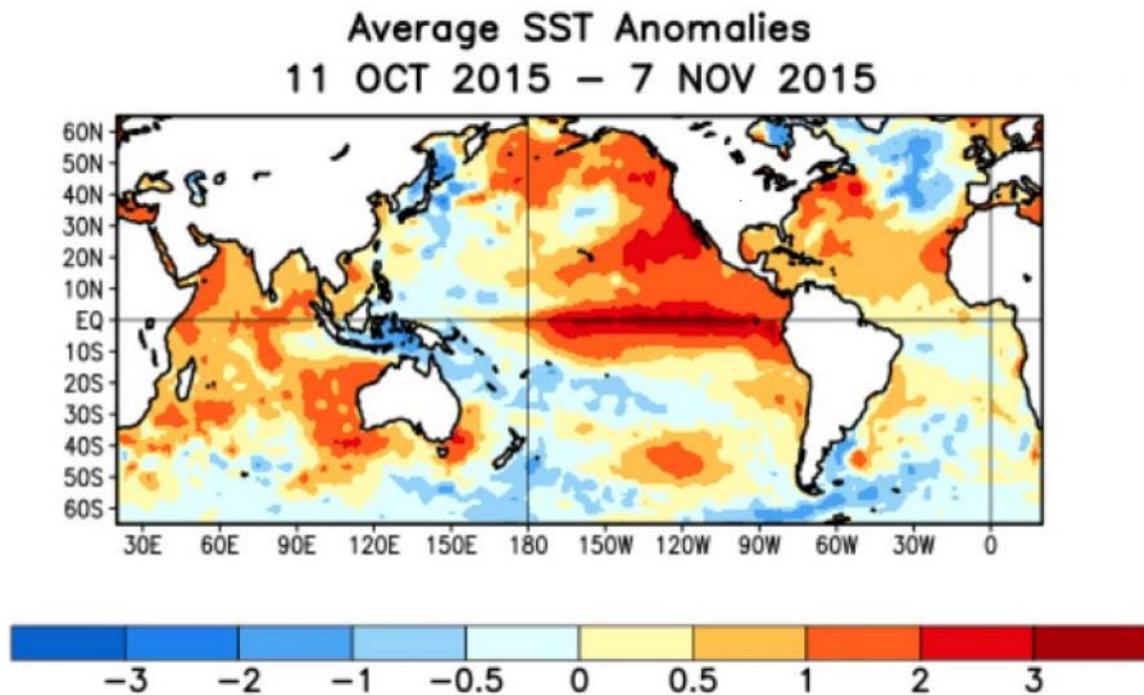


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## CONCEPT OF OPERATIONS

# 2015 SEVERE STORM RESPONSE



**NOVEMBER 13, 2015**

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## 2015 Severe Storm Response

### SECTION 1: INTRODUCTION

As of September 2015, the National Weather Service's (NWS) Climate Prediction Center (CPC) published data indicating that current atmospheric and oceanic conditions across the western and central equatorial Pacific Ocean suggest a strong El Niño event is ongoing, and models forecast it to peak in strength during late autumn or early winter 2015-2016. The [CPC/International Research Institute for Climate and Society \(IRI\) El Niño/Southern Oscillation \(ENSO\) forecast](#) shows there is an approximately 95% chance that El Niño will continue through the Northern Hemisphere winter 2015-2016, gradually weakening through spring 2016. The current state of the ENSO is the third-highest June - August value since records began in 1950, behind only 1987 and 1997.

For California, the relationship between El Niño and above-average precipitation is not definite and depends significantly on the strength of the El Niño. The stronger the episode (i.e., the larger the sea surface temperature departures across the central equatorial Pacific), the more reliable the signal has been in this region. Strong to very strong El Niño events can result in more frequent and intense storms across the San Francisco Bay Area, as in winter 1987-1988 and 1997-1998. During these winters, downtown San Francisco received 36.98" (164% of the average) and 42.38" (188% of the average) of rainfall, respectively.

With the CPC and latest forecast models predicting a strong to very strong El Niño through winter 2015-2016, emergency managers, businesses, government officials and the public are encouraged to begin preparing for a more active winter season (see section 2.7.3 for list of potential impacts).

**Current Watches/Warnings/Advisories:** <http://1.usa.gov/1boSTTW>

**Forecast Weather Table for downtown San Francisco:** <http://go.usa.gov/3eMd9>

Based on the forecast provided by the NWS, the City and County of San Francisco (CCSF) Emergency Operations Center (EOC) will activate based on the projected severity of the storms, duration, potential for landslides or flooding, and power outages. A determination will be made on the EOC activation level by the DEM Manager On-Call (MOC) in consultation with other key department agencies, such as the San Francisco Public Utilities Commission (PUC), San Francisco Public Works (SFPW), San Francisco Municipal Transportation Agency (SFMTA), San Francisco Human Services Agency (HSA), and Pacific Gas and Electric (PG&E). Other Departments may send representatives, but are not required to do so. Should the situation escalate, the EOC will request additional staffing.

It should be noted that special attention will be made during evaluation of the potential effects of a significant severe storm event in combination with the 2015/2016 King Tides season dates:

- **November 24, 25, and 26, 2015**
- **December 22, 23, and 24, 2015**
- **January 21 and 22, 2016**



**SECTION 2: OPERATIONS AND SUPPORT DESCRIPTION**

**2.1 Mission**

The Concept of Operations establishes a system for maintaining continuous communication and coordination with the NWS to monitor evolving weather systems for the Bay Area region, and to evaluate the severity, impact, and extent of storm hazards on the CCSF. Furthermore, the system coordinates first responder and CCSF services before, during, and after the on-set of a severe storm event.

