

CITY OF LOS ANGELES



EMPOWER LATM
Department of
NEIGHBORHOOD EMPOWERMENT



DEPARTMENT EMERGENCY PLAN

REVISED JANUARY 29, 2016

PREFACE

All City departments, bureaus and offices are required to develop department emergency plans in accordance with Executive Directive 15, dated March 17th, 2011. The department emergency plans have a three-fold purpose that includes addressing:

- Elements of the department's Business Continuity/Continuity of Operations strategy for ensuring the provision of emergency functions;
- The department's role in managing its internal emergency operations and supporting City-wide emergency response and/or recovery; and
- The department's program for ensuring employee safety and preparedness.

Department emergency plans are intended to give your management and staff, as well as other departments and divisions of the City's Emergency Operations Organization (EOO) an understanding of your critical functions, contingencies for performing them in an emergency, means for supporting City-wide response operations, and strategies for preparing personnel. They supplement, but do not replace your department's standard operating procedures, tactical, and continuity plans which provide more detailed information.

Plans are to be reviewed annually. All plan revisions shall be made as necessary, this includes revising all dates in reference to the development of the plan to reflect the current date of annual review. The Record of Revision page of the each Department Emergency Plan shall be completed annually. Revised plans shall be submitted to the Emergency Management Department on or before January 31 of each year. One hard copy of the plan must be submitted along with one (1) cope in an electronic form (e-mail or CD) to the Emergency Management Department. In addition, each department General Manager shall certify the review and revision of their Department Emergency Plan by completing the Plan Certification form annually. The original, signed Plan Certification form shall be submitted in the hard copy of the revised plan submitted to the Emergency Management Department annually. (A copy of this signed form should be kept in any current hardcopy plan the individual department keeps on file). The Emergency Management Department will ensure the proper security and confidentiality of submitted materials. The Emergency Management Department will annually review department emergency plans, training reports and other related activities. Emergency Management Department staff will be available to technical assistance to each department to ensure plans are completed and maintained in accordance with the guidelines. Updated plans should be forwarded to the following address:

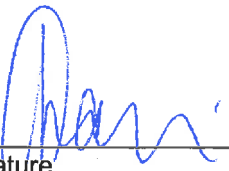
Emergency Management Department
Planning Division
200 North Spring Street, Room 1533, Mail Stop 988
Los Angeles, CA 90012

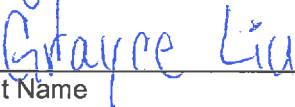
For additional information, or if you need any assistance in developing or revising your department's emergency plan, contact the Emergency Management Department Planning Division at 213-978-0535.


PLAN CERTIFICATION

As General Manager of the Department of Neighborhood Empowerment, I acknowledge and certify that the Department Emergency Plan submitted to the City of Los Angeles Emergency Management Department on January 29, 2016 has been reviewed and revised in accordance to the current emergency preparedness and mitigation activities as well as the current emergency response and operations procedures as they pertain to this department.

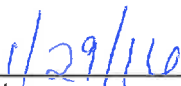
I acknowledge that this certification is valid until January 31st of the next calendar year or until any significant changes to this plan take place, whichever comes first.



Signature


Print Name


Title



Date

A new certification must be completed each January with the submission of a revised plan. A new certification must be completed if significant changes to the emergency preparedness or mitigation activities and emergency response or operations of the department occur before the annual review, which would cause this plan to be revised prior to the annual review.

RECORD OF REVISION

Date of Review and Revision	Name of Person Coordinating Review and Revision	Description of Change	Page Number of Change	Date Revised Plan Submitted to EMD
12/26/12	Armando Ruiz	Revision of Department Emergency Plan to current standard	All	1/17/13
2/5/14	Armando Ruiz	Review only. Minor revisions in dates, class titles	1, 3, 26	2/5/14
2/20/2015	Armando Ruiz	Revision of Department Emergency Plan to current template	All	2/20/15
1/29/16	Armando Ruiz	Revision of Department Emergency Plan to current template	All	1/29/16

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Chapter 1

ADMINISTRATION

I. INTRODUCTION

Established by the Charter of the City of Los Angeles, Article IX, Section 900, the Department of Neighborhood Empowerment was created in 1999 with the purpose and mission of promoting more citizen participation in government and to make government more responsive to local needs. As a result of this, a citywide system of neighborhood councils was created that included representatives of the many diverse interests in communities and to act in an advisory role on issues of concern to the neighborhood.

The Department's vision, direction, and priorities are to have neighborhood councils serve as civic engagement hubs for their respective areas; to have neighborhood councils partner with City government to measurably improve the quality of life in their neighborhood councils, and to have the Los Angeles Neighborhood Council system be nationally recognized for effectiveness and innovation in improving government responsiveness through civic engagement.

The Department's goals in the coming years ahead are to build the capacity of the Neighborhood Council system to improve responsiveness to diverse communities; to increase and diversify stakeholder participation in the Neighborhood Council system; and to promote and support increase government responsiveness to Neighborhood Councils.

The Department's goals and objectives in the event of an emergency are: 1) provide for the greatest possible degree of safety for its employees, volunteers, and visitors with the least amount of disruption to its operations; 2) carrying out other emergency response measures to help maintain continuity of government; 3) provide needed emergency services to City residents; and 4) quickly restore the Department to its normal operation.

This plan will be activated and utilized for natural disasters, civil disturbances, terrorist acts, training exercises, and unforeseen events.

Ms. Grayce Liu, General Manager is responsible for the implementation and compliance of the National Incident Management System within the Department of Neighborhood Empowerment.

