

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT EMERGENCY OPERATIONS PROCEDURES	Number 1.01	Issue 9	Page 1 of 10
	Effective Date December 21, 2018		

1. PURPOSE

- 1.1. To facilitate effective operations during emergency incidents and disasters. This regulation supplements the City of San Diego Emergency Operations Plan and other *Citywide (i.e. multi-department) Emergency Plans and Protocols*.

2. SCOPE

- 2.1. This Administrative Regulation (A.R.) applies to all City Departments.

3. DEFINITIONS

- 3.1. *Citywide Emergency Plans and Protocols* – Written documents that address multi-department emergency processes, procedures, and information according to state or federal requirements or nationwide best practices.
- 3.2. *Emergency Operations Center (EOC)* – A facility that serves as a centralized location to coordinate and support citywide, i.e. multi-department, emergency response and recovery operations.
- 3.3. *Department Operations Center (DOC)* – The central physical location where designated staff from a City department coordinate that department’s emergency response and recovery operations.
- 3.4. *Incident Commander* – During an emergency incident or disaster, the highest ranking on-scene responding official will typically be designated as the *Incident Commander* (though a lower ranking but more qualified person may be designated instead).

4. POLICY

- 4.1. This A.R. is in accordance with the State of California’s Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and *Citywide Emergency Plans and Protocols*.

(Supersedes Administrative Regulation 1.01, Issue 8, effective October 22, 2010)

Authorized

(Signature on File)

CHIEF OPERATING OFFICER

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
EMERGENCY OPERATIONS PROCEDURES	1.01	9	2 of 10
	Effective Date		
	December 21, 2018		

- 4.2. The City department initially responding to an emergency incident will control and coordinate on-scene emergency operations without waiting for higher approval. In most emergency and disaster situations, either the Police Department or Fire-Rescue Department will be the initial responding department. The initial responding department will designate *Incident Commanders*, establish Incident Command Posts, conduct response operations according to departmental protocols and SEMS/NIMS principles, request assistance from other City departments for support as needed, and inform senior City officials as appropriate.
- 4.3. Assistance from other City departments can be requested by directly contacting the relevant departments, or by contacting the *City Emergency Operations Center* if activated. The City departments requested to assist should respond immediately to requests without waiting for higher approval.
- 4.4. Typical emergency incidents that would require emergency response and operations by departments without waiting for higher approval include, but are not limited to:
 - 4.4.1. Fires
 - 4.4.2. Passenger/transit vehicle accidents with numerous simultaneous casualties
 - 4.4.3. Aircraft crashes
 - 4.4.4. Release/exposure of hazardous materials (chemical, biological, radiological)
 - 4.4.5. Explosions
 - 4.4.6. Heavy rains/floods
 - 4.4.7. High winds
 - 4.4.8. Collapse of buildings or structures
 - 4.4.9. Tsunami
 - 4.4.10. Earthquakes
 - 4.4.11. Dam Failure

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
EMERGENCY OPERATIONS PROCEDURES	1.01	9	3 of 10
	Effective Date December 21, 2018		

- 4.4.12. Landslides
- 4.4.13. Civil Disturbance
- 4.4.14. Terrorism/Terrorist Attack
- 4.4.15. Other Mass Casualty Incidents
- 4.5. Incident Response Process and Progression
 - 4.5.1. The *Incident Commander* is responsible for, and has authority over, all incident operations at the incident site. The *Incident Commander* will report the emergency situation to appropriate officials/ authorities according to his/her departmental procedures and paragraph 4.6. of this A.R.
 - 4.5.2. The *Incident Commander* will establish an Incident Command Post to command and control the emergency response operations according to the Incident Command System (ICS).
 - 4.5.3. The *Incident Commander* will coordinate with the applicable *Department Operations Center(s)*, if activated.
 - 4.5.4. If/as the emergency incident expands, the *Incident Commander* may form a Unified Command with representatives from other relevant City departments and/or from other jurisdictions, agencies, and organizations.
 - 4.5.5. In any major emergency, the *City Emergency Operations Center* may be activated to coordinate and support the City's overall response and recovery operations. (The *City Emergency Operations Center* does not directly command or manage emergency field response operations; that responsibility rests with the on-scene *Incident Commanders* and the *Department Operations Centers*, if activated.) In general, to warrant an activation of the *Emergency Operations Center*, the emergency should be of such a scope that:
 - a. Mutual aid, mutual assistance, and resources from other jurisdictions, agencies, and organizations are required;
 - b. A Proclamation of Local Emergency is issued;
 - c. Major City policy decisions are required; or

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
EMERGENCY OPERATIONS PROCEDURES	1.01	9	4 of 10
	Effective Date		
	December 21, 2018		

d. *Incident Commanders* and *Department Operations Centers* need additional support and coordination.

