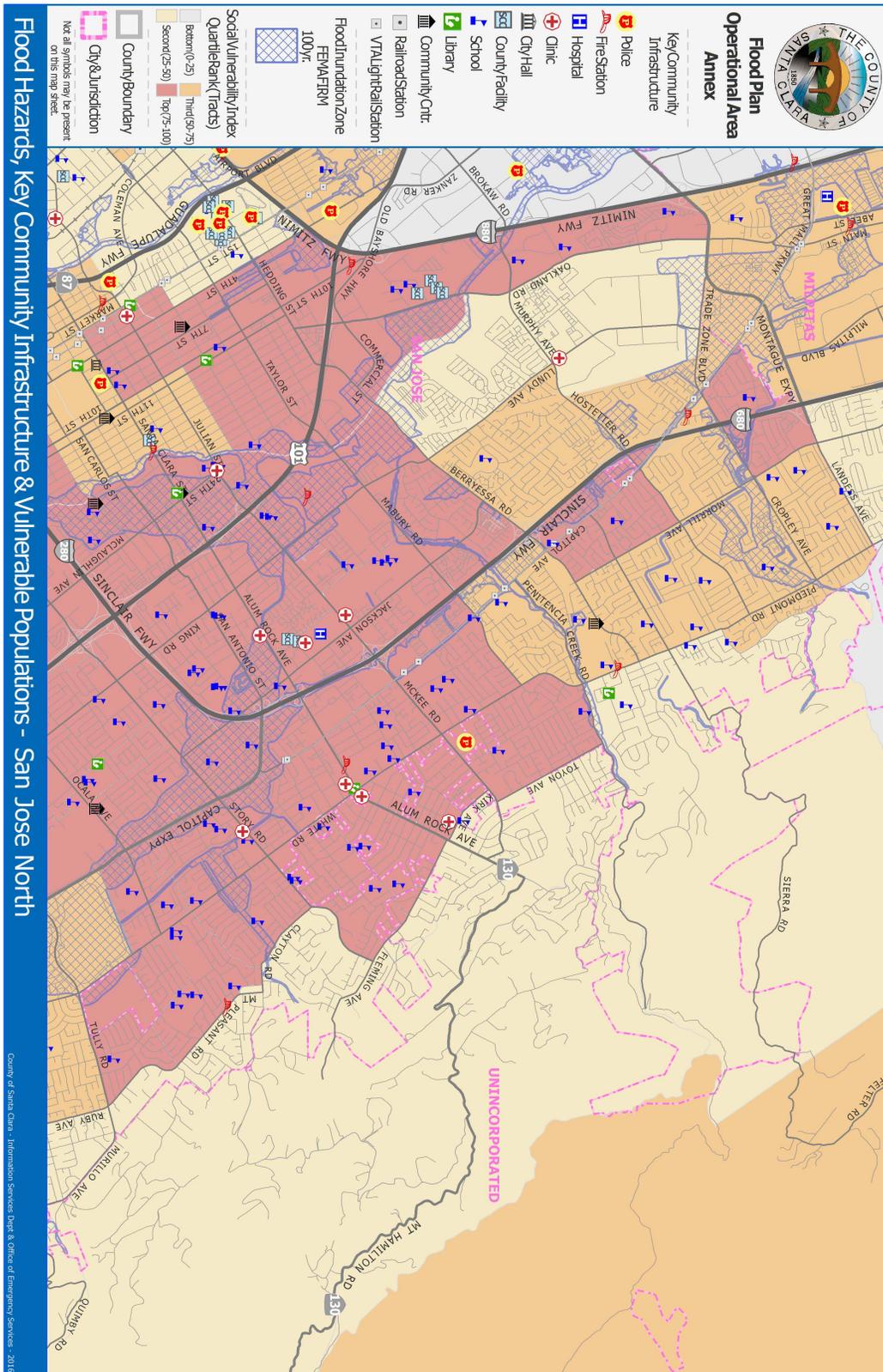


SANTA CLARA, SUNNYVALE – RISK ANALYSIS MAP



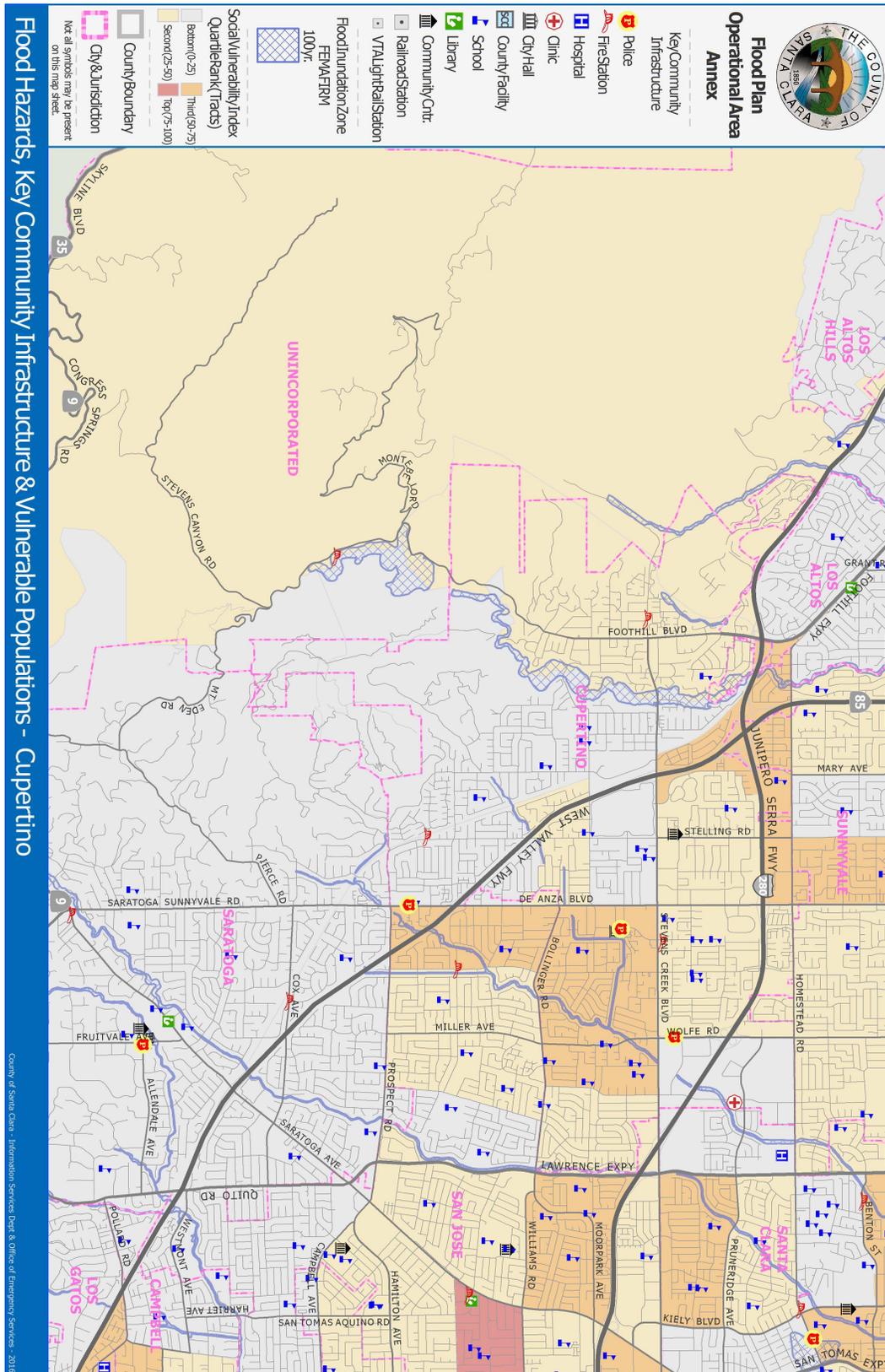


SAN JOSE (NORTH) – RISK ANALYSIS MAP



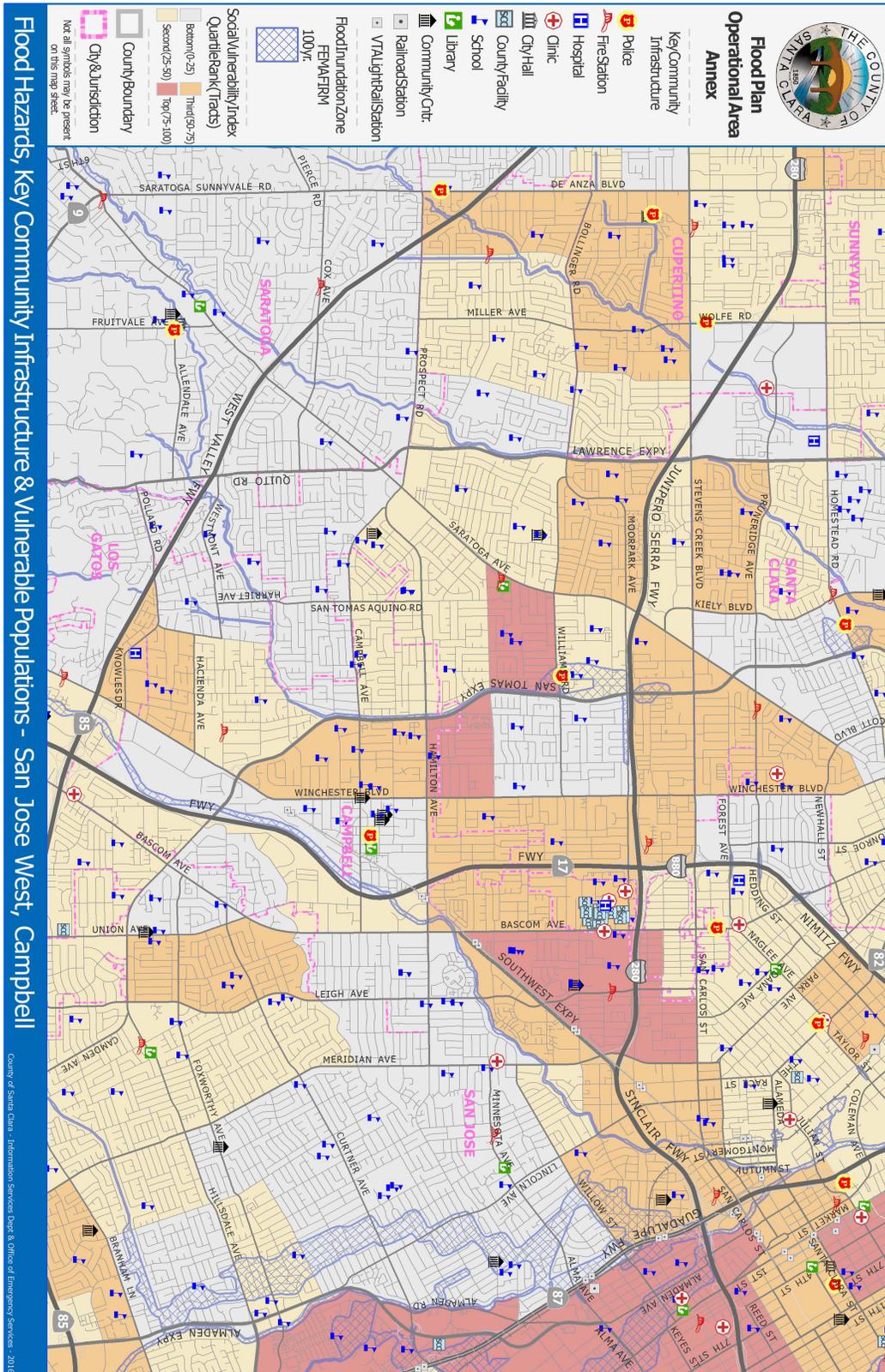


CUPERTINO – RISK ANALYSIS MAP



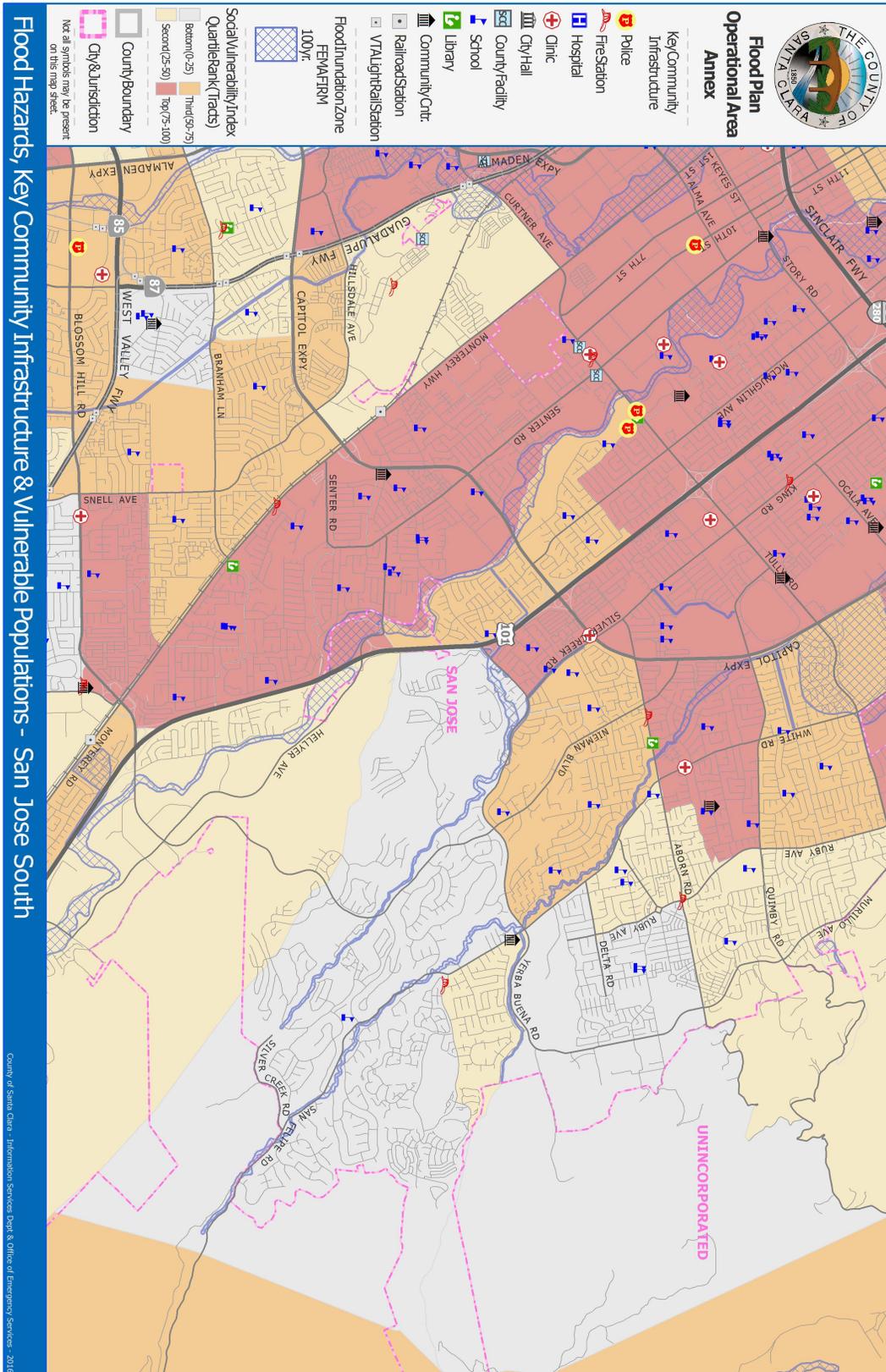


SAN JOSE (WEST), CAMPBELL— RISK ANALYSIS MAP



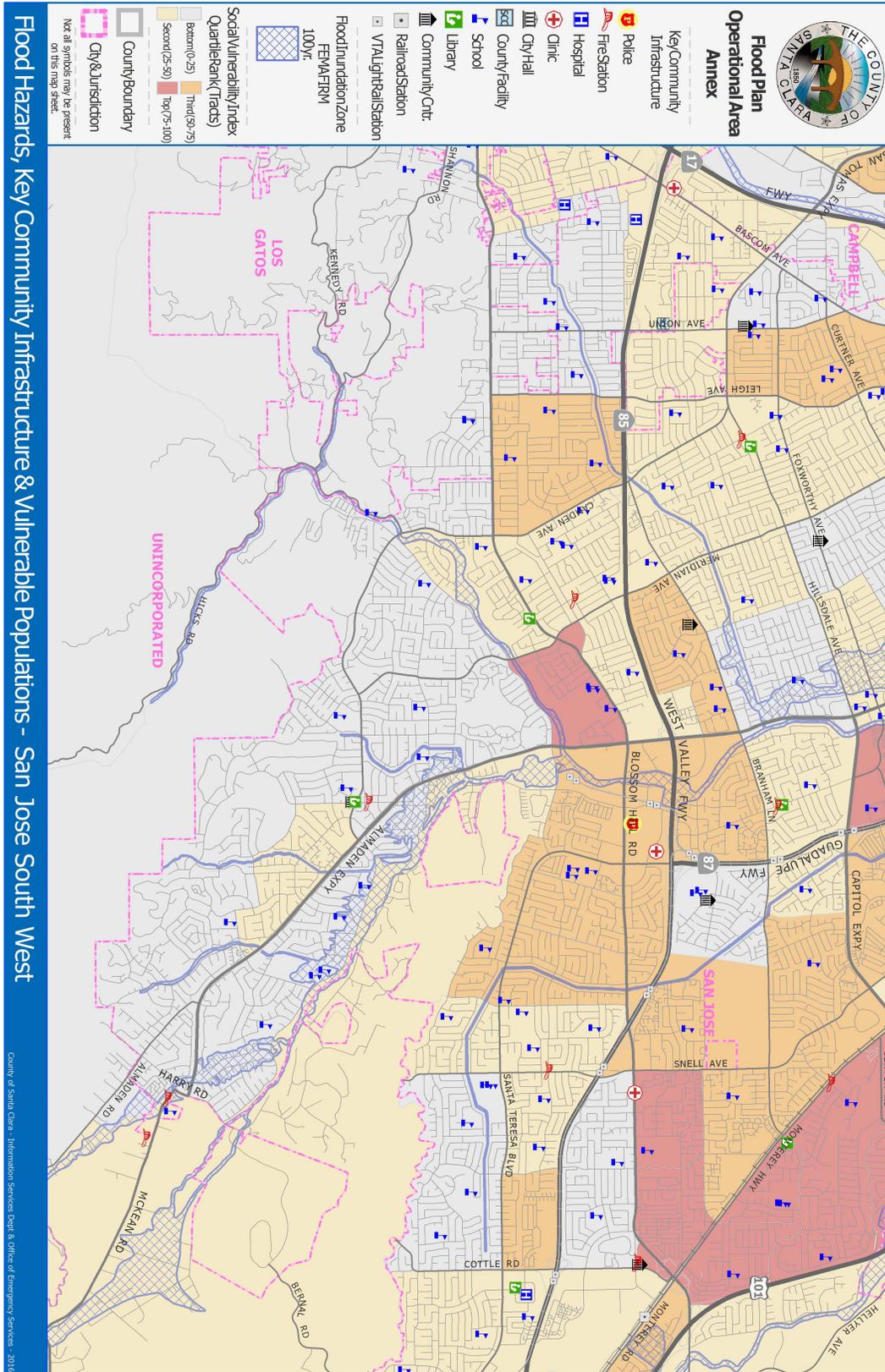


SAN JOSE (SOUTH) – RISK ANALYSIS MAP

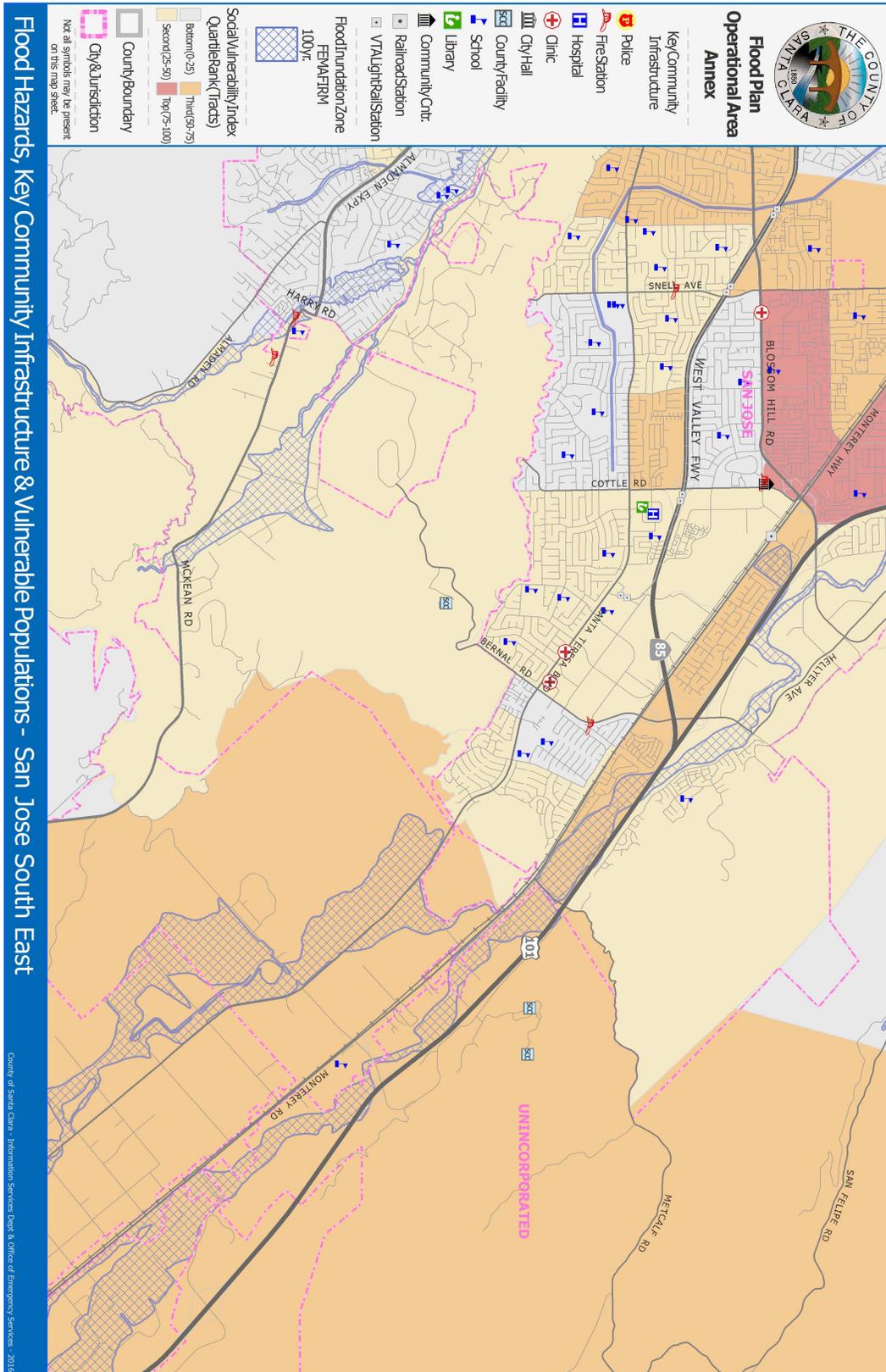




SAN JOSE (SOUTHWEST) – RISK ANALYSIS MAP

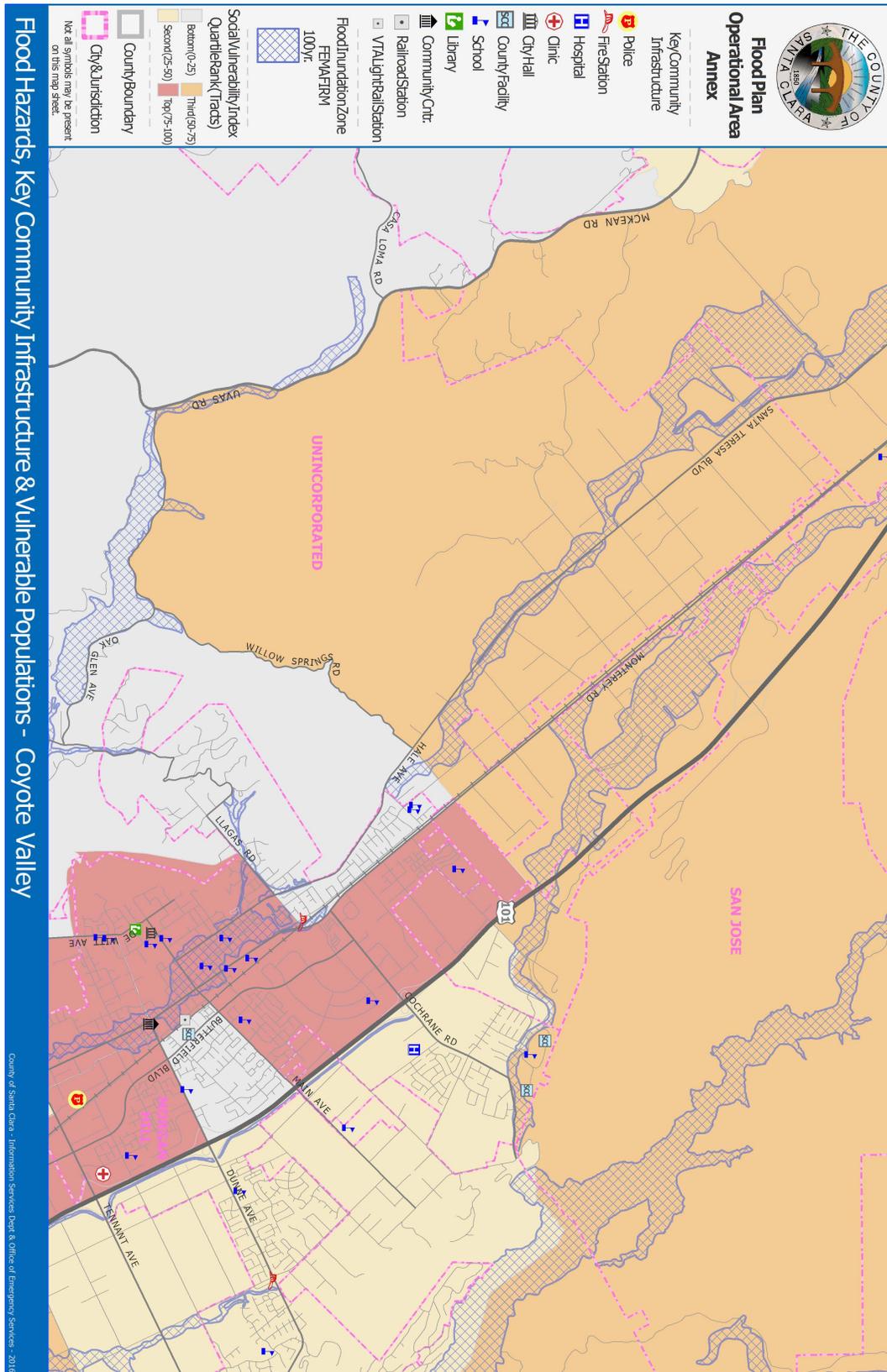


SAN JOSE (SOUTHEAST) – RISK ANALYSIS MAP



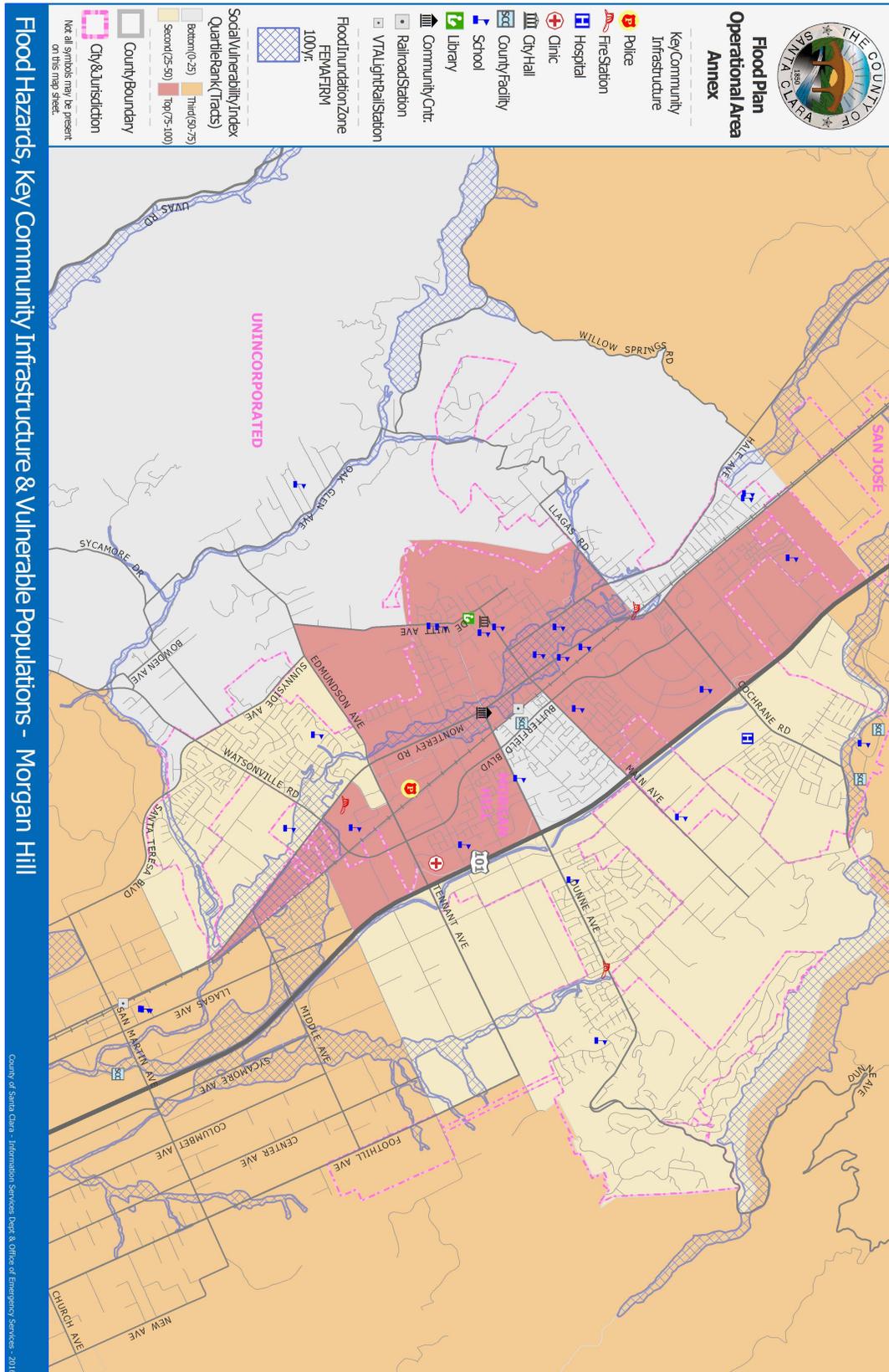


COYOTE VALLEY– RISK ANALYSIS MAP



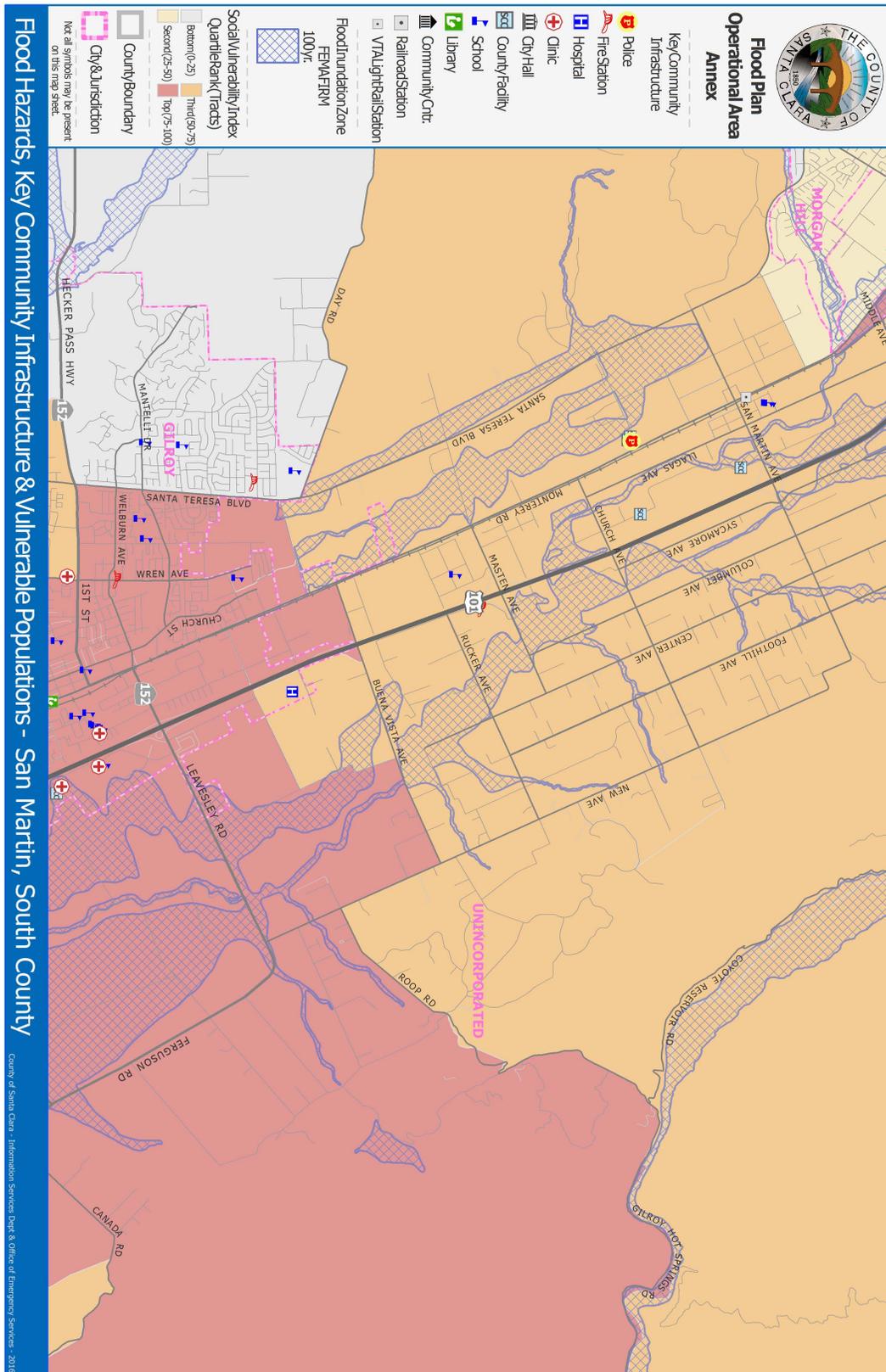


MORGAN HILL – RISK ANALYSIS MAP

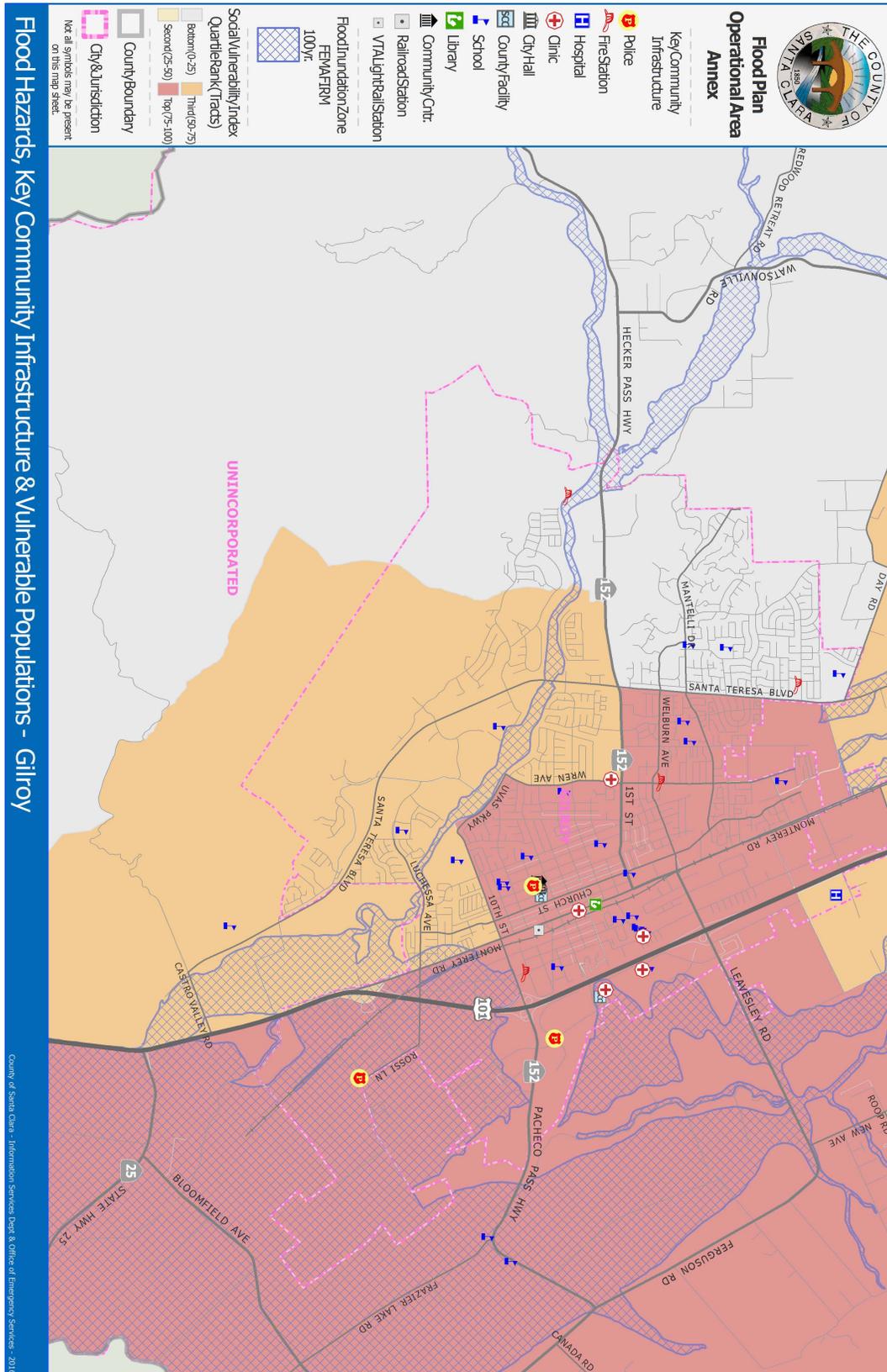