Contact Information:
Grayce Liu, General Manager
200 North Spring Street, 20th Floor
Los Angeles, CA 90012
Grayce.Liu@lacity.org
Phone: (213) 978-1551
Fax: (213) 978-1751

This Department Emergency Plan is in compliance with the National Incident Management System (NIMS) as well as the Standardized Emergency Management System (SEMS) as required by City Council resolutions 05-1807 and 07-0491.

II. REVIEW, APPROVAL OF PLAN AND DISTRIBUTION

The General Manager of the Department of Neighborhood Empowerment is responsible for the review, revision and submission of the Department Emergency Plan.

Review

This Department Emergency Plan must be reviewed annually. This plan should be reviewed whenever significant policy or procedure changes may affect this plan.

Revision

Revisions and internal approval of this plan are to be completed by January 31st of each year. A revision should take place whenever a significant change in any policy or procedure occurs that effects any information contained in this plan.

Each time a revision to the plan takes place, the Record of Revision page is to be completed. This page will be used to track frequency of review and revision and document who performs these activities.

Internal Approval

The Department's Emergency Coordinator is responsible for outlining the Department's emergency plan. The Plan will be reviewed by the Senior Management Analyst II and General Manager for final approval.

The General Manager of the Department of Neighborhood Empowerment must complete the Plan Certification each time the plan is reviewed and approved. At a minimum, this will be completed annually with the annual review and revision. The original signed Plan Certification shall be kept in the master Department Emergency Plan on file with the Department of Neighborhood Empowerment.

Submission

Completed Department Emergency Plans are to be submitted to the Emergency Management Department in both hard copy and in electronic format on or before the close of business January 31st of each year.

A copy of the current signed Plan Certification shall be in the plan submitted to the Emergency Management Department annually.

Distribution

A copy of the Department's Emergency Plan will be distributed to all current employees. New employees will receive a copy of the Plan during the new employee orientation meeting. A copy of the Plan will also be distributed to employees when significant change/revision to the Plan occurs. The Department Emergency Plan is incorporated in the Department's Employee Handbook as an "Appendix". Employees are responsible for understanding and following the Department's emergency operations and preparedness plan as outline in this document. Questions on this plan should be directed to the Departmental Emergency Coordinator.

The Mayor has directed that every General Manager prepare, implement and maintain a department emergency plan and training program. Therefore, it is essential that submitted plans reflect the approval of the department General Manager.

Chapter 2

MITIGATION

III. THREAT/HAZARD ANALYSIS

Threat/hazard analysis is a required element of this department emergency plan. The following is a specific list of identified threats/hazards that have the potential to prevent normal business operations as well as hinder the performance of any of the critical functions as outlined in Section III of this Department Emergency Plan. This analysis takes into account all threats capable of interrupting this department's ability to prepare for, respond to and recover from a disaster. This analysis covers natural, man-made and technological threats as well as any threats posed by inadequate planning, training or mitigation.

The Department's main headquarters is located within close proximity of multiple earthquake faults. In the event of strong earthquake, the Department's main office could significantly delay the daily operations as well as emergency response and recovery coordination.

The following is a list of the types of threats/hazards identified by this department.

A. Natural Threats

- Earthquakes: If a major earthquake occurs when the Department is open to the public, a variety of public safety issues may arise, ranging from the need for evacuation of staff and visitors to damage caused by earthquakes. In particular, an earthquake may cause structural or fire damage to the building and infrastructure. An earthquake may also interrupt utility service.
- Fire/Wildfire: evacuation of staff and visitors may be required
- Storms: Major storms may cause flooding, damage to the building, and power outages. Windstorms can cause damage to trees, streetlights, and power lines, which would affect staff's ability to travel to/from work.
- Extreme Heat: Extreme heat can cause staff and visitors to sustain heat-related illnesses.
- Tsunamis - NONE
- Debris Flows - evacuation of staff and visitors may be required

B. Man-Made Threats

- Aircraft Crash: The possibility of an air disaster taking place at or near the building could potentially occur and could severely impact facility operations directly or indirectly via possible exposure to hazardous materials. Fatalities and property loss would be expected. Recovery from such an incident would require extensive resources.
- Hazardous Material Releases: Release of hazardous material may result in severe injury or fatalities. Only specially trained staff may be involved in rescue efforts.
- Interruption of Infrastructure (utilities, communications systems): Interruption of critical infrastructure would be detrimental to the Department's ability to operate in general. To prepare for potential threats to computer operations, the Department has an established back-up schedule and procedure to protect its computer data.

C. Criminal Activity Threats

- Civil Disturbance: Access to Department services may be disrupted for an extended period of time.
- Acts or Threats of Terrorism: City Hall is a high-profile structure in the City of Los Angeles, and therefore, a potential target for an act of terrorism.
- Insider Threats/Sabotage: Department services may be disrupted for an extended period of time.

D. Non-Structural Hazards

- Employee Safety: In an earthquake, injury and damage can result from the collapse of building elements that are not part of the structure. Non-Structural Hazards such as glass, light fixtures and furniture are a hazard/threat to employee safety.
- Facility/Equipment Survivability: Access to Department equipment and facilities may disrupt the delivery of services for an extended period of time.

E. Department Preparedness Vulnerabilities

- Planning Needs: Due to budgetary constraints and the departure of critical staff, the Department has been unable to provide more than the minimum amount of emergency planning and training, as well as allocating sufficient resources to emergency preparedness operations.
- Alternate Work Sites: During a major incident which deems the building unsafe for entry, the Department has identified several alternate work sites. The Department's systems information is regularly backed up so that critical functions can continue. Without available alternate work sites to sustain the Department's operations, the Department may have to close until such temporary work sites can safely be established.
- Critical Incident Stress - NONE
- Crisis Management Services - NONE
- Training Needs: Department staff has been trained to deal with various disaster situations that may occur. On-going training is necessary to ensure staff preparedness for emergency response and recovery.
- Equipment Needs: Timely equipment and materials acquisition and replacement is a high threat/hazard. As budgeted funds continue to diminish, the ability to safely provide vital public services while protecting employee health and safety may become adversely affected. Systematically identifying and prioritizing timely equipment and materials acquisition and replacement needs is an important element of sound emergency preparedness.