**2.2 Initial Assessment and Timeline**

During the initial forecast of a severe storm with potential for significant impacts, which will be based on information provided by the NWS indicating a weather system that may lead to severe rainfall in a short period, flood related hazards, or potential landslides, DEM will convene a conference call with the Storm Incident Management Team (IMT) and other partner agencies to share situational awareness, discuss agency issues, and identify resource needs. Refer to Section 3.3.7 Severe Storm Conference Call Form for more information.

The following is a recommended timeline of pre-storm actions by CCSF Departments and external partner organizations. The actual sequence of events may vary based on the forecast and other factors.

**Pre-Storm Response Timeline**

<b>96 (4 days) Hours Prior to Storm Event</b>	
<b>Activity</b>	<b>Department</b>
NWS provides initial notification of upcoming storm activity (i.e., Hazardous Weather Outlook).	NWS
If forecast indicates significant impact (i.e., heavy rainfall), DEM Duty Officer to arrange conference call with the Storm Incident Management Team (IMT) at the 72 hour mark.	DEM
DEM Duty Officer shares forecast with the DEM Manager on-call and the HSA Response Coordinator; this provides HSA lead time in planning for emergency warming shelter activation (part of HSA’s Cold Snap/Severe Storm Protocol for supporting homeless residents).	DEM/HSA
SFPW makes sandbags available to the public – ongoing.	SFPW



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<b>72 Hours (3 days) Prior to Storm Event</b>	
<b>Activity</b>	<b>Department</b>
NWS may begin to issue the following products: Flash Flood Watch, High Wind Watch, High Surf Advisory, and/or Gale Watch.	NWS
DEM to hold initial conference call with the Storm IMT (refer to section 3.3.7 Severe Storm Conference Call Form): <ul style="list-style-type: none"> <li>• Review planned response actions by IMT departments based on forecast;</li> <li>• Identify possible response gaps and/or areas at high risk based on potential storm impacts;</li> <li>• Determine pre-storm situation reporting schedule and future conference call meeting schedule.</li> </ul>	DEM
<ul style="list-style-type: none"> <li>• NWS may begin to issue the following products: Flash Flood Watch, High Wind Watch, High Surf Advisory, and/or Gale Watch.</li> </ul>	All
DEM External Affairs updates social media platforms (Website, Facebook, Twitter) and begins public messaging.	DEM
SFPW inspects scaffolding for safety and proper securing.	SFPW
SFPW & PUC conduct pre-storm inspection and cleaning of gutters, roadways, catch basins, storm drains, and sewers. Ongoing	SFPW & PUC
PORT conducts ongoing inspection and cleaning of catch basins and storm drains along Port property.	PORT



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<b>48 Hours (2 days) Prior to Storm Event</b>	
<b>Activity</b>	<b>Department</b>
<p>NWS to continue updated briefings on the incoming storm system:</p> <ul style="list-style-type: none"> <li>• NWS assurance on storm impact is now approaching high confidence;</li> <li>• NWS models indicating the exact timing of the event may vary.</li> </ul>	NWS
<p>DEM may hold a second conference call with the Storm IMT:</p> <ul style="list-style-type: none"> <li>• If EOC activation is recommended, determine the EOC activation level and DOC status;</li> <li>• Develop schedule for EOC operational period(s);</li> <li>• Identify EOC staffing needs and determine EOC staffing plan.</li> </ul>	DEM
<p>Departments now conducting pre-storm checks on equipment and facilities:</p> <ul style="list-style-type: none"> <li>• Clearing catch basins around facility properties;</li> <li>• Checking on generators and generator fuel supplies;</li> <li>• Ensuring adequate fuel supply for department response equipment and vehicles;</li> <li>• Updating employees on response plans or status.</li> </ul>	All
<p><b>More specific department actions include:</b></p>	
<p>San Francisco Department of Public Health (DPH) to communicate with all DPH healthcare facilities to ensure they have adequate fuel, water, health supplies, and an adequate staffing plan.</p>	DPH
<p>HAS to complete implementation of severe storm protocols:</p> <ul style="list-style-type: none"> <li>• Confirm availability of additional emergency shelter sites to support homeless residents;</li> <li>• Confirm staffing plan for sites;</li> <li>• Confirm plan for equipping sites with cots, blankets, comfort kits, and additional portable toilets;</li> <li>• Confirm feeding plan for shelter residents.</li> </ul>	HAS
<p>SFPW &amp; PUC continue with pre-storm inspection and cleaning of catch basins, storm drains, and sewers.</p>	SFPW & PUC
<p>San Francisco Port Department (Port) sends out messaging to tenants to prepare for storm impact.</p>	Port
<p>DEM External Affairs continues with ongoing public messaging about the storm.</p>	DEM
<p>DPH to disseminate storm/health-related information to the public and issue any necessary health precautions.</p>	DPH
<p>San Francisco Unified School District (SFUSD) to determine whether to close schools or delay opening to reduce the number of children and parents using roadways.</p>	SFUSD
<p>PG&amp;E begins to activate Emergency Preparedness and Operations Teams.</p>	PG&E



