



Office of Emergency Services (OES) Executive Summary

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INTRODUCTION

This Document is designed to provide background and capabilities information about the Office of Emergency Services (OES), a part of the City of Palo Alto Public Safety structure, that includes the Police Department, Fire/EMS, and other departments. OES is geared to not only support the Emergency Operations Center (EOC) in the Police Department, but also to respond and provide resources to incident commanders in the field, including enhanced Incident Command Post (ICP) functionality with radio and data interoperability capabilities (in coordination with the Police Department's Technical Services Division).

The powers of OES and the Director of Emergency Services¹, per PAMC 2.12.050(b), include: "(4)Direct coordination and cooperation of services and staff of the emergency organization of the city, and resolve questions of authority and responsibility that may arise between them; and (5)Represent the city in all dealings with public or private agencies on matters pertaining to emergencies as defined herein." Therefore, OES leads or coordinates day-to-day planning, intelligence, and coordination, not only internally but also with allied agencies, Stanford University, the private sector, and the community.

In Palo Alto, our planning environment is "all hazards, all risk" -- ranging from natural disasters (earthquakes, floods, climate change, etc.) to technological failures/accidents to crime and terrorism. OES is also involved in planned events (such as Stanford football games, dignitary visits, etc.) to bolster public safety and ensure our skills and equipment are kept up to date.

The activities are summarized below:

Mission: The mission of the Office of Emergency Services is to prevent, prepare for and mitigate, respond to, and recover from all hazards.

Goal: Develop, maintain, and sustain a citywide, comprehensive, all hazard, risk-based emergency management program that engages the whole community.

Objective 1: Operational Readiness: OES works with all City departments to promote resilience to threats and risks of all types. This is a measure of the ability of the City to handle a major critical incident or disaster. People, infrastructure (facilities), supplies, and training are all elements of this. OES manages the City's Emergency Operations Center (EOC), located in the Police Department, along with other assets.

Objective 2: Threat and Hazard Identification and Risk Assessment (THIRA): OES leads the process to understand what risks the City faces. Often known as a Hazard Vulnerability Assessment (HVA) processes, this ongoing activity involves updates of Critical Infrastructure and Key Resources (CIKR) (facility inventories, registries) and awareness of the sorts of risks such as those listed in the Palo Alto annex to the regional Local Hazard Mitigation Plan (LHMP) and the National Planning Scenarios.

Objective 3: Policy & Plans: OES leads or coordinates the development and maintenance of policies and plans related to disasters, critical incidents, and City safety. The City's Emergency Operations Plan, Continuity of Operations Plan (COOP), and various department plans are all part of this activity.

¹ The head of OES is the "Director of Emergency Services" (a.k.a. OES Chief) but is the statutory "assistant director of emergency services" with the City Manager being the statutory "director of emergency services", according to Municipal Code Section 2.12.050. The Director of Emergency Services is also a sworn law enforcement officer.

Objective 4: Situational Awareness: OES maintains awareness of threats to our area by coordinating with law enforcement and other agencies with intelligence information regarding special events, dignitary visits, and other evolving situations, both planned and unplanned.

Objective 5: Emergency Public Information: OES coordinates with the Police Technical Services Division and the Public Information Officers (PIOs) to develop protocols for communication with the public and with partners.

Objective 6: Whole Community Engagement: OES develops structures to link non-governmental organizations (NGOs), residents, and businesses to the Incident Command System (ICS). Elements of this include the restructured Emergency Services Volunteers (ESV) program (a unified structure that includes ARES/RACES Amateur (ham) Radio, Block Preparedness Coordinators (BPCs), Medical Reserve Corps (MRC), and Community Emergency Response Team (CERT) volunteers).

Objective 7: Training and Exercises: In compliance with the Homeland Security Exercise and Evaluation Program (HSEEP), OES works with community and partner stakeholders, such as Stanford University, Stanford Hospital and Clinics, and others to develop training and exercises.

Objective 8: Grant Management: OES seeks funding and manages awarded grants pertaining to emergency management and homeland security.

Objective 9: Technology: OES coordinates with the Police Technical Services Division and the City's Information Technology Department to deploy new technologies for emergency management.

Objective 10: Regionalization: OES participates in the Urban Area Security Initiative (UASI), in addition to the Santa Clara County OES Operational Area and our mutual aid relationships with San Mateo County Sheriff OES and other agencies.

