

## **Part 5 - Multi-Agency Coordination**

This part describes the use of mutual aid, City/County joint operational procedures, multi- and inter-agency coordination, and the use of volunteers and private sector resources during emergencies in accordance with SEMS and NIMS.

### **5.1 Mutual Aid**

Mutual aid is support rendered by one jurisdiction to another during declared emergencies. The purpose of mutual aid is to provide personnel and logistical support to meet the immediate requirements of an emergency situation, when the resources normally available to that jurisdiction or agency are insufficient.

Mutual aid assistance provided to or by the City of Los Angeles will be made in accordance with the California Disaster and Civil Defense Master Mutual Aid Agreement and comply with the provisions set forth in this section.

#### **5.1.1 Mutual Aid Activation**

All mutual aid rendered under California's Disaster and Civil Defense Master Mutual Aid Agreement is based on an incremental and progressive system of mobilization. Under normal conditions, mutual aid plans are activated in ascending order, i.e., local, operational area, region and state.

- Local resources include those available through mutual aid agreements with neighboring jurisdictions, including the resources of the private sector. Local mutual aid resources are activated by requests to participating agencies.
- Operational area resources are mobilized by the appropriate Operational Area Coordinator in response to requests for assistance from an authorized local official.
- Depending on the type of mutual aid, regional resources are mobilized by the Governor's Office of Emergency Services (OES) Regional Manager or a discipline-specific Regional Mutual Aid Coordinator in response to requests for assistance from an Operational Area Coordinator.
- Inter-regional mutual aid is mobilized through regional coordinators or OES regional managers, in response to requests made by a mutual aid region to the State Operations Center (SOC).
- During major emergencies, state government resources are mobilized through OES in response to requests received through regional mutual aid coordinators.

### **5.1.2 Mutual Aid Authority**

Mutual aid assistance may be provided to or by the City under one or more of the following authorities:

- City mutual aid agreements
- California Master Mutual Aid Agreement
- California Fire and Rescue Emergency Plan
- California Law Enforcement Mutual Aid Plan
- California Coroners' Mutual Aid Plan
- Medical Mutual Aid Plan
- Public Works Mutual Aid Agreement
- Volunteer Engineers Safety Assessment Plan
- Federal Disaster Relief Act of 1974 (Public Law 93-288), as amended

### **5.1.3 Requesting and Using Mutual Aid Resources**

Each EOO division shall prepare mutual aid plans and procedures to obtain support in fulfilling that division's emergency operations responsibilities.

Mutual aid will always be requested through established channels. The established channel will vary depending upon the mutual aid system being used. The City will reasonably exhaust its own resources before calling for outside assistance and will respond to requests for mutual aid only when to do so would not unreasonably deplete its own resources.

All mutual aid requests related to the City must be coordinated through the Mayor's Office prior to sending resources out of the City, in accordance with Executive Directive No. 2000-8 as described in the next section, 5.1.4. Departmental general managers and bureau directors or their designees shall immediately notify the Mayor and the Deputy Mayor for Homeland Security and Public Safety upon receipt of any request for mutual aid from the OES or an outside jurisdiction.

Financial reimbursement for mutual aid costs may become available as a result of state and/or federal disaster declarations. Departments can contact EPD to verify whether a formal declaration of emergency or disaster has been made.

Detailed procedures for requesting and using mutual aid resources vary by functional discipline. Fire, law enforcement and disaster medical mutual aid systems have established discipline specific Operational Area Mutual Aid Coordinators which will be the primary City contact. Specific mutual aid request procedures are contained in departmental plans and procedures.

#### **5.1.4 Mayor's Executive Directive on Mutual Aid**

Mutual aid requests from outside the City of Los Angeles are subject to provisions of Mayor's Executive directive 2000-8. This directive sets the rules for processing of mutual aid requests, as follows:

“All requests for mutual-aid must be approved by the Mayor absent urgent circumstances or existing agreements to the contrary. General managers shall advise the mayor of all mutual-aid requests and any deployment of City resources in response to such a request.