4.5.6. The City *Emergency Operations Center* may be activated by the:

- a. Mayor (Director of Emergency Services)
- b. Chief Operating Officer
- c. Assistant Chief Operating Officer
- d. Deputy Chief Operating Officer-Infrastructure/Public Works
- e. Police Chief
- f. Fire Chief

4.5.7. Detailed procedures for activating, staffing, and operating the *Emergency Operations Center* are described in the City of San Diego *Emergency Operations Center Manual*.

4.6. Emergency Communications

4.6.1. *Incident Commanders* and field response units will utilize existing departmental communications systems (e.g. 800 MHz radios, telephones, email, text, computer aided dispatch systems, etc.) to communicate with each other, and with their department directors and staff, department communications centers, *Department Operations Centers*, and the *Emergency Operations Center*, as applicable.

4.6.2. At the outset of an emergency incident, the *Incident Commander* will report the situation to his/her department director/chain of command, and/or department communications center, per internal departmental protocols. The department staff will then inform/recall departmental personnel as required according to the department's internal procedures, and inform:

- a. Other affected departments (that will be involved in or support the emergency response operations);
- b. Office of Homeland Security (OHS) Duty Officer via cell phone

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
EMERGENCY OPERATIONS PROCEDURES	1.01	9	5 of 10
	Effective Date		
	December 21, 2018		

if multi-department, multi-jurisdictional, and/or *Emergency Operations Center* response and recovery capabilities are required or anticipated. The OHS Duty Officer will in turn inform the OHS Executive Director; and

- c. Other jurisdictions, agencies, and organizations consistent with existing mutual aid agreements.

- 4.6.3. Upon report of actual or anticipated multi-department and/or multi-jurisdictional emergency response operations, the OHS Executive Director will inform the Chief Operating Officer, Mayor, and other officials as deemed necessary.

- 4.6.4. To ensure effective emergency communications and response, every department must maintain regularly updated employee recall rosters with all necessary contact information (e.g. home phone, cell phone, pager, e-mail, etc.).

- 4.6.5. Annex I (Communications) of the City of San Diego Emergency Operations Plan contains additional detailed information on the City's emergency communications systems and operations.

- 4.7. Community Emergency Notification System
 - 4.7.1. The City utilizes Alert San Diego for its Community Emergency Notification System. Alert San Diego is a countywide standard system that is managed as a regional asset by the County of San Diego Office of Emergency Services.

 - 4.7.2. Alert San Diego allows the City to send telephone, text, and e-mail notifications to residents and businesses within an area impacted or threatened by an emergency.

 - 4.7.3. Primary system activation and operation for City of San Diego incidents is the responsibility of the Police Department Communications Division.

 - 4.7.4. *Incident Commanders* and City departments will contact the Police Department Communications Division (the City's primary Alert San Diego operator) to request activation of the system when required. *Incident Commanders* and department staff will need to provide the following to the Communications Division:

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
EMERGENCY OPERATIONS PROCEDURES	1.01	9	6 of 10
	Effective Date December 21, 2018		

- a. Summary of overall situation
 - b. Area/population to notify
 - c. Message to disseminate
 - d. Department Director approval in the form of an e-mail, text message, phone call, etc. (if requested by a non-public safety department)
- 4.7.5. Upon receipt of a request to activate the system and release an emergency notification, the Police Department Communications Division will:
- a. Process the request per its formal activation procedure; or
 - b. Coordinate with Fire-Rescue Department Dispatch (the City’s secondary Alert San Diego operator) or the Office of Homeland Security (the City’s tertiary Alert San Diego operator) to request one of those organizations to process and release the emergency notification.
- 4.7.6. In addition to utilizing Alert San Diego, the City may request the County of San Diego to broadcast Wireless Emergency Alerts (WEA) during emergencies. WEA is a system governed by the Federal Emergency Management Agency and the Federal Communications Commission, and currently enables 90-character text messages to be sent to all phones within range of specified cell towers.
- a. Within the County of San Diego, WEA messages are administered by the San Diego Sheriff’s Department Dispatch (primary) or the San Diego County Office of Emergency Services (secondary).
 - b. For emergency purposes, City of San Diego Police Department Dispatch (primary) and Fire-Rescue Department Dispatch (secondary) may request the broadcast of WEA messages through the County of San Diego organizations identified in paragraph 4.7.6.a. above.
 - c. Detailed WEA request processes and training materials for field Incident Command Posts and Department Dispatch Centers are

