

**AGENDA**  
City of Los Angeles  
EMERGENCY OPERATIONS BOARD

**REGULAR MEETING**

Monday, November 21, 2011  
1:30 P.M.  
Media Center Conference Room  
Emergency Operations Center  
500 E. Temple Street, Los Angeles, CA 90012

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Members of the public are invited to address the Emergency Operations Board on any item on the agenda prior to action by the Board on that specific item. Members of the public may also address the Board on any matter within the subject matter jurisdiction of the Board. The Board will entertain such comments during the Public Comment Period. Public comment will be limited to two (2) minutes per individual for each item addressed, unless there are more than ten (10) comment cards for each item, in which case the public comment will be limited to one (1) minute per individual. The aforementioned limitation may be waived by the Chair of the Board.

*(NOTE: Pursuant to Government Code Section 54954.3(b) the legislative body of a local agency may adopt reasonable regulations, including, but not limited to, regulations limiting the total amount of time allocated for public testimony on particular issues and for each individual speaker.)*

Members of the public who wish to address the Board are urged to complete a Speaker Card and submit it to the Executive Assistant prior to commencement of the public meeting. The cards are available at the sign in table at the meeting or the Emergency Management Department public counter, Room 1533, City Hall. However, should a member of the public feel the need to address a matter while the meeting is in progress, a card may be obtained from the Executive Assistant to the Board, who will submit the completed card to the Chair of the Board prior to final consideration of the matter.

It is requested that individuals who require the services of a translator contact the Board Secretary no later than the day preceding the meeting. Whenever possible, a translator will be provided.

Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting you wish to attend.

NOTE: The meeting is tape-recorded and the tape is kept for 30 days.

I. Declaration of Quorum; Introductions; Approval of July 18, 2011 Minutes

II. Action Item

A. City of Los Angeles Recovery Annex – Eric Baumgardner

Recommendation

That the Emergency Operations Board approve and forward to the Mayor for transmittal to the City Council, the City of Los Angeles Recovery Functional Support Annex.

III. Information Items

A. Mayor's Executive Directives related to Emergency Management – Jim Featherstone

B. Comprehensive Preparedness Guide 101 – Eric Baumgardner

C. February 2012 Mid-Year EOO Workshop – Jim Featherstone

D. San Onofre Nuclear Generating Station Incident – Sara Kaminske

E. Tsunami and Storm Ready – Larry Meyerhofer

F. Alliance trip to Australia and New Zealand – Ryan Rockabrand

G. Alliance trip to Japan – Antoine McKnight

H. 2011 ShakeOut – Larry Meyerhofer

I. National Emergency Alert System Test – Chris Ipsen

J. December 7, 2011 Citywide Full-Scale Exercise – Quentin Frazier

K. January 2012 All Assistant General Managers Meeting – Anna Burton

L. National Disaster Response Framework – Jim Featherstone

M. Occupy LA – Los Angeles Police Department

N. 2011-12 Rains – Anna Burton

O. Public Health Planning – Steve Dargan

P. LAPD Air Transportation Plan – Los Angeles Police Department

Q. Other Announcement – Board Members

IV. Presentations (as requested)

V. Public Comment Period

VI. Adjournment

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CITY OF LOS ANGELES  
INTER-DEPARTMENTAL CORRESPONDENCE

Date: November 14, 2011

To: Charlie Beck, Chair  
Emergency Operations Board  
  
Emergency Operations Board Members

From: Anna Burton, Executive Assistant  
Emergency Operations Board 

Subject: **CITY OF LOS ANGELES RECOVERY FUNCTIONAL SUPPORT ANNEX**

Recommendation

That the Emergency Operations Board approve and forward to the Mayor for transmittal to the City Council, the City of Los Angeles Recovery Functional Support Annex.

Executive Summary

The attached *Recovery Functional Support Annex (Annex)* provides a scalable, collaborative, and operation-based recovery framework that is consistent with the City of Los Angeles emergency management structure, and federal and state recovery and emergency management guidelines. It delineates recovery responsibilities and activities into four areas: physical recovery, social recovery, governmental recovery, and economic recovery. The Emergency Management Department (EMD), in coordination by those departments directly involved with citywide recovery, drafted this Annex to ensure consistent identification of roles and responsibilities and compliance with all local, state and federal recovery and emergency planning guidance.