General managers shall not respond to mutual-aid requests wherein the involved personnel and/or equipment cannot be reasonably recalled to provide emergency service within the City-limits within one hour, regardless of existing agreements or the source of the request. If such a mutual-aid request is received, General Managers or their designees shall, prior to providing the assistance, shall obtain approval from the Mayor.

If, in an emergency, a General Manager is unable to contact the Mayor as required above, the Mayor's Chief of Staff or the Deputy Mayor for Homeland Security and Public Safety shall be contacted. If both the Chief of Staff and the Deputy Mayor for Homeland Security and Public Safety are unavailable, the General Manager, Emergency Preparedness Department shall be contacted.”

### **5.2 City/County Joint Emergency Operations Procedures**

#### **5.2.1 The Operational Area**

Under SEMS, an operational area is defined as an intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county. The operational area is one of the five organizational levels within SEMS (field, local government, operational area, region, state).

The operational area organization serves as an intermediate link in the lines of communication and coordination between local jurisdictions and the state emergency organization. Operational area mutual aid coordinators will in some cases function from different facilities.

#### **5.2.2 County Government Assistance**

The City of Los Angeles relies on the following agencies of the County of Los Angeles to provide appropriate disaster/emergency related services, as authorized by law.

- Department of Children's Services
- Coroner - Chief Medical Examiner
- District Attorney
- Health Services Department
- Medical Disaster Care Committee
- Mental Health Services
- Municipal Courts
- Probation Department
- Public Defender
- Department of Public Social Services
- Public Works
- Sheriff
- Southern California Hospital Council
- Superior Courts

### **5.2.3 City Agreements with the County Operational Area**

The City and County of Los Angeles have entered into a joint agreement regarding procedures to be followed during an emergency. Procedures are listed below and briefly discussed in the following sections.

- Requesting EOC activation
- Exchange of EOC liaison personnel
- City requests for County support
- County requests for City support
- Media and/or public information announcements
- Establishment of Multi-Agency coordination
- Processing of intelligence and situation reports
- Emergency Management Mutual Aid (EMMA) requests
- Operational Area Satellite Information System (OASIS) back-up
- County-wide Integrated Radio System (CWIRS) radio talk groups
- Emergency Management Information System (EMIS) work station SOPs
- Joint Agreement procedures
- Impasse resolution

### **5.2.4 Requesting City EOC Activation**

The City will activate its EOC if requested to do so by the County EOC. The level of activation and lead agency will be determined by the size and type of event.

### **5.2.5 Exchange of EOC Liaison Personnel**

Upon activation of the County and City EOCs, the City will provide EOC liaison personnel to the County EOC who possess a comprehensive knowledge of the City's overall capabilities and resources, and who have immediate and direct access to the City's EOC command/management. The designated liaison will

depend on the type of emergency and the lead department during activation.

Exchange of liaison personnel will be required upon an activation of the County's EOC and a Level II or higher activation of the City's EOC. This procedure may be modified upon the concurrence of both EOC Directors.

### **5.2.6 City Requests for County Support**

Existing Mutual Aid Agreement requests - Departments may receive and/or make requests directly to their County counterpart, if existing mutual aid agreements are in place. All City requests for mutual aid, or requests for the City to provide mutual aid must be coordinated with the Mayor's Office.

Other assistance requests - Requests for assistance that are not covered by formal, pre-established Mutual Aid Agreements will normally be made over the County's EMIS, providing the system is operational. These requests, made by the City's EOC Director, or his/her designee, will be directed to the Operations Section Chief in the County EOC for processing. The City EOC will be notified of the disposition of their request over EMIS. If EMIS is not operational, the Operations Section Coordinator will inform the City's EOC Director by the most appropriate means of communication available. Final action should always be documented using EMIS.

### **5.2.7 County Requests for City Support**

Existing Mutual Aid Agreement requests - If existing Mutual Aid Agreements are in place. Departments may receive requests directly from their County counterpart.