F. Public Health Threats

- Pandemic Influenza: An outbreak of pandemic influenza among Department staff may impact the ability to maintain operations to the public. A severe outbreak within staff may necessitate closure of the whole Department.

IV. MITIGATION PROGRAMS

Based on the threats/hazards identified in Section III of this Department Emergency Plan, the Department of Neighborhood Empowerment is taking precautions to prepare for and mitigate the effects of these threats/hazards at the workplace.

The Department has identified earthquakes as a significant workplace threat. In an attempt to mitigate the effects of an earthquake to the Department, including its personnel, facilities and services provided, the Department exercises annual evacuation drills and provides training to personnel on what to do to prepare for, during and immediately following an earthquake. In addition, each staff member has been issued a personal emergency preparedness kit to keep at their assigned work location. The Department has also taken steps to secure equipment by attaching seismic restraint devices to electronic equipment, bookcases, shelving units and other equipment/furniture items that have the potential to shift or fall during an earthquake causing injury or damage to these valuable items.

At this time, the Department of Neighborhood Empowerment does not have any identified projects in the City of Los Angeles Local Hazard Mitigation Plan.

Chapter 3

PREPAREDNESS

V. EMPLOYEE PREPAREDNESS AND SAFETY

A. Employee Responsibilities

The Department of Neighborhood Empowerment is responsible for assuring personnel are trained in emergency preparedness, response and recovery. Personnel should have a basic awareness of emergency operations. Personnel assigned to work units that perform critical functions will need additional training specific to their respective function. All personnel need to be familiar with the department's emergency plan.

A copy of this plan will be distributed to all current and new employees. Employees are responsible for understanding and following the Department's emergency operations and preparedness plan as outlined in this document. Questions on this plan should be directed to the Departmental Emergency Coordinator.

- All Worksite Emergency Coordinators should attend the Personnel Department's First Aid/CPR classes.
- Training sessions and refresher training on disaster preparedness and emergency operations will be provided to all employees as needed. This training may include classroom sessions, video presentations, or written handout training material.
- Training courses on the Standardized Emergency Management System (SEMS) will be acquired for selected employees. The amount of training for each employee will depend on his/her level of involvement in Departmental emergency operations. These courses include the SEMS Introductory Course, the SEMS Basic Course, the SEMS Field Course, the SEMS EOC Course, and the SEMS Executive Course.
- Department Emergency Operations staff shall attend the EOC training sessions conducted by the Emergency Preparedness Department and shall participate in the City's annual earthquake exercise and other training sessions and exercises as required.
- Department Emergency Operations staff shall attend training sessions conducted by Department's Emergency Operations staff and shall participate in Department training exercises as required.
- Members of the Personnel Department Emergency Operations staff may attend courses sponsored by the California Specialized Training Institute. Courses may include Earthquake, Disaster Recovery-Earthquake, or Disaster Planning.
- Building Emergency Coordinators shall meet annually with Floor Wardens and other building emergency personnel to bring them up to date on any changes to their building's Building Emergency Plan and to discuss other related matters.
- Floor Wardens will provide training to Assistant Floor Wardens, Stairwell Monitors, Runners, and Assistants to the Disabled outlining their duties and responsibilities and shall conduct periodic reviews and drills.

Personnel should keep original documentation showing proof of completion of any training they have completed. Copies of all documentation showing proof of training for Emergency Operations Center related training, or any other training required by the Emergency Management Department, must be forwarded to the Emergency Management Department; Training & Exercise Division

Personnel of the Department of Neighborhood Empowerment are responsible for knowing that in an emergency the Mayor can:

- Activate any City officer or personnel for emergency service.

- Requisition necessary personnel and/or material from any City department or agency.
- Assign City staff to any emergency duty that they are capable of performing safely.

No supervisor is authorized to release any staff from work in the event of an emergency without the approval of the General Manager. Personnel that leave without such authorization may be subject to discipline.

If an emergency occurs during normal working hours, all staff shall:

- Inform their immediate supervisors of their status and availability.
- Remain at work, and may be assigned duties that can be performed safely to assist in the emergency response and recovery.
- If away from their work station, return as soon as possible for directions.

If an emergency occurs outside normal working hours:

- All personnel identified as "essential" in this Plan shall respond according to the procedures established herein. All other Personnel Department employees are expected to report to work for their next normal shift, unless they have been called out by management for emergency duty or informed over the Emergency Alert System or other media that the Mayor's Office or the City Emergency Operations Board has directed that non-essential personnel not report to work.

B. Personal/Family Preparedness

The Department of Neighborhood Empowerment as an employer, is responsible for educating personnel about the importance of personal and family emergency preparedness. Personnel, especially those assigned to work units that perform critical functions, need to know what to do before, during and after disasters in order to be prepared in the work place and at home.

During any type of an emergency, an employee's first concern will be the safety of their family. Helping staff prepare their families for the eventuality of a disaster can help put an employee's mind at ease about their family.

With this in mind, the Department regularly provides employees with information on home emergency preparedness. Employees are encouraged to maintain a proper stock of food, water, first aid kits and other essential emergency items readily available at home and in their vehicles. Employees are also encouraged to have emergency preparedness plans for their families. These plans should address home safety, childcare issues, transportation, medical needs and alternate meeting locations.