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<b>36 to 24 Hours Prior to Storm Event</b>	
<b>Activity</b>	<b>Department</b>
NWS continues with updated briefings on the incoming storm system; timing models continue to be refined.	NWS
Third storm conference call with the Storm IMT, if necessary: <ul style="list-style-type: none"> <li>• Confirm EOC staffing schedule;</li> <li>• Identify any remaining gaps or problem areas;</li> <li>• Confirm final list of departments that will activate their DOCs.</li> </ul>	DEM
HAS to finalize emergency shelter plan for homeless residents.	HAS
DPH Homeless Outreach Teams (HOT) increases efforts to get people on the streets indoors to emergency shelters (from 24 hours prior to storm to onset of storm).	DPH

<b>6 Hours Prior to Storm Event</b>	
<b>Activity</b>	<b>Department</b>
NWS to provide detailed written storm briefing specific to San Francisco for the EOC.	NWS
Activate the EOC.	DEM
Department Operations Centers (DOCs) also begin to activate.	Various
PUC to place response field crews in pre-defined response zones.	PUC
PG&E pre-staging of Emergency Preparedness and Operations Teams continues.	PG&E
PORT to continue pre-staging supplies along waterfront and monitoring potential flood areas.	PORT



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Storm Arrival	
Activity	Department
NWS to continue with updated briefings on the incoming storm system.	NWS
In general, departments are monitoring storm impact to their employees, properties/ facilities, and continuity of operations.	All



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### 2.3 Participating San Francisco City Agencies and Departments

CCSF Agency/Department	Contact	Phone	Email
San Francisco 311 (SF 311)	Call Center		
San Francisco International Airport (SFO)	Dispatch Airport Duty Mgr. Comm.		
Controller's Office (CON)	Alec Tune		
Department of Emergency Management (DEM)	Duty Officer		
Department of Public Health (DPH)	Naveena Bobba		
DPH Homeless Outreach Team (HOT)	Brenda Meskan		
Fine Arts Museum (FA)	24 Hour Dispatch		
Fire Department (SFFD) EMS	Shane Francisco		
General Services Agency (GSA)	Nick Majeski		
Human Services Agency (HSA)	Ben Aymes		
Mayor's Office of Disability (MOD)	Carla Johnson		
Municipal Transportation Agency (SFMTA)	Scarlett Lam Ops Control		
Office of Economic and Workforce Development	Manish Goyal		
Police Department (SFPD)	24-hour Line Lt. Mike Deely		
Port	Sidonie Sansom		
Public Utilities Commission (PUC)	Mary Ellen Carroll		
Public Works (SFPW)	Radio Room		
Recreation and Parks Department (RPD)	Park Patrol Dispatch		
Sheriff's Department (SFSD)	Emergency Notification Lt. Kevin McConnell		
Treasure Island Development Authority (TIDA)	Peter Summerville		
Unified School District (SFUSD)	Walter Patrick		

### 2.4 Partnering Agencies

Agency/Department	Contact	Phone	Email
American Red Cross (ARC)	Isabel Flores		
BART Police Department (BPD)	Communications Center Watch Commander		
California Office of Emergency Services (CALOES)	Memoree McIntire 24 Hour Contact		
Interfaith Council	Michael Pappas		
National Weather Service (NWS)	Roger Gass		
Northern California Regional Intelligence Center (NCRIC)	Dave Sullivan Duty Officer		
Pacific Gas and Electric (PG&E)	Report Line Ontario Smith		



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Agency/Department	Contact	Phone	Email
Presidio Trust	Duty Officer Agency Rep		
SF Archdiocese	Derek Gaskin		
Volunteer Organizations Active in Disasters (VOAD)	John McKnight		

### 2.5 Operational Coordination by Department/Agency

All CCSF Departments are responsible for encouraging overall workforce preparedness and capacity to respond in a disaster. The following subsections provide a more thorough description of department- and agency-specific roles and responsibilities in storm response operations; however, this list does not delineate all departmental responsibilities, but merely highlights key actions.

#### 2.5.1 San Francisco Public Utilities Commission (PUC)

PUC will coordinate pre-storm inspection and cleaning of catch basins, storm drains, and sewers. This includes working with SFPW to clear clogged catch basins and storm drains, helping to clear downed trees when appropriate, and involvement in the release of public information. PUC may assign crews to specific zones throughout the CCSF to ensure timely storm response to any area. PUC will also perform emergency wastewater and sewer system repairs, as necessary.

#### 2.5.2 San Francisco Public Works (SFPW)

SFPW will conduct pre-storm inspection and cleaning of gutters, roadways, and catch basins. SFPW will also distribute sandbags to San Francisco residents and businesses for flood prevention. SFPW will work in tandem with PUC crews to assign crews to known “hot-spots” and storm affect areas, and respond to reports of downed trees, tree limbs, storm debris, and street flooding.

#### 2.5.3 San Francisco Police Department (SFPD)

SFPD will respond to storm-related 9-1-1 calls and continue to maintain core public safety response functions. This includes working with SFPW to close roadways due to flooding or other hazards. The SFPD can provide support with traffic and crowd control matters that may be storm-related, and restrict public access to locations where there is a storm-related hazard (e.g., flooding, hill/mud slides, downed power lines).

#### 2.5.4 San Francisco Fire Department (SFFD)

SFFD will respond to 9-1-1 calls for downed trees and wires, flooding and water removal, building alarm malfunctions, elevator rescues, electrical hazards, and other utility emergencies. This also includes responding to landslides, roadway undermining, and hazardous materials incidents resulting from severe storm impacts. SFFD can provide equipment and personnel capable of removing water from flooded areas, as well as helping to coordinate evacuation operations.