SAN MARTIN, SOUTH COUNTY— RISK ANALYSIS MAP



GILROY – RISK ANALYSIS MAP





APPENDIX C – PUBLIC INFORMATION AND WARNING WITH MESSAGE TEMPLATES



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APPENDIX C – PUBLIC INFORMATION AND WARNING WITH MESSAGE TEMPLATES

PUBLIC INFORMATION AND WARNING

NOTE: Readers should be aware that County OES intends to develop a Crisis Communications Functional Annex to the County’s EOP throughout the course of 2018. The following section was developed *prior* to the County’s work on the forthcoming Crisis Communications Functional Annex. This section should be updated when new documentation has been developed and approved.

Public Information Messaging Considerations

Prior to the arrival of a storm system that may produce heavy precipitation impact the OA, the following items should be considered for public messaging:

- Potential magnitude/severity of storm events on life, property, the environment, and the economy.
- Probability of occurrence (based upon history and future expectations) such as forecasts
- Threat/hazard assessment
- Vulnerabilities
- Consequences
- External assistance requirements
- Evacuation plans
- Requirements for individuals with access and functional needs (AFN)

Joint Information Center (JIC) Activation Considerations

Activation of a JIC, whether physical or virtual, should be considered during the following circumstances:

- 2 or more jurisdictions impacted - Large/Complex incidents
- Large scale evacuations
- Public Health Department Advisories - Major utilities outages