Other assistance requests - Requests for assistance that are not covered by formal, pre-established Mutual Aid Agreements will normally be made over EMIS, providing the system is operational. These requests will be directed to the Logistics Section in the City EOC for processing. The County EOC will be notified of the disposition of its request over EMIS. If EMIS is not operational, the Logistics Section Coordinator will inform the Operations Section Coordinator in the County EOC by the most appropriate means of communication available. Final action should always be documented using EMIS.

### **5.2.8 Media/Public Information Announcements**

The Public Information Section Coordinator in the City's EOC will coordinate with the County's PIO on any news releases related to a disaster which includes information about the County.

### **5.2.9 Establishment of Multi-Agency Coordination**

The County EOC Plans and Intelligence Section Coordinator will contact the City EOC Planning/Intelligence Section Coordinator at least each morning after the County's daily planning meeting to communicate priorities for the next operational period. The County will coordinate any local government mutual aid requests within the operational area.

#### **5.2.10 Processing of Intelligence and Situation Reports**

Los Angeles City reports for the operational period will be attached to County intelligence and situation reports without alteration.

#### **5.2.11 Emergency Management Mutual Aid (EMMA) Requests**

Requests for EMMA personnel support from the City to the County will be directed to and coordinated by the County EOC Operations Section.

Requests for EMMA support from the County to the City will be directed to the City EOC Director. The City's EOC Director or Deputy Director will contact the Mayor's Office for permission to respond to a request for assistance from an outside jurisdiction, per Executive Directive No. 58.

#### **5.2.12 OASIS Back-Up Procedures**

Communications over OASIS, as representing the operational area, will originate from the County EOC. In the event the City loses OASIS capability, the City EOC Logistics Section Coordinator shall contact the County EOC Logistics Section to request OASIS support.

#### **5.2.13 County-wide Integrated Radio System (CWIRS) Talk Groups**

The County has provided the City with a CWIRS radio. The City EOC Liaison Section Coordinator will ensure that the County liaison to the City EOC has access to a CWIRS radio with equivalent capability. In the event of a failure of both the phone and EMIS systems, the County liaison will be able to communicate with the County EOC by CWIRS radio.

#### **5.2.14 Emergency Management Information System (EMIS) Support**

The County has provided the City with an EMIS work station at the City EOC for use by the County liaison to the City EOC as well as the City's EOC staff. If EMIS is operational it will serve as the primary means of recorded communication between the county and City EOCs.

The City will send situation reports and intelligence reports (as well as requests for assistance) over EMIS. The County will use EMIS to respond to City queries and requests for assistance, as well as to provide the City with information copies

of all reports sent to the State.

### **5.2.15 Additional Joint Agreement Procedures**

#### Transportation System Restoration and Transportation Allocation Plan

This plan provides a means for augmenting participating agencies' transportation resources during emergencies.

#### Sheltering and Mass Care

This plan provides a means for avoiding redundant shelters in adjacent Los Angeles City/County areas. It also provides consideration for such special populations as unaccompanied minors, frail or medically dependant elderly, and injured or disabled individuals.

#### Structural Evaluation and Demolition and Mass Debris Removal

This plan provides for:

- An updated inventory of LA City/County resources and contact lists, and a contact list of the Associated General Contractors of California.
- Ways to establish uniform policies on building re-entry and possession recovery.
- Coordination for identification to allow volunteers to cross law enforcement perimeters.
- Methods of minimizing hazards associated with demolition of damaged buildings.
- A proposal to develop a Mass Debris Removal Plan.

#### Mass Fatalities Management

This plan provides for the continued development of resource lists and operational plans to support temporary morgues and fatality collection points. It also provides for City assistance in coordination with funeral directors to implement the County Mass Fatality Management Plan.

#### Disaster-Related Medical/Health Services

This plan provides for common disaster triage operational plans and procedures for predesignation of casualty collection points.