#### 2.5.5 American Red Cross (ARC)

ARC may provide equipment, supplies, and personnel to serve recreation centers that have been identified as potential homeless shelters.



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### **2.5.6 San Francisco Department of Emergency Management (DEM)**

DEM will provide coordination of citywide assets, and support first responder and operational agency efforts. DEM will coordinate and disseminate situational information, public alerts, and serve as a liaison to state, federal, and private sector partners. DEM will also monitor events and proactively take steps to mitigate hazards or threats by coordinating efforts with CCSF departments and partners.

### **2.5.7 San Francisco Municipal Transportation Agency (SFMTA)**

SFMTA will monitor overall traffic flow throughout the CCSF during a severe storm event, and adjust public transit operations and service routes based on storm impacts. SFMTA will also monitor the potential for flooding at underground MUNI stations and respond appropriately, as well as deploy Parking Control Officers (PCOs) to highest priority intersections where traffic signals are out. If requested by SFPD or SFFD, SFMTA can provide transportation services if storm impacts mandates the evacuation of CCSF neighborhoods. Moreover, SFMTA personnel may be available to staff the EOC and/or activate the SFMTA DOC, if needed.

### **2.5.8 San Francisco Recreation and Parks Department (RPD)**

RPD will monitor storm impacts to all RPD properties, with attention to downed trees and debris on roadways in Golden Gate Park, and storm surge along Yacht Harbor. RPD may close and/or secure any RPD sites or parklands based on storm related impacts, and can make recreation centers available for emergency use, as availability permits. RPD can also staff tree crews, provide heavy equipment, and procure sandbags for facilities.

### **2.5.9 San Francisco Department of Public Health (DPH)**

DPH will assess the potential storm consequences on healthcare partners and the continuity of the healthcare system, disseminate storm/health-related information to the public, and issue any necessary health precautions. DPH Homeless Outreach Teams (HOT) will increase efforts to get people indoors during severe storm episodes. DPH will also provide oversight for hospital transfers and/or evacuations, if necessary, and conduct environmental health inspections in flood areas to determine health risks to residents.

### **2.5.10 San Francisco Human Services Agency (HSA)**

HSA will coordinate the set-up, staffing, and management of the emergency homeless shelter, if identified as a need. HSA's severe weather protocols can be activated in order to add surge capacity to the existing day-to-day emergency (homeless) shelter system. HSA will also monitor storm impacts on more vulnerable populations served by HSA programs, determine the need to support residents in their home, and develop Assessment Teams to go into the field to assess needs at certain facilities or targeted neighborhoods. Furthermore, HSA can activate Point of Distribution (POD) programs, if necessary, to support people sheltering-in-place, and establish a Local Assistance Center (LAC) when storm impact creates a need for individual recovery assistance.

### **2.5.11 San Francisco Sheriff Department (SFSD)**

SFSD will monitor continuity of operations at CCSF jails, monitor storm impacts on CCSF facilities where SFSD has a physical presence, assist with shelter security should storm-



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related evacuations and sheltering become necessary, and support SFPD with law enforcement operations related to storm response.

### 2.5.12 San Francisco Port (Port)

The Port will monitor the status of public facing facilities on Port property, including the South Beach Harbor, Hyde Street Harbor, and Fisherman's Wharf. The Port will prepare personnel, tenants, and property for storm impact, and identify locations where coastal storm surge and waves may top the Port's seawall. In addition, the Port will monitor storm impact on Ferry operations and on the Port drainage system for any problems with storm water run-off. The Port will also coordinate with the US Coast Guard to ensure maritime safety during storm activity, including restrictions as needed.

### 2.5.13 San Francisco Unified School District (SFUSD)

SFUSD will monitor storm impacts on school buildings, make determinations on the potential for school closures, and provide notification, as necessary. The SFUSD will focus efforts on school sites that have historically been impacted by flooding or water infiltration problems in major storms. This includes confirming that the generator at 555 Franklin is operational in case of an extensive power outage, testing of the generators at Toland Street and ensuring they are available to use during a power outage and the cleaning of problem rain gutters and storm drains at school sites, particularly those that regularly have backup problems. Other actions include checking that problem areas are attended to, and ensuring custodians are instructed to close all windows each night. SFUSD is establishing protocols for rapid response to downed trees, blocked or backed-up storm and sewer lines, and working with Risk Management on storm or other related damages.

### 2.5.14 Treasure Island Development Authority (TIDA)

TIDA will monitor the status of utility infrastructure throughout Treasure Island (TI) and Yerba Buena Island (YBI), including aerial power lines, utility poles, and the TI/YBI separated storm sewer system in conjunction with the PUC. TIDA will also monitor the potential for isolated street flooding, storm sewer backups, and localized flooding at TI/YBI properties, in conjunction with PUC and SFPW. Furthermore, TIDA will monitor the potential for soil erosion and hillside weakening on YBI where debris runoff could block roadways, monitor potential for downed trees on TI and YBI that could block roads or impact utility infrastructure, and support HSA sheltering operations by providing on-island open space for HSA shelter operations.

### 2.5.15 Pacific Gas and Electric (PG&E)

PG&E will determine the number of customers impacted by power outages due to wet and windy weather, and provide estimated time of restoration for outages. PG&E will also activate the Emergency Preparedness and Operations teams, as needed, to respond to outages (storm damage can involve replacing broken cross arms or downed electric wires and repairs to other operational facilities). Repairs will be prioritized to restore service to critical facilities such as hospitals, water pumping stations, and police and fire stations. Moreover, PG&E will deploy gas operation crews where flooding, erosions, or landslides have affected gas service (perform pilot relights and gas appliance safety checks). PG&E will monitor status of electrical



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infrastructure and will work in coordination with SFPW to remove trees that fall on power lines due to wind and rain.