This Annex, approved by the Emergency Management Committee at its August 3, 2011 meeting, replaces the 1994 City of Los Angeles Recovery and Reconstruction Annex.

If approved, the City of Los Angeles Recovery Functional Support Annex will be forwarded to the Mayor for approval and transmittal to the City Council.

Attachment

# City of Los Angeles EMERGENCY OPERATION PLAN



## Recovery Functional Support Annex

July 12, 2011





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## **INTRODUCTION**

### **I. EXECUTIVE SUMMARY**

*The Recovery Functional Support Annex (Annex)* provides a scalable, collaborative, and operation-based recovery framework that is consistent with the City of Los Angeles emergency management structure, and federal and state recovery and emergency management guidelines.

Recovery can be loosely categorized into two phases: short-term and long-term. Short-term recovery is broadly defined as restoring a community to pre-disaster (“normal”) conditions. Long-term recovery aims to move the community and government to self-sufficiency, sustainability, and resilience. The extent of the damages and availability of resources drive the timeline for both short-term and long-term recovery, both of which can occur simultaneously with response activities. Accordingly, this *Annex* does not define recovery activities by time. Rather, this *Annex* delineates recovery responsibilities and activities into the following four areas:

- Physical Recovery
- Social Recovery
- Governmental Recovery
- Economic Recovery.

Virtually every City agency and several partner (non-City) agencies have a defined role in at least one of the four areas of recovery as detailed herein.

### **II. PURPOSE**

This *Annex* has been developed to meet the following objectives:

- Provide a recovery concept of operations for City departments and partner agencies
- Define a scalable recovery organization
- Identify actions that can realistically be initiated and sustained to recover from any adverse impact of a disaster

- Ensure consistency with the *Draft National Disaster Recovery Framework* (February 2010), the *California Recovery and Mitigation Handbook* (July 2004), the *California State Emergency Plan* (July 2009), and the *Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707* (June 2007)
- Ensure consistency with local, state, and federal laws and guidelines as they pertain to specific recovery functions (See *XIII. Authorities and References*)
- Integrate the concepts and structure defined by the National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS)
- Comply with federal and State of California laws pertaining to people with disabilities
- Comply with the City of Los Angeles Administrative Code, the City Charter, and the City of Los Angeles Emergency Operations Plan.

### III. SCOPE

This *Annex* describes the response and recovery sequence of events and addresses the following components:

- A flexible organizational structure, including the authority to appoint a Recovery Coordinator and/or Recovery Manager
- Departments and partner agencies' roles and responsibilities related to physical, social, governmental and economic recovery
- Process for tracking recovery expenses, including resources used and personnel time spent on all disaster-related activities
- Process and procedures for accessing state and federal recovery programs
- Process for activating this *Annex*
- Authorities and references for this *Annex* and the City's emergency management structure.

## IV. PLANNING ASSUMPTIONS

The following section outlines the assumptions that were considered in the development of this *Annex*, specifically in the following three areas:

- Context for recovery
- Disaster impacts
- Roles and responsibilities of all levels of government, the private sector, and non-profit organizations.

All City, state, and federal processes, procedures, and protocols reflected or referenced were current as of the approval of this *Annex*. Before implementing this Concept of Operations, confirm that the processes, procedures, and protocols are unchanged. If necessary, before implementing, modify the Concept of Operations so that it is consistent with updated processes, procedures, and protocols.

### A. Context for Recovery

- The City of Los Angeles is vulnerable to a wide range of hazards that threaten communities, businesses, government, and the environment, including, but not limited to:
  - Earthquake
  - Flood
  - Fire
  - Landslide
  - Dam and Levee Failure
  - Severe Weather
  - Tsunami
  - Hazardous Material Emergency
  - Energy Disruption
  - Food and Agricultural Emergency
  - Civil Unrest
  - Pandemic and Epidemic
  - Terrorist Attack
  - Failure of Critical Infrastructure
- A disaster may occur at any time with little or no warning, and response and/or recovery needs may exceed the capabilities of local and state governments, the private sector, and non-profit organizations in the affected areas.
- Response activities, short-term recovery activities, and long-term recovery activities may be concurrent and may occur at different rates, which can create tension and a competitive demand for resources. This dynamic can be exacerbated when there are secondary hazards (e.g. aftershock to an earthquake) and/or inadequate processes for prioritizing needs.
- The scope of the disaster may require the Mayor to proclaim (declare) a Local Emergency, the Governor of California to proclaim a State of

- Emergency, and the President of the United States to declare a Major Disaster or Emergency.
- The City may need to request assistance through mutual aid and/or from the Los Angeles County Operational Area, the State of California, and the Federal Government in accordance with the National Response Framework (NRF).