In addition to providing such information to the employees, the Department has provided each employee with a backpack containing emergency supplies such as a flashlight, batteries and gloves to keep at their workstation.

The Department does not currently have a re-unification plan or system for employees and family members to contact each other, or be contacted by designated personnel, to report on employee/family welfare.

Supervisors shall make reasonable accommodations for employees impacted by a disaster including flexible work schedules and personal leave.

C. Building Emergency Education Program (BEEP)

As directed by the Mayor and City Council, the Department of General Services, with assistance from the Fire Department, is responsible for coordinating the City's Building Emergency Education (BEEP) Program. This program provides for facility emergency planning for all City work sites which have ten or more employees. The program includes development of written site specific plans, evacuation procedures and designation of City staff to serve as facility Building Emergency Coordinators, Floor Wardens and support staff.

The Department of General Services provides BECs for City Hall. The Department provides a floor warden, alternate floor warden, and support staff for the space occupied. This staff will participate in annual training/orientation provided by the BEC. Facility emergency plans are communicated to Bureau personnel through staff meetings, signage and annual exercises.

D. Fire Prevention Plan

In accordance with California Code of Regulations, Title 8, Section 3221; City departments with 10 or more employees must have a written Fire Prevention Plan. City departments with fewer than 10 employees do not need to maintain a written plan, however must communicate their plan with employees orally.

The department will develop a written fire prevention plan. City Hall holds a Fire evacuation drill once a year during which evacuation protocols and fire safety training are communicated orally.

E. Hazardous Waste Operations and Emergency Response Plan (HAZWOPER)

This section does not apply to the Department of Neighborhood Empowerment because the Department does not handle hazardous waste.

F. Hazardous Materials Business Plan

This section does not apply to the Department of Neighborhood Empowerment because the Department does not handle hazardous waste.

G. Pandemic Influenza Planning

Severe influenza pandemics represent one of the greatest potential threats to the public's health. Unlike other natural disasters, where any disruption to business service provision is likely to be infrastructure-related, disruption to business operations in the event of a pandemic is anticipated to be human and material oriented.

The Department has taken no specific actions to prepare for continuity of operations during a pandemic influenza event. Temporary reassignment of personnel to continue critical functions will be made when needed and based on the available resources at the time.

H. Pre-Positioned Antibiotics Program

The Department of Neighborhood Empowerment participates in the City's Pre-Positioning of Antibiotics Storage and Distribution Program and has received and reviewed the latest version of the program dated August 1, 2011. The Department has been allocated enough antibiotics to cover 3 staff and family members, for a total of 9 bottles. The Department will identify Grayce Liu, Stephen Box, and Armando Ruiz as the individuals authorized to pick-up and distribute the antibiotics to the designated staff. The Department will notify the Emergency Management Department if any of the information changes. The Department understands that distribution of the antibiotics will take place only on the orders of the Los Angeles County Department of Public Health, Public Health Officer. The Department understands that any questions related to participation in the Program will be directed to the Emergency Management Department.

VI. TRAINING PERSONNEL AND TESTING/EXERCISING

The General Manager is responsible for ensuring that department personnel are trained to perform critical functions as identified in Section III of this Department Emergency Plan. This is a required element for all Department Emergency Plans.

The first step in training personnel is to brief or orient personnel on policies, plans and procedures. This orientation can take many forms – roll calls, office meetings, video, computer, etc. Once personnel believe they sufficiently understand their emergency duties, the next step is to test the employee's competence in a realistic emergency environment as part of a drill or exercise.

The Department of Neighborhood Empowerment is responsible for developing or participating in regular exercises and/or drills, both internal and inter-agency, which test the knowledge of this plan and any other emergency procedures or plans. For more information on developing or participating in exercises and/or drills, contact the City of Los Angeles Emergency Management Department.

A. Fire/Life Safety Training and Exercises (All Departments)

The Department of Neighborhood Empowerment is responsible for making sure that personnel serving as Building Emergency Coordinators, floor wardens and support staff are appropriately trained. The Department of General Services Building Emergency Education Program (BEEP) Director coordinates all City-wide fire/life safety training (except for the proprietary departments and agencies). All personnel shall be trained in fire/life safety and preparedness procedures consistent with building occupant instructions. Building Emergency Coordinators, floor wardens and support staff can receive additional specialized training by the Fire Department.

The BEC is:

- City Hall 200 N. Spring St. Aram Salmasi

The Floor Warden is:

- City Hall 200 N. Spring St., 20th Floor Armando Ruiz

To arrange training for Building Emergency Coordinators, floor wardens or support staff; contact:

Armando Ruiz, Floor Warden, (213) 978-1147

BEEP encourages and requests that each BEC conduct at least one evacuation fire drill and one earthquake duck, cover, and hold drill annually.

Personnel assigned to workspace in a high-rise building (over 75 feet tall), City owned or leased, will participate in annual high-rise evacuation drills.

B. National Incident Management System (NIMS)

NIMS training is coordinated by the Department's emergency preparedness coordinator, Armando Ruiz. The Department's executive staff, emergency managers, and emergency preparedness coordinator are required to receive NIMS Awareness training (FEMA EMI

Course IS 700 or equivalent), which can be taken via internet. Records and certificates of NIMS training must be kept on file with the Administrative Services Division. The individual responder should keep the originals of all training certificates.

C. Standardized Emergency Management System (SEMS)

State law requires that City responders and agencies be trained in and use SEMS during disasters in order to qualify for state disaster reimbursement funds.