### 2.5.16 San Francisco 311 (SF 311)

Within 24 hours of receiving a storm warning from DEM, SF 311 will implement an option in their phone tree that will allow callers to select “Storm related calls.” These calls will be given high priority status, giving them priority over all other calls coming in to SF 311. SF 311 will ensure all available and as needed staff are scheduled, as well as offer overtime opportunities to staff should call volumes be higher than anticipated. SF311 has standard escalation processes to SFPW, PUC, and SFPD for critical incidents. Additionally, SF 311 will make data related to flooding and damaged trees available to DEM through the Cal COP System for increased situational awareness.

### 2.5.17 San Francisco Controller’s Office

Under the direction of the Deputy Controller, the Accounting Operations Division will lead Cost Tracking, the Payroll and Personnel Services Division will provide policy and instructions on Time Tracking, and the Audits Division will lead overall cost recovery. OCA will provide direction to departments on cost tracking and time tracking. Departments will use index codes for costs in FAMIS and PeopleSoft time codes for time. OCA will prepare an Initial Damage Estimate of public and private sector losses, in coordination with CCSF departments.

### 2.5.18 San Francisco Interfaith Council

The San Francisco Interfaith Council will serve as a liaison between the DEM and the faith based community. The Interfaith Council will monitor weather advisories and warnings, and participate in storm Incident Management Team conference calls. The Interfaith Council will coordinate emergency preparedness, sheltering, and public messaging with the Community and the Health and Human Services Branch.

### 2.5.19 Archdiocese of San Francisco

The Archdiocese of San Francisco will serve as a liaison between the DEM and the Catholic elementary and secondary schools in San Francisco. The Archdiocese will monitor weather advisories and warnings, and may participate in storm Incident Management Team conference calls. The Archdiocese will coordinate emergency preparedness and messaging with the Public Information Officer.



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### 2.6 Command, Control, Coordination, Communication

The event will be managed through coordination of all agencies involved in accordance with National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS). Each agency retains command and control of their assets and has agreed to work cooperatively with the other agencies involved. Command and control elements identified below operate within their area of responsibility and inter-jurisdictional coordination beyond the event boundary takes place in accordance with SEMS.

#### 2.6.1 Operational Coordination

For timely coordination of all activities, log events into WebEOC (<http://74.93.15.52/eoc7/>) under incident **2015 Severe Storm Response**.

#### 2.6.2 CCSF Emergency Operations Center (EOC)

Agency	Location	Responsibility	Phone
CCSF EOC	1011 Turk Street	Obtain citywide common operating picture of CCSF response activities, and prepare citywide situation reports and alerts.	

#### 2.6.3 Department Operation Centers (DOC)

Agency	Location	Responsibility	Phone
PUC	525 Golden Gate	The DOC may activate to support field units and maintain drainage systems and water systems.	
SFPW	2223 Cesar Chavez	The DOC may activate to support field units and provide street clearance and maintenance.	
SFMTA	1 South Van Ness	The DOC may activate to coordinate SFMTA services.	
SFPD	17 <sup>th</sup> St and De Haro St	The DOC may activate to coordinate assets to respond to events throughout the CCSF.	
SFFD	698 2nd Street, 2nd Floor	The DOC may activate to support and coordinate field units to respond to events throughout the CCSF.	
PORT	Pier 1, The Embarcadero	The DOC may activate to support field units and maintain drainage systems and storm damage.	



### **2.6.4 Communications**

Tactical communications within agencies will take place using normal protocol and equipment. Cross-agency communication will take place via land and wireless mobile phones, or face to face at one of the coordination points listed above.

## **2.7 Environment**

### **2.7.1 Geographic Area(s)**

San Francisco Bay Area (See Section 3.1 and 3.2 for Hazard Maps).

### **2.7.2 Threats and Hazards**

Flooding can be expected during heavy rainfall leading to sewage back-ups, intersection flooding, street flooding, and storm water overland flow. Anticipated hazards associated with flooding are bacteriological contamination of persons, animals, and property, electrocution, drowning, vehicle flotation, and destruction of property. Other hazards include extensive power outages and an increased potential for landslides.

### **2.7.3 Potential Impacts**

Impact 1 (Heavy Rainfall):

- Individual storm systems are likely to result during periods of heavy rainfall.
- Thunderstorms with small hail and gusty winds are also possible.

Impact 2 (Strong Wind):

- Tree damage and downed trees are likely during strong wind events, especially early in the season, as drought-stricken trees are most vulnerable.
- Downed trees are likely to lead to power line damage and power outages.

Impact 3 (Flooding):

- Flooding of urban areas, streets, low-lying, and poorly drained areas are likely during intense rainfall. Clogged storm drains can exacerbate this problem.
- Flooding of creeks, streams, and mainstream rivers is also possible.

Impact 4 (Mudslides):

- Local mudslides and rockslides are possible during heavy rainfall events.
- The threat for debris flows can increase, especially over recent burn scars.

## **2.8 Concurrent Events in CCSF**

Check for significant events scheduled concurrently with the event and assess potential impact.



## SECTION 3: APPENDICES

### 3.1 Landslide Hazard Map

The figure shows potential landslide zones as determined by the Department of Conservation, California Geologic Service (CGS).