### **5.2.16 City/County Impasse Resolution**

If the County is unable to fill a request for support, or to provide that support in a timely manner, the City EOC Director will contact the County EOC Director to attempt to resolve the situation. If a mutually agreeable resolution is not forthcoming, the City may request issue resolution assistance through the City's OES Liaison. Any decision on the part of the City to involve the City OES Liaison will be followed by immediate notification of the County EOC.

## **5.3 Multi-Agency or Inter-Agency Coordination**

Multi-agency or inter-agency coordination is the participation of agencies and disciplines 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-agency or inter-agency coordination is recommended under California Government Code 8607 at all levels of SEMS and is required by NIMS.

Multi-agency coordination involves a mix of agencies, e.g., federal, state, local, etc., that may be working together to solve a particular problem. Inter-agency coordination is used to describe a mix of agencies working together from within a single jurisdiction, e.g., city fire, police and public works.

The City of Los Angeles routinely utilizes both multi-agency and inter-agency coordination at the incident (field), DOC and EOC levels. Ad-hoc groups can be formed at every level to facilitate decisions and resolve problems.

## **5.4 State and Federal Coordination**

### **5.4.1 State Government Assistance**

Various agencies of state government and OES provide the following disaster/emergency related services:

- Pre-event review and approval of emergency plans;
- Receiving and disseminating emergency situation information;
- Receiving, evaluating and disseminating emergency situation information;
- Preparing emergency proclamations and orders for the Governor and disseminating them;
- Preparing and maintaining the California Emergency Plan and associated readiness programs, and coordinating these with local governments;
- Coordinating the emergency activities of all state agencies;
- Processing and acting on mutual aid requests;
- Coordination of the regional response to a disaster, including collection and evaluation of situation information and allocation of available resources;
- Forwarding situation reports and resource requests to the OES SOC;

- Maintaining liaison with local, state and federal emergency response agencies;
- Providing assistance and guidance to the City in preparing emergency plans and procedures, and in conducting emergency exercises; and
- Coordinating local and state mutual aid activity.

## **5.5 Federal Government Assistance**

### **5.5.1 Homeland Security Act of 2002**

Pursuant to the Homeland Security Act of 2002, the Secretary of Homeland Security is responsible for coordinating Federal operations within the United States to prepare for, respond to, and recover from terrorist attacks, major disasters, and other emergencies. The Secretary shall coordinate the Federal Government's resources utilized in response to or recovery from terrorist attacks, major disasters, or other emergencies if and when any one of the following four conditions applies:

- (1) A Federal department or agency acting under its own authority has requested the assistance of the Secretary;
- (2) the resources of State and local authorities are overwhelmed and Federal assistance has been requested by the appropriate State and local authorities;
- (3) more than one Federal department or agency has become substantially involved in responding to the incident; or
- (4) the Secretary has been directed to assume responsibility for managing the domestic incident by the President.

The Federal Government recognizes the roles and responsibilities of State and local authorities in domestic incident management. Initial responsibility for managing domestic incidents generally falls on State and local authorities. The Federal Government will assist State and local authorities when their resources are overwhelmed, or when Federal interests are involved. The Secretary will coordinate with State and local governments to ensure adequate planning, equipment, training, and exercise activities. The Secretary will also provide assistance to State and local governments to develop all-hazards plans and capabilities, including those of greatest importance to the security of the United States, and will ensure that State, local, and Federal plans are compatible. The Secretary shall ensure that, as appropriate, information related to domestic incidents is gathered and provided to the public, the private sector, State and local authorities.

### **5.5.2 National Response Plan/Emergency Support Functions**

The Federal government will implement the National Response Plan (NRP), using the NIMS, to integrate Federal response and support resources to domestic incidents to support State and local incident managers. The NRP groups the capabilities of Federal departments and agencies into an array of Emergency

Support Functions (ESFs) to provide the support and resources following an incident of national significance. The ESFs serve as the primary operational level mechanism to orchestrate activities to provide assistance to State, local and tribal governments or to Federal departments and agencies conducting missions of primary Federal responsibility.