## **B. Disaster Impacts**

- Single family homes, multi-family residential properties, business buildings, historical sites, and government facilities may be severely damaged.
- Vital infrastructure such as water, electrical power, natural gas, oil, and sewer services could be compromised.
- Transportation infrastructure could be damaged and in limited operation. Vital motor vehicle arteries, rail corridors, and airports could be damaged, impassible, or inoperable.
- Communications infrastructure could be damaged, causing disruption in land-line telephone, cellular telephone, radio, microwave, computer, and other communication services.
- Banking and finance infrastructure could be damaged or compromised, which could have a devastating impact on the local, regional, state, and national economy, and may also hinder or slow the recovery process.
- There may be a significant amount of debris, which could far exceed the City's normal debris removal and disposal capabilities.
- Hazardous material may be exposed as a result of the damage and destruction of buildings and infrastructure causing severe environmental and public health concerns.
- Residents and visitors could be displaced, requiring shelter and welfare needs. Depending on the severity of the impact, government support and/or assistance for interim and/or permanent housing may be required.
- Homeowners, rental property owners, and renters without insurance may face extraordinary circumstances, which the City may need to address in an official capacity.

- Schools and day care facilities may be closed for an extended period of time, causing a significant impact on the available workforce for City departments, the private sector, and non-profit organizations. This may ultimately hinder physical, governmental, and economic recovery.
- Older adults, people with disabilities, children and other people with access and functional needs may require special considerations during recovery. According to FEMA, access and functional needs populations includes “populations whose members may have additional needs before, during and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care.”
- Domestic pets, service animals, and livestock may be displaced.
- Residents, visitors, and first responders may experience post traumatic stress, requiring a significant increase in demand for mental health services.
- Confidence in government may be tested.
- Standards for city planning, development, and building codes—and the enforcement of those standards—may be challenged.
- Vital records may be lost or at risk of being damaged or destroyed.
- The City may incur costs associated with recovery that exceed budgeted amounts and/or available cash flow.

### **C. Roles and Responsibilities**

- In accordance with the Standardized Emergency Management System (SEMS), the responsibility of recovery rests with the City of Los Angeles, and only extends to the Los Angeles County Operational Area, the State of California, and the Federal Government when the need for resources, personnel, and coordination support exceed the capabilities of the City.
- The City of Los Angeles Emergency Management Department (EMD) coordinates and prioritizes recovery activities on behalf of all City departments and partner agencies.
- City of Los Angeles departments will support and implement this *Annex* in accordance with the activities described herein. Activities attributed to partner (non-City of Los Angeles) agencies were written and agreed upon by those agencies.

- While some recovery activities (e.g. mental health, public health, and health services) may predominantly fall under the jurisdiction of the County of Los Angeles, City departments and partner agencies maintain support and/or coordination responsibilities.
- All activities provided by City departments should comply with Mayoral Executive Directive No. 2001-3I, which states that it is the policy of the City of Los Angeles to provide access to its programs and services for persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990. City departments will ensure that people with disabilities are able to access essential services by the provision of auxiliary aids/services and reasonable accommodation. Further, City departments will provide access for people with disabilities to contact them to request those services and accommodations.
- Emergency repairs and minor reconstruction should include ensuring that people with disabilities are able to obtain assistance with barrier removal and the ability to modify/repair their damaged property if they need a ramp installed, as an example. Departments responsible must include the ability for people with disabilities to contact them and request services.
- All activities provided by public entities should comply with Title II of the Americans with Disabilities Act (ADA) of 1990.
- City departments and partner agencies are responsible for tracking their respective personnel and resource costs incurred by recovery activities.
- All responsibilities attributed to a specific elected or appointed position must be completed by the person who holds that position on a permanent basis or an appointed designee.
- The private sector may play an integral role in recovery efforts, especially those businesses that manage, maintain, or support critical infrastructure. Accordingly, significant coordination and outreach with those businesses may be required.
- Federal and state response and recovery operations may be mutually coordinated to ensure effective mobilization of resources to the impacted areas in the City.
- If a local Declaration of Emergency and State Proclamation of Emergency have been issued by the Mayor and the Governor respectively, the State of California and the Federal Government have the authority to implement a