All Department staff will complete the basic SEMS Introductory Course (G606) and will have a refresher course training every three years. The emergency preparedness coordinator will coordinate both the initial training and subsequent refresher courses. A copy of the passed examination will be placed in the Emergency Training file of each staff member.

D. DOC/City EOC Responders

The Department does not have a specific training program for DOC responders.

Personnel from the Department of Neighborhood Empowerment assigned to roles and responsibilities within the City EOC will undergo specific training related to the EOC. The City of Los Angeles Emergency Management Department will establish the minimum training and certification levels required for all EOC response personnel. The Emergency Management Department will coordinate EOC Section and Position training. For information on EOC Training, contact the Emergency Management Department. Records and certificates of training for designated EOC responders must be kept on file with the emergency preparedness coordinator as well as copies forwarded to the Emergency Management Department; Training & Exercise Division. The individual responder should keep the originals of all training certificates.

E. Specialized Assignments

The Department of Neighborhood Empowerment does not have any specialized assignments.

VII. IDENTIFICATION AND PRIORITIZATION OF CRITICAL FUNCTIONS

Identification and prioritization of critical functions is a required element of this department emergency plan. This section should be consistent with information already identified in your department Continuity of Operations (COOP) plan. This section must address the following functions.

A. Critical Emergency Response/Recovery Functions

The following critical emergency preparedness, response and recovery functions, which are listed in priority order, are required by one of the following: Emergency Operations Ordinance (LA Admin Code, Div. 8), the Emergency Operations Master Plan and Procedures (Master Plan), or this department's Continuity of Operations (COOP) plan, tactical and/or operational plans.

- Providing technical direction and project control on damage repair.
- Notifying, as soon as possible, utility companies of the extent of damage to facilities and service disruption.
- Requesting from utility companies, assistance in restoring services to a minimum operating level.
- Providing for debris removal.
- Posting any relocation addresses and phone numbers of alternate work sites for Neighborhood Empowerment staff.
- Providing for restoration of Neighborhood Empowerment systems, payroll and accounting records and data, and an alternate work site, if needed, for staff to continue essential operational functions.

B. Critical Department Functions

The following functions have been identified as necessary to preserve property and capital, continue the delivery of products and services and resume normal business operations.

- Assess damages and prioritize repair and restoration needs for recovery.
- Assess operability of utilities.
- Maintain contact information for utility services.
- Assess extent of debris from damaged facilities impacting emergency recovery.
- Identify alternate work sites.
- Develop procedures to ensure timely documentation of recovery efforts and the ability to procure goods or services to maintain operations.

C. Functions Provided in Support of Department Response/Recovery

The following functions have been identified to address specific internal emergency operations and coordination roles (e.g., employee accountability, Department Operations Center [DOC] activation, financial management, etc.).

- Department COOP Activation and relocation (if necessary).
- Activate call-in for employee accountability
- Survey and document major damage
- Document time and response activities for recordkeeping

- Develop a plan for restoration and reconstruction of facilities

D. Functions Provided in Support of Citywide Response/Recovery

The following functions/services have been identified as functions this department is assigned to perform in support of citywide response and recovery efforts. This includes functions required or recommended by one of the following: Emergency Operations Ordinance (LA Admin Code, Div. 8), the Emergency Operations Master Plan and Procedures (Master Plan), or this department's Continuity of Operations (COOP) plan, tactical and/or operational plans as well as services and resources this department provides to other City agencies during emergencies.

- The Department of Neighborhood Empowerment is not a designated EOC response agency in the event of, or during a major emergency. However, the Department may provide staffing resources that may be useful to other City departments in emergency response or recovery efforts.

E. Functions Provided by Outside Agency

The following is a list of functions/services provided by outside agencies or vendors which might impact this department's ability to perform the critical emergency operations functions identified in Section VII, Sub-sections A, B, C or D.

- **Department of Water and Power (DWP):** If necessary, the Department will coordinate with DWP to repair and/or restore power and water service.
- **Information Technology Agency (ITA):** If necessary, the Department will coordinate with ITA to repair and/or restore disrupted data and telecommunication services.
- **Union Bank:** If necessary, the Department will coordinate with Union Bank to activate and unlock the Neighborhood Council cards to make them readily available for providing direct goods and services to the local neighborhoods in response to a citywide disaster/emergency.

Chapter 4

RESPONSE

VIII. CONTINGENCY PLANS AND OPERATING PROCEDURES

Development of contingency plans and operating procedures for the response phase of an emergency is a required element of the Department of Neighborhood Empowerment Department Emergency Plan. The following section of this plan outlines, in detail, the basis of these contingency plans.

A. Plan Activation

The Department Emergency Plan may be activated under any of the following situations:

1. Mayoral Declaration of Local Emergency
When the Mayor declares a local emergency, all departments will activate their plans.
2. Department Declaration of Plan Activation
Another method of activating an emergency plan is by the General Manager or their designee declaring a department emergency. A general manager is obligated to activate the emergency plan when a threat exists to the department's resources, or its ability to carry out its mission. When activating the emergency plan, the general manager shall notify the Mayor in accordance with Executive Directive 2000-08.

Director of Administrative Services
Director of Outreach and Communications
Director of Neighborhood Council Administrative Services
Director of Policy & Government Relations

3. Automatic Activation
An automatic activation follows a disaster or event that the department has identified in advance as one that requires an immediate response. Disasters requiring automatic activation are those that endanger public safety or pose a threat to the mission of the department.

For the purposes of Automatic Activation of the Department Emergency Plan, the following triggers and thresholds will be used.

Emergency Communications Failure

Any emergency, which threatens or overwhelms the ability of RAP to conduct its operations and requires an immediate response combined with a communications failure which precludes direction by the General Manager or designee.