Each ESF is composed of Primary and Support Agencies. Primary Agencies are designated on the basis of authorities, resources, and capabilities. Support agencies are assigned based on their resources and capabilities in a given functional area. Several ESFs incorporate multiple components with Primary Agencies for each component to ensure seamless integration of, and transition, between preparedness, prevention, response, recovery and mitigation activities.

Federal ESF Primary and Support Agencies, during and incident of national significance within the City boundaries, will work closely with City EOO Divisions and departments that have similar EOO functional responsibilities, as well as County and State support agencies. The table below identifies each federal ESF, its Federal Primary and Support Agencies, and the scope of responsibilities that these Federal Agencies are responsible for.

ESF	SCOPE
<p><b>#1 - Transportation</b>  Coordinator: DOT  Primary Agency: DOT  Support Agencies: BTS, DOD, DOS, GSA, IAIP, USCG, USFS, USPS</p>	<ul style="list-style-type: none"> <li>• Federal and civil transportation support</li> <li>• Transportation safety</li> <li>• Restoration/recovery of transportation infrastructure</li> </ul>
<p><b>#2 – Information Technology and Telecommunications (expanded)</b>  Coordinator: NCS  Primary Agency: NCS  Support Agencies: DOC, DOD, DOI, FCC, FEMA, GSA, IAIP, S&amp;T, USFS</p>	<ul style="list-style-type: none"> <li>• Coordinate with Telecommunication Industry</li> <li>• Restoration/repair of telecommunication network</li> <li>• Cyber and Information Technology</li> </ul>
<p><b>#3 - Infrastructure (expanded)</b>  Coordinator: FEMA  Primary Agencies: USACE / FEMA / IAIP  Support Agencies: DOC, DOD, DOI, DOL, DOT, EPA, HHS, TVA, USDA, VA</p>	<ul style="list-style-type: none"> <li>• Infrastructure protection and emergency repair (USACE)</li> <li>• Infrastructure restoration (FEMA)</li> <li>• Engineering services, Construction Management</li> <li>• Critical Infrastructure Liaison (IAIP)</li> </ul>
<p><b>#4 - Firefighting</b>  Coordinator: USFS  Primary Agency: USFS  Support Agencies: DOD, DOI, EPA, USFA</p>	<ul style="list-style-type: none"> <li>• Firefighting activities on Federal lands</li> <li>• Resource support to rural and urban firefight operations</li> </ul>
<p><b>#5 - Information and Planning (expanded)</b>  Coordinator: FEMA  Primary Agency: FEMA  Support Agencies: ARC, BTS, DOC, DOD, DOE, DOE, DOJ, DOT, EPA, GSA, HHS, NCS, NASA, NRC, TREAS, SBA, USCG, USDA</p>	<ul style="list-style-type: none"> <li>• Information collection, analysis and reports</li> <li>• Action planning and tracking</li> <li>• Resource tracking</li> <li>• Science and Technology support</li> </ul>
<p><b>#6-Mass Care, Housing &amp; Human Services (expanded)</b>  Coordinator: FEMA  Primary Agency: FEMA / ARC  Support Agencies: DHS, DOD, DOE, GSA, HHS, HUD, SBA, USDA, USPS, VA</p>	<ul style="list-style-type: none"> <li>• Mass care (ARC)</li> <li>• Disaster housing (FEMA)</li> <li>• Human Services (FEMA)</li> </ul>
<p><b>ESF #7 – Resource Support and Logistics Management (expanded)</b>  Coordinator: GSA  Primary Agencies: GSA / FEMA  Support Agencies: BTS, DOC, DOD, DOE, DOL, DOT, NASA, OPM, VA, USFS</p>	<ul style="list-style-type: none"> <li>• Resource Support (GSA)</li> <li>• Logistics (FEMA)</li> </ul>
<p><b>ESF #8 - Public Health and Medical Services</b>  Coordinator: HHS  Primary Agency: HHS  Support Agencies: FEMA, AID, DHS, DOD, DOE, DOJ, DOL, DOS, DOT, EPA, GSA, USDA,USPS, VA</p>	<ul style="list-style-type: none"> <li>• Public Health</li> <li>• Medical</li> </ul>