- range of recovery assistance and funding programs for individuals and families, businesses, and non-profit organizations.
- Government cannot necessarily direct recovery efforts for individuals, families, businesses, and communities, but can stimulate recovery by stabilizing the community, facilitating the restoration of services, reducing obstacles, and providing financial assistance.
- The Operations Division of the City of Los Angeles Emergency Management Department will maintain this *Annex*, and will develop and provide training and exercises for recovery coordination.

## V. THE RESPONSE-RECOVERY CONTINUUM

Response activities are characterized as those immediate efforts necessary to save lives, protect property, and protect public health and safety. Response activities begin at the time of the incident and generally conclude when:

- Immediate threats have been eliminated
- Public safety agencies are no longer conducting widespread life-safety missions
- Mutual aid resources return to their respective jurisdictions
- Displaced individuals and families have been sheltered.

Recovery activities may be initiated concurrently with or shortly after the commencement of response operations, even while immediate life-saving activities are in progress.

Recovery activities may be defined by four areas: physical, social, governmental, and economic.

- Physical Recovery includes:
  - Restoring, improving, and rebuilding critical infrastructure
  - Restoring critical facilities and resources
  - Conducting debris removal and disposal
  - Addressing environmental concerns
  - Preserving historical sites
  - Redeveloping communities, including addressing and removing barriers for people with disabilities.
- Social Recovery includes:
  - Providing and supporting accessible disaster recovery assistance
  - Providing housing assistance, including accessible housing
  - Restoring shelter and care for service animals, pets, and livestock

- Supporting health services
- Coordinating and supporting social services
- Facilitating and providing for community involvement.
  
- Governmental Recovery includes:
  - Ensuring continuity of government
  - Restoring and reconstructing essential facilities, equipment, and records
  - Evaluating of government and community planning and the process for recommending systemic changes
  - Engaging private sector and non-profit stakeholders
  - Disseminating information in an accessible format.
  
- Economic Recovery includes:
  - Identifying economic growth opportunities
  - Promoting businesses in damaged areas
  - Coordinating recovery funding
  - Obtaining state and federal reimbursement.

Recovery activities can be categorized into two phases: short-term and long-term recovery.

The key objectives of short-term recovery are to restore the community to a functioning, if not pre-disaster state. Pressure on the City will be immense to resume essential services and pay prompt attention to residents' needs and requests. Emergency repairs and minor reconstruction may occur during this period. Generally speaking, recovery that takes place while the Emergency Operations Center (EOC) is activated and primarily focused on coordinating response activities is considered short-term recovery.

Long-term recovery is the process of returning all aspects of the community to "normal" functioning conditions, and includes reconstruction of damaged or destroyed social, economic, natural, and built environments. The overarching focus of long-term recovery should be on building safely and wisely, reducing future hazards, and optimizing community improvements. All efforts should guide the impacted community toward self-sufficiency, sustainability, and resilience. Long-term recovery may commence early in the recovery process, and may continue on for weeks, months, or years. Generally speaking, recovery transitions from short-term to long-term when the EOC is primarily coordinating recovery activities or the EOC is de-activated.



## **CONCEPT OF OPERATIONS**

### **VI. ACTIVATING THE RECOVERY FUNCTION**

If the Emergency Operations Center (EOC) is activated, the EOC Director or Deputy Director(s) should assess the situation and determine the appropriate time to initiate recovery. If the EOC is not activated, or is at Level I, the City of Los Angeles Emergency Management Department (EMD) General Manager should make that determination. Recovery activities may be initiated concurrently with or shortly after the commencement of response operations, even while immediate life-saving activities are in progress.