To facilitate the above, OES has the following assets and technologies:

Mobile Emergency Operations Center (MEOC):

This bus-sized mobile command vehicle is capable of serving as a back-up EOC, an Incident Command Post (ICP), and (with some lead time) a back-up Public Safety Answering Point (PSAP) 911 Center.

The MEOC features a full interoperability system (Sytech RIOS), capable of transmitting or patching on a wide spectrum of frequencies from HF through microwave. In addition, the MEOC has a satellite dish for voice and data. The MEOC also includes a Barrett HF NVIS radio system, capable of communicating with the National Guard, the military, State OES, and other entities.

The MEOC is used about every other week, on average, and is often deployed to:

- **Stanford Football Games:** Such mass gatherings are not only identified as a high-risk target by the U.S. Department of Homeland Security, but have always been a priority for PAPD and the Stanford University Department of Public Safety (DPS). The MEOC serves as a communications and command post for PAPD, PAFD, and Stanford DPS staff.
- **Calls for Service:** In cases ranging from major criminal incidents (such as homicides), mutual aid requests, SWAT or other extended operations, the MEOC has been deployed.
- **VIP & Presidential Visits:** When the President visits Palo Alto/Stanford, the MEOC serves as the locus of our command and the Secret Service liaisons. Other VIPs, such as foreign dignitaries, may also be supported by MEOC deployment.



Director's Command Vehicle:

The Director's Command Vehicle is a Ford F-250 (4WD), configured similarly to the CHP and CalFIRE trucks. It is equipped with gear to support an ICP, along with extensive interoperability and data communications capabilities.

Some of its capabilities and equipment include:

- Radios: VHF Low-Band, VHF, UHF, 700/800 MHz
- Tilt-up mast on roof
- Solar panels on roof
- FLIR camera
- 4.9 GHz remote data link
- Supports Sytech RIOS TAC2 system
- Command post equipment



MEOC Support Vehicle:

The MSV is a Ford F-550 (4WD) Prime Mover, configured with a stake bed, lift gate, diesel fuel tender, and other features to support the MEOC, an ICP or other field deployments.

Some of the key features of the MSV include:

- Transport staff (EOC Personnel, Dispatchers)
- Carry or have installed certain specialized radio, communications, and other equipment that will not fit practicably in the MEOC or in other vehicles
- Tow generators and trailers containing EOC and emergency supplies
- Facilitate EOC or Command Post operations in areas where the MEOC cannot be driven; *e.g.* Foothills (missing person at-risk call-out, wildland fire, etc.) or where a forward operating position is required (off road, through debris, floods, etc.)
- Mast-mounted long-range HD camera
- Radios: VHF Low-Band, VHF, UHF, 700/800 MHz
- Supports Sytech RIOS TAC2 system
- Heavy hauling/towing capability
- Extensive scene lighting: ideal for search and rescue (SAR), flood/storm operations, etc.



Incident Command Post (ICP) Trailer:

This trailer houses the Western Shelter Gatekeeper command post tent, along with other needed supplies to stand up an ICP.



CERT Trailers:

Although these 5 trailers exist to support our Emergency Services Volunteers, including our Community Emergency Response Team (CERT) members, they can be re-purposed, as needed. They carry medical triage supplies, cribbing material, and other such gear.

Generators:

OES maintains a skid-mounted 21 kW Kubota diesel generator that can power the MEOC or other loads. OES also has a number of smaller gen-sets. OES is also committed to alternative energy, including, for example, the use of solar panels to reduce our need for fuel for generators, etc. and thereby increase our resilience in extended situations.

Interoperability:

In supplement to the PAPD Technical Services Division, OES has an array of radio and data systems to allow communications on just about any system. Some highlights include:

- Portable Tactical Repeater & Interoperability: The Sytech RIOS TAC2 can be connected to the MEOC, the MSV, the F-250 (where it normally will be) or operate stand-alone. The TAC2, MSV, and F-250 all have capability on Low Band VHF, VHF, UHF, 700/800 MHz. Can patch frequencies and/or create a portable repeater.
- Special Licenses and Equipment: Amateur (Ham) Radio; aircraft airband radios
- 4.9 GHz: This public safety wireless data network is in the early design stages. It will allow data transmission independent of commercial cell (4G) carrier services.
- HT Portable Radio Cache: OES and PAPD Technical Services have a number of cache radios on various frequency bands.

Further pictures and information can be found on:

www.cityofpaloalto.org/publicsafety

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<https://www.facebook.com/PaloAltoPolice>