ESF	SCOPE
<p><b>ESF #9 – Urban Search and Rescue</b>                      Coordinator: FEMA                      Primary Agencies: FEMA                      Support Agencies: AID, BTS DOC, DOD, DOJ, DOL, HHS, NASA, USFS, USCG</p>	<ul style="list-style-type: none"> <li>• Life saving assistance</li> <li>• Urban search and rescue</li> </ul>
<p><b>ESF #10 - Hazardous Materials Response</b>                      Coordinator: EPA                      Primary Agencies: EPA (Inland) / USCG (Coastal)                      Support Agencies: DOD, DOE, DOI, DOJ, DOS, DOT, FEMA., GSA, HHS, IAIP, NOAA, NRC, OSHA, S&amp;T, Treasury, USDA</p>	<ul style="list-style-type: none"> <li>• Hazardous materials (hazardous substances, oil, etc.) response</li> <li>• Environmental safety and cleanup</li> </ul>
<p><b>ESF #11 - Agriculture (revised)</b>                      Coordinator: USDA                      Primary Agencies: USDA                      Support Agencies: ARC, DOD, DOS, EPA, GSA, IAIP, S&amp;T</p>	<ul style="list-style-type: none"> <li>• Nutritional services</li> <li>• Agricultural production</li> <li>• Animal health</li> </ul>
<p><b>ESF #12 - Energy</b>                      Coordinator: DOE                      Primary Agencies: DOE                      Support Agencies: DHS, DOD, DOI, DOS, DOT, NRC, TVA, USDA, IAIP</p>	<ul style="list-style-type: none"> <li>• Energy system assessment</li> <li>• Repair/restoration</li> <li>• Energy industry utilities coordination</li> <li>• Energy forecast</li> </ul>
<p><b>ESF #13 - Law Enforcement (proposed)</b>                      Coordinator: DOJ                      Primary Agency: DOJ                      Support Agencies: BTS, DOE, DOI, IAIP, USCG, USDA, USPS, USSS</p>	<ul style="list-style-type: none"> <li>• Operational and personnel security</li> <li>• Liaison between criminal investigation activities and response and recovery operations</li> <li>• Inspector General activities</li> </ul>
<p><b>ESF #14 - Economic Stabilization, Community Recovery and Mitigation (proposed)</b>                      Coordinator: FEMA                      Primary Agencies: FEMA / DOC / HUD/Treasury / SBA                      Support Agencies: DOD, DOL, DHS, HHS, IAIP, TVA, USDA, Private Sector</p>	<ul style="list-style-type: none"> <li>2. Assess economic impacts</li> <li>4. Private sector coordination</li> <li>6. Long-term community recovery</li> <li>8. Mitigation response and program implementation</li> </ul>
<p><b>ESF #15 - Emergency Public Information and External Communications Annex (proposed)</b>                      Coordinator: DHS                      Primary Agency: FEMA                      Support Agencies: DOC, DOD, DOE, DOI, DOJ, DOL, DOT, DOS, EPA, GSA, HHS, NRC, USDA</p>	<ul style="list-style-type: none"> <li>• Emergency public information</li> <li>• Protective action guidance</li> <li>• Media Relations</li> <li>• Community Relations</li> <li>• Congressional Affairs</li> <li>• International Affairs</li> </ul>