Earthquake

In the event of a "strong" or greater earthquake (an earthquake defined as 6.0 or greater on the Richter Scale), the Department will automatically activate this plan. In the event of a "minor" to "moderate" earthquake (defined as 3.0 to 5.9 on the Richter Scale) the Department will activate the plan only if necessary.

Act of Terrorism

An act of terrorism or insider-caused disaster which threatens or overwhelms the ability of RAP to conduct its operations and requires an immediate response
Wide Spread Failure of Infrastructure Threatens or overwhelms the ability of RAP to conduct its operations and requires an immediate response

The General Manager's office will be responsible for communicating the activation of the plan to the Mayor's Office, as well as any other key City department or outside stakeholders (e.g., Board of Neighborhood Commissioners and Neighborhood Council Presidents) via telephone.

The activation of the Emergency plan will be communicated through the telephone system (land lines or cell phones) and City e-mail. If the telephone system or City e-mail are not working, the Department will use: 1) Messengers, and/or 2) Hand-held megaphones. The telephone system (land lines or cell phones) and City e-mail will be the primary methods of communication within the Department and with other City departments and organizations in the event of an emergency or disaster. If these systems are not operating, the Department may use the following alternative communication methods.

B. Mobilization of Essential Personnel

The Department of Neighborhood Empowerment has identified the functions and responsibilities as defined and outlined in Section VII, Sub-sections A, B, C or D. of this plan as critical during emergency situations.

The Department of Neighborhood Empowerment has determined that any personnel (including sections, units and specific job classes) assigned to carryout any of the functions described as critical during an emergency situation (Section VII, Sub-sections A, B, C or D.) are deemed to be Essential Personnel.

Based on the nature of the emergency, the General Manager or their designee may hold-over or recall employees. The General Manager or their designee will designate which employees to hold-over or recall and will instruct the respective Division Manager to make the notification in person or via phone to the respective employees. The General Manager shall also provide a list of these employees to the Administrative Services Manager for tracking purposes.

The General Manager, or their designee, shall decide if additional personnel from other departments are needed to perform critical functions. Contact will be made by the General Manager.

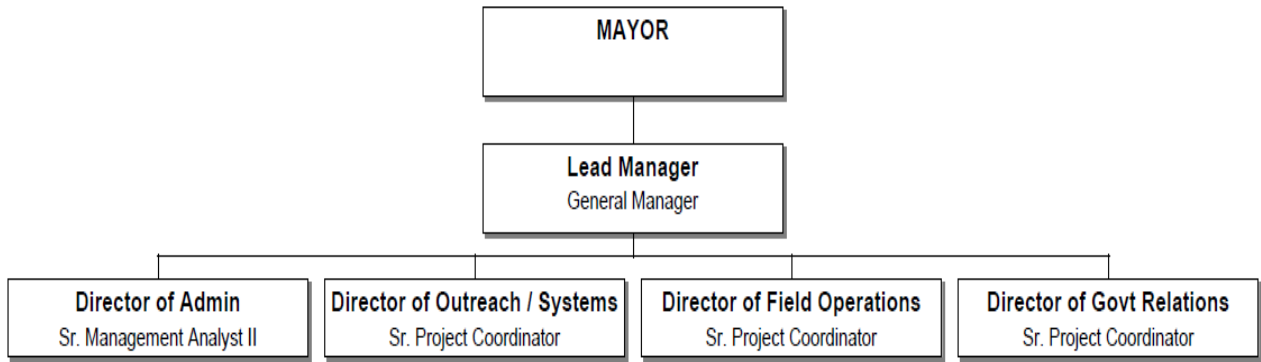
C. Mobilization of Additional Personnel (Other Than Essential)

All other employees will be subject to "call back" at the discretion of Department Management depending on the nature of the disaster, Department or emergency response requirements, and the expertise of the employee.

D. Department Operations Center (DOC) Roles and Responsibilities

This section does not apply since the Department does not have a Department Operations Center (DOC)

In the event of any emergency, all communications shall continue to be handled via telephone. The Department of Neighborhood Empowerment will coordinate any response/recovery efforts from the main office 200 N. Spring St., 20th Floor, Los Angeles, CA 90012. The office will serve as the centralized point for collection and dissemination of information and coordination of department resources for response, recovery and employee safety during emergency situations or during any other event/incident that warrants the activation of a DOC.



E. Roles/Responsibilities in Multiagency Coordination Systems (MACS)

This section does not apply to the Department of Neighborhood Empowerment.

F. Department Roles and Responsibilities in the City EOC

The Department of Neighborhood Empowerment does not have a seat on the City EOC but can serve in a supporting role as required by the EOC. The Department is prepared to provide the use of its available staff as necessary and as requested.

EOC Response Notification

In the event the City EOC is activated, representatives from the Department of Neighborhood Empowerment may be required to report to the City EOC to support its operation. In the event that representatives from the Department of Neighborhood Empowerment are needed, the City Operator (311) will contact the General Manager’s Office. The General Manager’s Office maintains a department EOC response roster. The General Manager will then notify the appropriate department EOC responder based on the request and the needs of the EOC.

The Department of Neighborhood Empowerment will maintain a group of trained EOC responders familiar with their individual and departmental roles and responsibilities within the EOC. These responders will maintain the minimum level of training required by both the Department of Neighborhood Empowerment and by the Emergency Management Department. Records and certificates of training for designated EOC responders must be kept on file with the Emergency Operations Coordinator as well as copies forwarded to the Emergency Management Department; Training & Exercise Division. The individual responder should keep the originals of all training certificates.