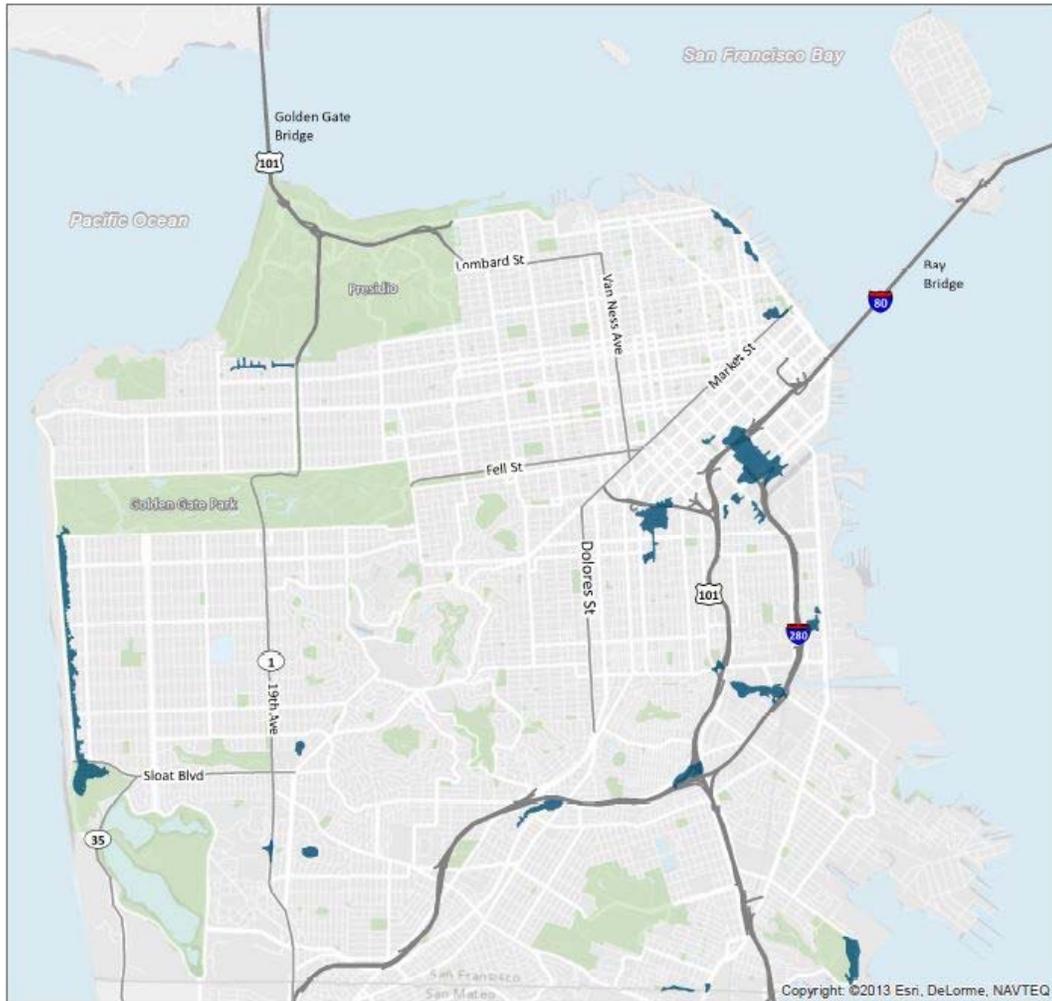


Data Source: SF GIS Data Library 2013



### 3.2 Storm Water Ponding Hazard Maps

The figure shows areas that, under extreme storm conditions, have the potential to experience widespread shallow or localized deep ponding in the roadway because of roadway surface ponding or other open channel flow obstructions.



Data Source: SFGIS Data Library 2013, SFDPW 2008



### 3.3 Operations Support Section Branches

The following Operations Support Section Branches provide coordination among CCSF departments and other organizations responding to a severe storm event.

#### 3.3.1 Public Safety Branch

The Public Safety Branch provides the coordination and support for agencies engaged in public safety storm response operations. This includes the carrying out of law enforcement, fire suppression, search and rescue, and emergency medical service functions. The Branch will also coordinate mutual aid requests from law and fire emergency response agencies as necessary for extended storm response operations. The following Emergency Support Functions (ESFs) are represented within this Branch:

##### Emergency Support Function #4 – Firefighting

While ESF 4 coordinates firefighting activities, the Fire Department provides many additional functions in storm response (such as emergency medical services and hazardous materials response). Moreover, the Fire Department often acts as the first responder to many storm-related 9-1-1 calls, from flooding to power outages and hillside collapse.

##### Emergency Support Function #9 – Urban Search and Rescue

Given severe storm impacts, ESF #9 is activated where there are collapsed structures that require the extrication of victims who are lost or entrapped. This may also include providing onsite medical treatment to victims trapped in collapsed structures. Coastal search and rescue functions may also be required for storm incidents that require the water rescue of victims.

##### Emergency Support Function #13 – Public Safety and Security

ESF #13 provides law enforcement, public safety, and security operations. Where there are specific storm-related threats to public safety, ESF 13 may be part of a multi-agency response to ensure the protection of persons, property, and the environment.

To effectively coordinate the support functions above, the Public Safety Branch may include representation from the following organizations. See the Operational Coordination section for the specific response activities associated with each organization below.