**EMERGENCY SUPPORT FUNCTION ACRONYMS**

ARC	American Red Cross
DHS	Dept. of Homeland Security
DOC	Dept. of Commerce
DOD	Dept. of Defense
DOE	Dept. of Energy
DOED	Dept. of Education
DOI	Dept. of Interior
DOJ	Dept. of Justice
DOL	Dept. of Labor
DOT	Dept of Transportation
DOS	Dept. of State
EPA	Environmental Protection Agency
FCC	Federal Communication Commission
FEMA	Federal Emergency Management Agency
GSA	General Services Administration
HHS	Dept. of Health and Human Services
HUD	Dept. of Housing and Urban Development
IAIP	Office of Infrastructure Protection
JOC	Joint Operations Center
NASA	National Aeronautics and Space Administration
NCS	National Communication System
NOAA	National Oceanic and Atmospheric Administration
NRC	Nuclear Regulatory Commission
OPM	Office of Personnel Management
OSHA	Occupational Safety and Health Administration
SBA	Small Business Administration
S & T	Science and Technology Directorate
TREASURY	Dept. of Treasury
USACE	U.S. Army Corp of Engineers
USCG	U. S. Coast Guard
USDA	U. S. Dept of Agriculture
USFS	U.S. Fire Service
USPS	U.S. Postal Service
USSS	U.S. Secret Service
VA	Veterans Administration

### **5.5.3 Federal Joint Field Office (JFO) Responsibilities**

The Joint Field Office (JFO) is a temporary Federal facility established to unify the Federal assistance effort at the state and local level and to coordinate the provision of Federal assistance to the affected jurisdiction(s) during national incidents. The JFO provides a central point for Federal, State, Tribal and local executives with responsibility for incident oversight, direction and/or assistance to effectively conduct and coordinate prevention, preparedness, response and recovery actions. The JFO leadership is responsible for coordination and integration of Federal operations and resources with State, local, tribal, private sector, and non-governmental organization incident command structures.

The JFO utilizes the scalable organizational structure of NIMS ICS and Unified Command. The JFO combines the traditional functions of the FBI Joint Operations Center (JOC) and FEMA/ Disaster Field Office (DFO) within one Federal facility. During an event of national significance within the City of Los Angeles, the City EOC Director will assign a liaison to the JFO to facilitate interaction, communication and coordination with Federal government and its resources.

### **5.5.4 Federal Joint Operations Center**

FBI investigative law enforcement activities are managed through the Federal Joint Operations Center (JOC) structure, which is incorporated into the JFO when the NRP is activated. The JOC is established by the law enforcement agency with primary jurisdiction to coordinate and direct law enforcement activities at the incident. The JOC Section ensures management and coordination of local, State, and Federal investigative/law enforcement activities. The emphasis of the JOC is on the investigation, intelligence collection, and prosecution of a criminal act, whether threatened or occurred. The LAPD Police Chief will assign staff as required to the JOC for an incident of national significance within the City of Los Angeles to coordinate with the FBI.

### **5.5.5 Joint Information Center (JIC)**

The Joint Information Center (JIC) is a physical location where public affairs professionals from organizations involved in the response work together to provide critical emergency information, crisis communications, and public affairs functions. The JIC serves as a focal point for the coordination and dissemination of information to the public and media concerning incident prevention, preparedness, response, recovery and mitigation. The JIC may be established at an on-scene location in coordination with State and local agencies depending on the requirements of the incident. In most cases, the JIC is established at, or is virtually connected to, the

JFO, under the coordination of a DHS lead Public Information Officer. The JIC is discussed in more detail in Part 6, Public Information, of the Master Plan.

## **5.6 American Red Cross Assistance**

The American Red Cross provides the following disaster/emergency related services:

- Emergency shelter and meals for disaster victims;
- Meals for disaster workers, if no other source is available;
- When appropriate, Red Cross provides meals for people in the impacted area who are living without power or who are cleaning up damage to their residences;
- Emergency assistance to individuals and families affected by a disaster with verifiable disaster caused needs including: groceries, new clothing, rental assistance, furniture and other household items, replacement medications, work related supplies and emergency home repairs;
- Physical and mental health services for disaster workers and disaster victims;
- Disaster welfare inquiry for family members who are unable to locate relatives in the disaster area; and
- Blood and blood products to hospitals.