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
EMERGENCY OPERATIONS PROCEDURES	1.01	9	7 of 10
	Effective Date December 21, 2018		

maintained by the San Diego Police Department and Fire-Rescue Department, based upon reference materials published by the San Diego County Office of Emergency Services.

4.8. Disaster Service Workers

- 4.8.1. Per California Government Code sections 3100 through 3109, all public employees within the state are declared as Disaster Service Workers (DSWs).
- 4.8.2. All DSWs must take the oath or affirmation as required by the Constitution of California before they enter upon the duties of their employment. This oath or affirmation is typically signed during an employee’s hiring process.
- 4.8.3. As DSWs, City employees may be assigned by their superiors to perform various disaster service activities during times of emergency. Pursuant to section 3100 of the California Government Code, disaster service activities include any act contributing to “the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies.”
- 4.8.4. Typically, the City *Emergency Operations Center* will determine DSW requirements during an emergency, and will task appropriate City departments with sourcing the DSWs. The City departments will then assign their personnel as required to the specified disaster service activities, typically in support of an already established *Incident Commander/Incident Command Post*.
- 4.8.5. Disaster service activities/roles that City employees may be assigned during disasters and emergencies include the following:
 - a. *Emergency Operations Center* staff
 - b. Shelter Worker
 - c. Point of Dispensing (POD) staff (to dispense prophylaxis during public health emergencies)
 - d. Local Assistance Center staff
 - e. Providing assistance as required to City public safety

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
EMERGENCY OPERATIONS PROCEDURES	1.01	9	8 of 10
	Effective Date		
	December 21, 2018		

departments

4.8.6. While serving as DSWs, City employees

- a. will be paid;
- b. cannot be held liable for actions within the scope of their assigned emergency responsibilities; and
- c. are covered by their usual workers compensation authorities and guidelines.

4.9. Director of Emergency Services

4.9.1. Per San Diego Municipal Code Chapter V, Article 1, Division 1, the Mayor is the Director of Emergency Services for the City of San Diego.

4.9.2. If the Mayor is unavailable or is otherwise unable to serve in that capacity during an emergency, individuals who hold permanent appointments to the following positions automatically serve as Acting Director of Emergency Services (in descending order).

- a. Chief Operating Officer
- b. Assistant Chief Operating Officer
- c. Deputy Chief Operating Officer - Infrastructure/Public Works
- d. Police Chief
- e. Fire Chief
- f. Executive Director, Office of Homeland Security

5. RESPONSIBILITY

5.1. City of San Diego Office of Homeland Security

5.1.1. Review this A.R. on a biannual basis and update the A.R. as needed.

5.1.2. Incorporate the content of this A.R. into all relevant training, exercises, and *Citywide Emergency Plans and Protocols*.

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
EMERGENCY OPERATIONS PROCEDURES	1.01	9	9 of 10
	Effective Date		
	December 21, 2018		

5.2. Department Directors

- 5.2.1. As applicable, incorporate the content of this A.R into all relevant training, exercises, and departmental emergency plans and protocols.
- 5.2.2. Maintain and regularly update employee recall rosters with all necessary contact information (e.g. home phone, cell phone, pager, e-mail, etc.) to ensure effective emergency communications and response.

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
EMERGENCY OPERATIONS PROCEDURES	1.01	9	10 of 10
	Effective Date		
	December 21, 2018		

APPENDIX

Legal References

California Government Code, Sections 3100-3109
Municipal Code Chapter V, Public Safety, Morals and Welfare; Article 1, Public
Emergency Procedures

Forms

N/A

Subject Index

Emergency; Operations Procedures
Emergency; Operations Plan
Emergency; Natural and Human-Caused

Administering Department

Office of Homeland Security