- SFFD (Coordinating Department for ESF #4 and ESF #9);
- SFPD (Coordinating Department for ESF #13);
- Supporting Departments/Agencies - CHP, Private Ambulance Providers, NCRIC, and SFSD.

In response to a severe storm event, the Public Safety Branch is responsible for providing the EOC with the following situational awareness information: Damage/Incident Reports, Emergency Medical Services Volume, Evacuations, Field Unit Activities, Fire Response,



Incident Command Posts, Injuries and Fatalities, Mutual Aid, and Restricted Areas including Search and Rescue efforts.

### **3.3.2 Health and Human Services Branch**

The Health and Human Services Branch provides the coordination and support for agencies engaged in carrying out basic care and shelter support to persons impacted by the severe storm event. The following Emergency Support Functions (ESFs) are represented within this Branch:

#### Emergency Support Function #6 – Mass Care, Housing and Human Services

ESF #6 will coordinate the activities and resources necessary to meet the housing, feeding, and human service needs of storm-affected persons. Mass care services include sheltering, feeding, and the bulk distribution of emergency supplies. Human service assistance may include: disaster assistance programs to help persons affected by the storm recover their non-housing losses, efforts to reunite families, adjusting services to meet the needs of vulnerable populations, efforts to accommodate household pets and service animals, and coordination of voluntary agency assistance.

#### Emergency Support Function #8 – Public Health and Medical Services

ESF #8 coordinates services that provide health and medical support during a severe storm incident, including the coordination of mental and behavioral health care. Where neighborhood flooding occurs, ESF 8 will assess the environmental health impact to the public (specifically persons in the flood area).

#### Emergency Support Function #11 – Animal Response

ESF 11 coordinates veterinary, reunification, and other animal care and shelter services. Given a severe storm event that causes localized evacuations, ESF #11 supports those evacuees that need assistance evacuating and/or sheltering their pet.

To effectively coordinate the support functions above, the Health and Human Services Branch may include representation from the following organizations. See the Operational Coordination section for the specific response activities associated with each organization below.

- SF Animal Care and Control (Coordinating Department for ESF #11);
- DPH (Coordinating Department for ESF #8);
- HSA (Coordinating Department for ESF #6);
- Supporting Departments/Agencies - ARC, EMS, MOD, RPD, and The Salvation Army.

In response to a winter storm event, the Health and Human Services Branch is responsible for providing the EOC with the following situational awareness information: Animal Response, Assessment Teams, Evacuations, General Population Evacuations, Healthcare Facility Evacuations, Family Assistance Centers, Family Reunification, Food/Commodity Distribution,



Hospital Diversions, Individual and Family Assistance, Interim Housing, Local Assistance Centers, Sheltering, Support to Residents in their Homes, NGO Support, and Vulnerable Populations.

### **3.3.3 Infrastructure Branch**

The Infrastructure Branch provides the coordination and support for agencies engaged in carrying out public works, engineering, water, and utilities functions. The following Emergency Support Functions (ESFs) are represented within this Branch:

#### Emergency Support Function #3 – Public Works and Engineering

During a severe storm event, ESF #3 will coordinate the activities and resources necessary to mitigate the impact of a storm event on CCSF infrastructure (i.e., keeping catch basins clear to prevent street flooding, and/or clearing debris and fallen trees from roadways). ESF #3 also provides engineering and construction management expertise as necessary when responding to storm damaged buildings, roadways, bridges, utilities, and other CCSF infrastructure.

#### Emergency Support Function #12 – Water and Utilities

ESF #12 facilitates coordination among the capabilities and assets of utility partners, such as gas, electric, water, and sewer, to address system damage, shortages or outages. Where there is damage or disruptions to the utility infrastructure during a storm event, ESF #12 functions to support system restoration efforts.

To effectively coordinate the support function above, the Infrastructure Branch may include representation from the following organizations. See the Operational Coordination section for the specific response activities associated with each organization below.

- SFPW (Coordinating Department for ESF #3);
- PUC (Coordinating Department for ESF #12);
- Supporting Departments/Agencies – SF Department of Building Inspection (DBI), SF Department of Technology (DT), PG&E, and RPD.

In response to a severe storm event, the Infrastructure Branch is responsible for providing the EOC with the following situational awareness information: Damage/Impact Reports, Debris Management, Field Unit Activity, Flooding, Infrastructure (i.e., Essential Utility Services Restoration and Infrastructure Repairs), Power Outages, PUC Pump Stations, and Street Cleaning.

### **3.3.4 Transportation Branch**

The Transportation Branch maintains oversight for the activities of transportation providers and provides status updates on the condition of transportation networks during a severe storm event. Transportation networks within the CCSF include air, rail, roadway, and marine traffic. The following Emergency Support Function (ESFs) is represented within this Branch:



### Emergency Support Function #1 – Transportation

ESF #1 coordinates the provision of transportation services (land, air, and sea), including traffic management. During a severe storm incident, ESF #1 will assess damage or disruptions to transportation networks, such as roads and bridges, and then coordinate with partners to adjust service delivery (i.e., shutdowns and re-routes, or adding additional transportation capacity to meet emergency demand). Within the CCSF, ESF #1 will serve as a liaison to commercial transportation providers (i.e., Caltrain, Taxi, and Ferry Operators) and regional entities like the Water Emergency Transportation Authority (WETA) and the Metropolitan Transportation Commission (MTC).

To effectively coordinate the support function above, the Transportation Branch may include representation from the following organizations. See the Operational Coordination section for the specific response activities associated with each organization below.