All Red Cross assistance is based on need and is free. Proof of citizenship is not requested or required. When appropriate and requested, the American Red Cross assigns an agency representative to the City EOC for level two and three activations. The Red Cross liaison sits in the Public Welfare and Sheltering Division of the Operations Section and works with representatives from Recreation and Parks and other members of the division to coordinate shelter and feeding services for disaster victims.

## **5.7 Volunteer and Private Sector Coordination**

### **5.7.1 Responsibility for Volunteers**

The Personnel and Recruitment Division of the EOO is responsible for the City's program to manage the use of non-organized volunteers during emergencies. This program provides for:

- The recruitment of volunteers through various resources;
- The registration of volunteers;
- The assignment of volunteers to the various Divisions; and
- Liaison with Council offices for use of volunteers.

Some EOO divisions utilize organized volunteer groups in their regular activities and have already registered these volunteers. They are normally utilized in a local

emergency only by the divisions in which they have been pre-registered. Such programs currently exist in the Police, Fire, and Animal Regulation Departments.

### **5.7.2 Requests for Unregistered Volunteers**

Divisions within the EOO may request volunteers during a local emergency through the Personnel and Recruitment Division Coordinator in the EOC. Assignment of volunteers will be based on operational needs, priorities and the availability of volunteers. Requests for volunteers must be specific in terms of: the number requested; required skills; and when, where and to whom the volunteers are to report. Registration and records of volunteers will be maintained by the EOO Personnel and Recruitment Division.

### **5.7.3 Disaster Service Workers**

The Director of the EOO may require emergency service of any City officer or employee or any citizen. All public employees and registered volunteers of a jurisdiction, including the City of Los Angeles, having an accredited Disaster Council (EOB) are considered to be disaster service workers under the State Government Code. A disaster service worker also includes any unregistered person pressed into service during a state of emergency or state of war emergency by an official with that jurisdiction

### **5.7.4 Private Resources**

Normally available resources may be insufficient during a major emergency affecting large portions of the City. Each EOO division shall develop contingency plans to obtain private resources that will assist in fulfilling that division's emergency operations responsibilities. Many privately owned resources are available for use during emergencies.

### **5.7.5 Emergency Network of Los Angeles**

Following the 1994 Northridge Earthquake the Mayor of Los Angeles convened a meeting of Community Based Organizations (CBO) that were active in the recovery efforts. In December of that year that group became known as the Emergency Network of Los Angeles (ENLA) and it merged with Volunteer Organizations Active in Disaster (VOAD) and the Los Angeles Access Network to bring all CBO disaster work in L.A. County under one umbrella.

In 1997 Los Angeles County and Los Angeles City designated ENLA as their primary networking agency with CBOs for disaster preparedness and recovery

efforts. The City is a voting member on the ENLA board.

The mission of ENLA is to enhance preparedness and coordinated response to disasters by facilitating linkages among Los Angeles County CBOs with government and the private sector. ENLA is the Los Angeles County VOAD and is recognized by Southern California VOAD and National VOAD. ENLA is incorporated as a 501(c)(3) organization under the laws of the State of California.

ENLA's Disaster Plan can be activated by the ENLA Chair, L.A. County, or any city in the county in times of emergency. The lead agencies will initiate contact with ENLA's communications center following a disaster and to maintain contact with the ENLA organization. ENLA will conduct post-disaster damage assessment surveys with member agencies and forward these to L.A. County.

## **5.8 Payment for Emergency Services**

Each officer, board, department and employee of the City shall render all possible assistance to the Mayor, the EOB and the Deputy Director (Chief of Police) in carrying out the provisions of the City's Emergency Operations Ordinance, including, but not limited to, planning, training and/or response to emergency incidents. While engaged in emergency services, officers and employees of the City shall be deemed to be engaged in their regular duties (LAAC, Section 8.73).

All other persons rendering services pursuant to the provisions of the City's Emergency Operations Ordinance shall serve without compensation from the City. While engaged in such services, they shall have the same immunities as officers and employees of the City performing similar duties (Administrative Code Section 8.74 a).

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