G. Resource Management

A local emergency can impact heavily upon the City's resources, especially to those resources pertaining to immediate response efforts. Resources may be requested from, or request by the Department of Neighborhood Empowerment.

Resource requests are initiated at the Management level based on response and recovery logistics needs. Requests are forwarded to the General Manager who has the final authority to request resources on behalf of the Department of Neighborhood Empowerment.

Resource requests from other departments or agencies must go through the General Manager who has the final authority to release department resources. The approved request will then be coordinated through the Administrative Services Manager who will maintain a log sheet to track resources provided. Resources may be recalled based on department needs as reviewed and approved by the General Manager.

H. Communications Systems and Protocols

A local emergency can impact heavily upon the City's communications systems, especially to those resources pertaining to immediate response efforts.

The Department of Neighborhood Empowerment utilizes the following communications devices and systems for primary and redundant communications needs:

Primary Communications:

- Telephones
- City Email
- Cellular telephones
- Messenger/Courier

In the event of any emergency, all Neighborhood Empowerment communications shall continue to be handled via telephones, city email, and cellular phones.

Section V; Sub-section B of this plans identifies how field personnel will communicate with the DOC and how the DOC will communicate with the City EOC during emergency situations.

Section VII; Sub-section B of this plan identifies how Department of Neighborhood Empowerment will communicate the procedures for the mobilization of essential personnel.

I. Alternate Work Sites/Reporting Locations

During emergencies, damage may render regular work and/or reporting locations unusable or inoperable. This will necessitate the utilization of alternate work sites with appropriate equipment and back-up files to continue business operations. The Department of Neighborhood Empowerment has identified the following locations as Alternate Work Sites/Reporting Locations:

- Van Nuys City Hall – 14410 Sylvan St. (213) 473-9311
- San Pedro City Hall – 638 South Beacon Street (310) 732-4522
- West LA Neighborhood Council – 1645 Corinth Ave. Suite 201 (310) 235-2070
- Constituent Service Center – 8475 S. Vermont Ave. (323)-789-1434

These facilities are equipped with office furniture, multiple phone jacks, and data lines.

The General Manager, or designee, shall make the determination for the activation of alternate work sites. Essential staff will be notified via phone by the General Manager's Office.

J. Vital Records

Vital records are defined as those "records necessary to continue, to reconstruct, or to resume the essential operational functions of the City government and to maintain public health, safety and order in the event of a public disaster." (Los Angeles Administrative Code, Div. 12.1). Vital records and information reside in various physical and electronic media including paper, microfilm/microfiche, magnetic tape, magnetic disk, optical disk, and CD ROM.

The Department of Neighborhood Empowerment has identified the following vital records and procedures associated with them:

- Commission, Executive, and Administrative Offices records including commission meeting folders, transcripts, correspondence; Executive correspondence, LAUSD permit applications; Administrative work order requests, NC certification applications, and personnel folders.
- Neighborhood Council Funding records including audit reports, demand warrants, equipment logs, NC budgets, funding requests, and enrollment packages.
- General Accounting records including payment vouchers, purchase orders, log books, payroll records, reimbursements, mileage reports, overtime reports, sick leave, vacation, payroll, personnel changes, salary adjustments, timesheets, and compensation reports.

These files are stored electronically through the Department's case management, internet based server. Hard copies of the files are kept on file by the Administrative Services Division, per approved retention schedules.

The Department of Neighborhood Empowerment has identified Jeff Brill, Senior Management Analyst II as the Vital Records Coordinator. The vital record audit process is in development at this time.

K. Financial Documentation

Financial documentation and cost tracking is an important element of any emergency plan. Certain costs may be eligible for federal or State reimbursement. The City Administrative Officer (CAO) is responsible for coordinating disaster grants and assistance following disasters. Reimbursement through the Federal Emergency Management Agency (FEMA) and the State of California Governor's Office of Emergency Services (OES) is dependent on complete and accurate documentation of all disaster related work and expenses.

Insert an executive summary describing your department's procedures for documenting costs associated with emergency/disaster response. This should include; who is responsible at the department level, what forms are to be used if any, cost tracking

methods in place, who prepares final cost report at the departmental level, who submits to CAO, how it is submitted to CAO, etc. Demonstrate how your procedures follow the City-wide cost accounting guidelines.

The Director of Administrative Services and the Senior Accounting Employee of the Department of Neighborhood Empowerment are responsible for documenting costs associated with emergency/disaster response. For labor costs, a new payroll work order is established and all staff working on emergency response or recovery are required to log their time with this work order. Expense costs are tracked with a note in the comments section indicating a purchase assigned to the emergency response or recovery efforts. The final cost report is prepared by the Administrative Services Manager and the Chief Accounting Employee and is submitted by the General Manager via e-mail and hard copy to the CAO.

Chapter 5

RECOVERY

IX. CITYWIDE RECOVERY RESPONSIBILITIES

A. Citywide Recovery

The City's Recovery Concept of Operations is based on the premise that successful citywide short-term, intermediate, and long-term recovery is dependent on coordinated strategic planning, and then implementation of systematic restoration of services, housing and economic vitality. The Recovery Section of the Department of Neighborhood Empowerment Emergency Plan provides only a brief overview of the department's recovery responsibilities within the City's recovery operations. City recovery policies, protocols, and all department responsibilities are described in the November 2014 City of Los Angeles Recovery Annex, across the following six (6) Recovery Support Functions (RSFs), identified in FEMA's National Disaster Recovery Framework (NDRF):

- Community Planning and Capacity Building
- Economic
- Health and Social Services
- Housing
- Infrastructure Systems
- Natural and Cultural Resources

Recovery activities occur along a recovery continuum and are categorized into three phases: short-term, intermediate, and long-term. The RSFs apply through all recovery phases.