- MTA (Coordinating Department for ESF #1);
- Supporting Departments/Agencies - BART, Caltrain, Port, and SFO.

In response to a severe storm event, the Transportation Branch is responsible for providing the EOC with the following situational awareness information: Airport Operations, Caltrain Service, Evacuation Routes, Ferry/Water Operations, Paratransit Service, Route Recovery/Clearance, Maritime Restrictions, SFMTA Service Status, Road Closures, and Traffic Flow/Changes.

### **3.3.5 Community Branch**

The Community Branch serves as a clearinghouse for a diverse cross-section of external CCSF community partners. It includes representation from the commercial business sector, Non-Governmental Organizations (NGOs) including neighborhood groups, the Interfaith Council, schools, and the Consular Corps. The following Emergency Support Function (ESF) is represented within this Branch:

### Emergency Support Function #16 – Community Support

ESF 16 provides a means for those external entities identified above to have representation within the EOC. This representation provides the EOC with access to information from a diversity of community sources. During a severe storm event, ESF #16 ensures the EOC has the most complete operational picture of community needs. It also allows for a more in-depth accounting of storm damage assessment, community resource needs, and service gaps to individuals and neighborhoods. ESF #16 may also request activation of the SBA Loan Program to support recovery needs.

To effectively coordinate the support function above, the Community Branch may include representation from the following organizations. See the Operational Coordination section for the specific response activities associated with each organization below.

- DEM (Coordinating Department for ESF #16);



- Supporting Departments/Agencies - Consular Corps, SF Mayor's Office of Neighborhood Services (MONS), the Neighborhood Empowerment Network (NEN), OEWD's Business Operations Group, Presidio Trust, SF Interfaith Council, SFUSD, TIDA, and VOAD.

In response to a severe storm event, the Infrastructure Branch is responsible for providing the EOC with the following situational awareness information: Affected Communities/Neighborhoods, Affected Populations, Business Impacts, Donations, Dormitory Space Available, Hotel Rooms Available, Interfaith Council Updates, NGO Support, Recovery Assistance, School Closures and Relocations, and Tourist and Visitor Status.

### **3.3.6 Public Information**

As per the standard severe storm practice, the CCSF Joint Information System (ESF-15) will activate either virtually via conference calls or in person, and will engage all Departments and Agencies with a role in the response to develop and disseminate coordinated, timely, and accurate public information messages. An El Niño PIO Workgroup is creating an integrated El Niño public information communications plan to support the EOC Joint Information Section's El Niño public messaging.



### 3.3.7 Severe Storm Conference Call Form

Storm Incident Management Team Conference Call Form		
<b>Dial-In Information:</b>		<b>Meeting __ of __</b>
<b>Date:</b>	<b>Time:</b>	<b>Chair:</b>
<b>Purpose:</b> Share situational awareness, discuss agency issues, and identify resource needs.		
<b>Activation:</b> DEM convenes the Storm Incident Management Team (IMT) when the NWS forecasts a storm with the potential for significant impact.		
NWS Advisory		
<b>Advisory Type:</b>		<b>Date &amp; Time of Advisory:</b>
<b>Description:</b>		
Weather Forecast		
<b>Description:</b>		
Storm Incident Management Team		
<input type="checkbox"/> SF Animal Care & Control	<input type="checkbox"/> SF Controller's Office	<input type="checkbox"/> SF Department of Building Inspection
<input type="checkbox"/> SF Department of Emergency Management	<input type="checkbox"/> SF Department of Public Health	<input type="checkbox"/> San Francisco Public Works
<input type="checkbox"/> Emergency Medical Services	<input type="checkbox"/> SF General Services Agency	<input type="checkbox"/> SF Human Services Agency
<input type="checkbox"/> SF Mayor's Office on Disability	<input type="checkbox"/> SF Municipal Transportation Agency	<input type="checkbox"/> Port of San Francisco
<input type="checkbox"/> SF Public Utilities Commission	<input type="checkbox"/> Recreation and Parks Department	<input type="checkbox"/> SF Fire Department
<input type="checkbox"/> SF Police Department	<input type="checkbox"/> SF Sheriff's Department	<input type="checkbox"/> SF 3-1-1
<input type="checkbox"/> Treasure Island Development Authority	<input type="checkbox"/> American Red Cross	<input type="checkbox"/> Interfaith Council
<input type="checkbox"/> Pacific Gas & Electric Company		



<b>Agenda</b>	
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1. Introduction & Roll Call	<b>DEM</b>
2. NWS Forecast	<b>NWS</b>
3. Agency Operational Status – Activities & Updates	<b>Various Agencies</b>
4. EOC Status	<b>DEM</b>
5. DOC Status	<b>All DOCs</b>
6. Staffing Levels	<b>Various Agencies</b>
7. Public Reporting of Events	<b>Various Agencies</b>
8. Communication System Issues	<b>Various Agencies</b>
9. Special Concerns	<b>Various Agencies</b>
10. Major Decisions	<b>Various Agencies</b>
11. 24-Hour Agency POCs	<b>Various Agencies</b>
12. Public Information	<b>Various Agencies</b>
13. Press Release	<b>Various Agencies</b>
14. Social Media	<b>Various Agencies</b>
15. Action Items/Next Steps	<b>DEM</b>
16. Next Meeting	<b>DEM</b>

<b>Action Items</b>		
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<b>Issues</b>	<b>Responsibility</b>	<b>Deadline</b>

<b>Date &amp; Time of Next Call:</b>
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