- Impacted roadways throughout the OA
- Public Alerting and Notifications

NOTE: While, the County has recently contracted with Everbridge to update AlertSCC, the brief descriptions below are accurate.

During an emergency, the County, local governments, special districts, NGOs, CBOs, and private companies should coordinate their messaging efforts to ensure that complete and accurate information is disseminated to the public to include individuals with access and functional needs.



The County has various systems in place for disseminating warnings and emergency information to the public, which are described below:

- AlertSCC is the county's public alert and notification system which has been made available for use to each of the 15 cities/towns within the county. AlertSCC uses a 9-1-1 database to deliver messages to the public via landline based telephones. Additionally, the public can register through a web portal to directly receive AlertSCC alerts and notifications on cell phones and via email and SMS. Representatives from each of the local jurisdictions have been trained and authorized to create and send public alerts and notifications. OES and County Communications staff are available 24/7 to assist the local jurisdictions in creating and sending public messages, as needed.
- The Emergency Alert System (EAS) is a national public warning system that may be used by local authorities to deliver important emergency information to the public via local broadcast media. The county's primary station is KCBS (740 AM) and KSJO (92.3 FM) serves as the county's backup station. OES and County Communications have the credentials to access EAS and script emergency messages to inform the public of a threat, the steps to be taken by them, and where additional information can be obtained.
- The Integrated Public Alert and Warning System (IPAWS) is an internet-based capability Federal, State, and local authorities can use to issue critical public alerts and notifications. OES has been credentialed on behalf of the county to access IPAWS through our AlertSCC and WebEOC systems. The IPAWS platform utilized in the Santa Clara County Operational Area is known as Everbridge. Through this vendor platform, IPAWS delivers alerts simultaneously through multiple communications devices reaching as many people as possible to save lives and protect property. These communication pathways include EAS (described above) and Wireless Emergency Alerts (WEA). The WEA system is capable of delivering alerts and notifications to cell phones within a geographic area without the cell phone being registered with the local alerting system. Santa Clara County OES provides each jurisdictional Public Safety Access Point (PSAP) within the Santa Clara County Operational Area with an IPAWS credential. The credential grants the jurisdictional PSAPs access to the Everbridge system to issue appropriate alerts and notifications in their areas of responsibility.



FLOOD MESSAGE TEMPLATE #1

[Jurisdiction Name]

Emergency Service Message

This is a special message from the [Jurisdiction Name] Emergency Operations Center.