Short-Term Recovery – Short-term recovery planning and actions begin simultaneously with response operations in the first days and weeks after a disaster. These actions are identified in the City's Emergency Operations Plan. The City's immediate priorities will be to coordinate initial recovery efforts to meet: the health and safety needs beyond immediate rescue inclusive of support services for Disabilities, Access, and Functional Needs (DAFN); the assessment of the scope of damages and resource needs; the restoration of basic infrastructure; the mobilization of the City's recovery organizations and resources including restarting/or restoring essential services identified in department COOPs; and the mobilization of policy-level recovery decision making. Department actions will be set by City policy, department authorities, field command direction, and EOC coordination of prioritized recovery objectives. Some examples of short term recovery activities are changes or alterations to traffic patterns, extended and expanded mass care services, identifying affected natural, cultural, and historical sites, taking action to expedite permitting processes, requesting private sector entities delay payment requirements, and addressing temporary housing and business space needs.

A Recovery Unit Leader staffs the EOC Planning and Intelligence Section to assess and initiate short-term recovery actions during the response phase. The EOC organization may transition into a recovery directed organization of City departments after all life/safety response actions are completed. The EMD GM or a designated Recovery Coordinator will be the EOC Director and lead the City's overall recovery efforts during this short-term phase.

Intermediate Recovery – Intermediate recovery actions occur in the weeks to months after a disaster and involve returning individuals, families, critical infrastructure, essential government operations, local community businesses, and critical public/private sector facilities to a functional if not pre-disaster state. Inclusive of all DAFN services, these include:

- Interim housing
- Debris management
- Infrastructure restoration/repair
- Business restoration support
- Continuity of full range of medical, public health, social services
- Support networks for emotional/psychological care

Recovery will transition from short-term to intermediate when the EOC is primarily coordinating recovery activities or when the EOC closes and the City activates the Long Term Recovery Group (LTRG). This group is lead by the City’s Local Disaster Recovery Manager (LDRM). Departments may also direct department-specific recovery operations from their Department Operations Center/Bureau Operations Center (DOC/BOC) or an assigned recovery project team. The LDRM has the responsibility for oversight of all department recovery operations.

Long-Term Recovery – Long-term recovery actions occur in the months to years after a disaster. These recovery actions address the complete redevelopment and revitalization of the impacted area; rebuilding or relocating damaged or destroyed social, economic, natural, and built environments; and a move to self-sufficiency, sustainability, and resilience. The City’s LTRG will continue to direct the City’s recovery process under the leadership of the assigned City LDRM. Inclusive of all DAFN services, these include:

- Permanent housing
- Rebuild infrastructure to meet both current and future needs (long-term resilience)
- Economic revitalization
- Reestablish damaged health care facilities and organizations
- On-going case management and counseling
- Implement mitigation strategies

B. Department Recovery

Short-term Recovery – All departments have a responsibility to activate their COOP plan if needed during this phase. The General Manager will immediately notify the EMD Duty Officer at (213) 200-6414 and emddutyofficer@lacity.org if the Department of Neighborhood Empowerment COOP is activated. The Department of Neighborhood Empowerment GM or their designee has the authority to implement the department COOP if needed to maintain or resume essential services that support City emergency operations and the continuation of government leadership. These protocols and procedures can be found in the Department of Neighborhood Empowerment COOP plan effective January 31, 2016. This plan is reviewed and revised as needed on an annual basis.

The City ITA is responsible for ensuring back-up recovery processes are in place for Department of Neighborhood Empowerment critical systems and hardware in the event of a Cyber-attack impacting the department/City network.

The Department of Neighborhood Empowerment short-term recovery roles and responsibilities can be found in the City EOP and department Standard Operating Procedures, Field Operations Guides, and other existing department plans.

Intermediate to Long-Term Recovery – A complete listing of the Department of Neighborhood Empowerment intermediate to long-term recovery roles and responsibilities can be found in the City of Los Angeles Recovery Annex, Section III: Organization and Assignment of Responsibilities. Department staff should familiarize themselves with the department’s recovery operations. The Recovery Annex can be found on the following City Intranet EMD website:
<http://insidela.ci.la.ca.us/eoo/eooeoo2f.htm>

The Department of Neighborhood Empowerment has identified the following tasks as part of the recovery portion of this department emergency plan and has provides the following actions to accomplish each task

In addition to accomplishing departmental disaster recovery functions, each Neighborhood Empowerment section must identify and prioritize its minimal normal services to enhance its ability to continue business and provide services as safely, efficiently, and swiftly as possible. These will include restoring essential facilities and/or establishing temporary facilities, ensuring key personnel report to work sites or alternate headquarters, restoring damaged utility systems to minimal operating levels and providing for limited access to facilities by suppliers and other recovery-related services. The following functions are essential to continuity of operations during disaster recovery efforts:

Task	Action
Assess damages and prioritize repair and restoration needs for recovery.	Providing technical direction and project control on damage repair.
Assess operability of utilities.	Notify as soon as possible, utility companies of the extent of damage to facilities and service disruption.
Maintain contact information for utility services.	Request assistance from utility companies to restore services to a minimum operating level.
Assess extent of debris from damaged facilities impacting emergency recovery.	Provide for debris removal.
Identify alternate work sites.	Post and notify staff of any relocation addresses and phone numbers of alternate work sites for Department staff.
Develop procedures to ensure timely documentation of recovery efforts and the ability to procure goods or services to maintain operations.	Provide for restoration of systems, payroll and accounting records and data, and an alternate work site if needed, for accounting and purchasing staff to continue essential administrative functions.