A major storm has hit the Bay Area and several areas in San José are flooded. Emergency units are responding. Utility crews are working to restore power.

Please follow these procedures:

- Stay away from flooded areas
- Avoid unnecessary trips
- Monitor water levels near your home, especially creeks
- Call 9-1-1 to report downed power lines and other hazardous situations
- Call 1/888-439-6624 (HEY-NOAH) for sandbag information
- Tune in to local TV and radio for weather updates

Visit the [Jurisdiction Name] website at [Web Address] for the latest details.



FLOOD MESSAGE TEMPLATE #2

Jurisdiction Name

Emergency Service Message

This is _____ at the Jurisdiction Name Emergency Operations Center.

The series of storms that began battering the Jurisdiction Name area on _____ day is expected to continue through _____ day.

So far, Jurisdiction Name has received ___ inches of rain. Weather forecasters say another ___ inches is expected.

There is major flooding throughout the county/city/town.

If you are asked to evacuate, please follow instructions from public safety officers.

If your home is safe, do not make any unnecessary trips. Several roads are damaged or closed.

Use the telephone only for family emergencies or to report dangerous conditions, such as downed power lines or flooding in your area.

Police, fire and medical units have been dispatched throughout the county/city/town.

Road and utility crews are also in the field responding to emergency situations.

Visit the [Jurisdiction Name] website at [Web Address] for the latest updates.



FLOOD MESSAGE TEMPLATE #3

Jurisdiction Name

Emergency Service Message

This is a special safety message from the Jurisdiction Name Emergency Operations Center.

There is major flooding throughout Jurisdiction Name as a result of storms that began battering the area on _____ day. More rain is expected.

Please remain at home if you are safe there.

Do not make any unnecessary trips and stay away from flooded areas.

Beware of downed power lines.

If you are experiencing flooding, call 9-1-1 to notify emergency crews.

Get information about sandbags by calling the Santa Clara Valley Water District at _____ and visiting ValleyWater.org online.

Please stay tuned to this station for more information from the Jurisdiction Name. You can also visit the Jurisdiction Name website at Web Address.



FLOOD MESSAGE TEMPLATE #4

Jurisdiction Name

Emergency Service Message (AlertSCC system)

This is an emergency alert message from the Jurisdiction Name.

Recent storms have caused major flooding throughout Jurisdiction Name.

Emergency units, including police, fire, road and utility crews, have been dispatched and are responding.

Please remain calm. If your home is safe, stay there. Do not use the roads if possible.

Call 9-1-1 to report hazardous conditions or a life-threatening emergency.

Otherwise, please keep telephone lines clear. More information will follow.

This message is being sent through **Santa Clara County's Emergency Alert System.**



APPENDIX D – CONFERENCE CALL AGENDA



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APRIL 6, 2017
8:30AM

EXAMPLE

2017 SPRING STORMS
CONFERENCE CALL AGENDA
SANTA CLARA COUNTY OPERATIONAL AREA



OFFICE OF EMERGENCY SERVICES
COUNTY OF SANTA CLARA AND SANTA CLARA COUNTY FIRE
55 W YOUNGER AVE, SAN JOSE, CA 95110



Conference Call Agenda		
Dial-In Information: (877) 411-9748 Code: 915321#		Call 1
Date: Apr 6, 2017	Time: 8:30 AM	Chair: SCC OES
Purpose: Share Situational Awareness, Discuss Agency Issues, and Identify Resource Needs		
Operational Period: N/A (Preparedness)		
Participating Agency/Organization/Jurisdiction		
<input type="checkbox"/> National Weather Service	<input type="checkbox"/> SCVWD	<input type="checkbox"/> Caltrans
<input type="checkbox"/> PG&E	<input type="checkbox"/> VTA	<input type="checkbox"/> SCC Sheriff's Office
<input type="checkbox"/> CHP	<input type="checkbox"/> SCC EMS	<input type="checkbox"/> South County Fire / CalFire
<input type="checkbox"/> Santa Clara Co Fire	<input type="checkbox"/> County Comm	<input type="checkbox"/> SCC Roads and Airports
<input type="checkbox"/> SCC Animal Control	<input type="checkbox"/> SCC Office of Public Affairs	<input type="checkbox"/> SCC Social Services
<input type="checkbox"/> SCC Office of Supportive Housing	<input type="checkbox"/> American Red Cross	<input type="checkbox"/> SCC Environmental Health
<input type="checkbox"/> SCC Public Health	<input type="checkbox"/> SCC Behavioral Health	<input type="checkbox"/> SCC Parks
<input type="checkbox"/> SCV Open Space	<input type="checkbox"/> Mid-Pen Open Space	<input type="checkbox"/> CalOES
<input type="checkbox"/> City of Campbell	<input type="checkbox"/> City of Cupertino	<input type="checkbox"/> City of Gilroy
<input type="checkbox"/> City of Los Altos	<input type="checkbox"/> Town of Los Altos Hills	<input type="checkbox"/> Town of Los Gatos
<input type="checkbox"/> City of Milpitas	<input type="checkbox"/> City of Monte Sereno	<input type="checkbox"/> City of Morgan Hill
<input type="checkbox"/> City of Mountain View	<input type="checkbox"/> City of Palo Alto	<input type="checkbox"/> City of Santa Clara
<input type="checkbox"/> City of San Jose	<input type="checkbox"/> City of Saratoga	<input type="checkbox"/> City of Sunnyvale
<input type="checkbox"/> Santa Cruz County		



Agenda		
• Opening Comments & Roll Call	OES	
• National Weather Service Weather Update	NWS	
• Utilities and Transportation Agency Reports	SCVWD / Caltrans / PG&E / VTA	
• Emergency Response Agency Reports	SHO / CHP / EMS / SoCoFire-CalFire / CNT / County Comm	
• Supporting Agency Reports	RDA / Animal Control / OPA / SSA / OSH / ARC / Environmental Health / PHD / Behavioral Health / SCC Parks / Open Space / Mid-Pen	
• State Report	CalOES	
• Municipal Jurisdictions Report	As listed	
• Other Agencies	Other Agencies	
• Closing Comments OES	OES	
NOTES		
Action Items		
Issues	Responsibility	Deadline