### **VII. ORGANIZATIONAL STRUCTURE**

The recovery organizational structure should be scalable and should be consistent with the incident-specific recovery objectives. The recovery lead will be determined based on the type and scope of the disaster and whether the Emergency Operations Center (EOC) is activated.

#### **A. EOC Activation – Short-term Recovery**

If the EOC is activated at Level II or Level III the EOC Director and Deputy Director(s), if applicable, should activate the Recovery Coordinator position as soon as possible, specifically to focus on short-term recovery.

The Recovery Coordinator should:

- Implement this *Annex* and develop an incident-specific recovery plan to be reviewed and approved by the EOC Director and Deputy Director(s)
- Develop a strategy for recovery and prioritizing recovery activities
- Coordinate recovery activities
- Ensure that recovery services are physically and programmatically accessible
- Create and manage a recovery organization, as necessary.

The City of Los Angeles Emergency Management Department (EMD) should serve as the Recovery Coordinator, and should define the recovery organizational structure with the approval of the EMD General Manager and the EOC Director or Deputy Director(s) before recovery operations commence. While the EOC is activated and coordinating recovery is the secondary focus (as compared to response), the Recovery Coordinator should use the existing EOC Operations Section, Planning/Intelligence Section, Finance & Administration Section and Logistics Section to coordinate and support recovery activities.

As response and recovery activities may be concurrent, EOC sections, branches, and units may coordinate response and recovery activities simultaneously. Each section, branch, and/or unit may transition from response coordination to recovery coordination at different times. Departments' involvement in response activities, departments' capabilities, available resources, and response and recovery priorities will drive that transition process.

## **B. EOC Activation – Long-term Recovery**

The Recovery Coordinator may also serve as the long-term Recovery Manager, as determined and appointed by the EMD General Manager. If the EMD General Manager appoints a different EMD representative to serve as the Recovery Manager, the EMD General Manager should facilitate the transition from the Recovery Coordinator to the Recovery Manager, including establishing a timeline for the transition.

The Recovery Manager should:

- Continue recovery coordination using this *Annex*
- Create and manage a long-term recovery organization
- Determine and communicate long-term recovery priorities
- Lead and coordinate long-term recovery task forces, committees, and initiatives
- Ensure that recovery services are physically and programmatically accessible
- Develop and implement relevant recovery progress measures and communicate needed adjustments and improvements to applicable stakeholders and authorities
- Work closely with the state recovery lead, Federal Recovery Coordinator (FRC), and recovery leadership at all levels to ensure a well-coordinated and well-executed recovery
- Follow City processes to close-out recovery activities.

The Recovery Manager may establish a Long -Term Recovery Group to coordinate any or all activities detailed in this *Annex*. If necessary, the Long-Term Recovery Group may seek an established 501(c)(3) as its fiscal sponsor for collection and disbursement of monetary donations and assistance funds.

## **C. No EOC Activation – Short-term Recovery**

If the EOC is not activated, or is activated at Level I, the EMD General Manager will appoint a Recovery Manager to coordinate all recovery activities in the City. The Recovery Manager should complete the responsibilities detailed in the two preceding sections.

## VIII. PHYSICAL RECOVERY ACTIVITIES

Physical recovery activities include restoring, improving, and/or rebuilding critical infrastructure, recovering critical resource facilities and resources, conducting debris removal and disposal, addressing environmental concerns, preserving historical sites, and redeveloping communities.

### A. Restoration and Improvement of Critical Infrastructure

The following table details the critical infrastructure addressed in this section, as defined by *The Report of the President's Commission on Critical Infrastructure Protection* (1997):

Type Of Infrastructure	Role
Transportation	Moves goods and people throughout the City
Oil and Gas Production and Storage	Fuels transportation services, manufacturing operations, and home utilities
Water Supply	Assures a steady flow of water for agriculture, industry (such as various manufacturing processes, power generation, and cooling), business, firefighting, and homes
Banking and Finance	Manages finances of individuals to major global enterprises
Electrical Power	Consists of generation, transmission, and distribution systems essential to all other infrastructures and every aspect of the economy
Information and Communications	Consists of the telecommunications and internet networks, taking advantage of the speed, efficiency, and effectiveness of computers and digital communications

In the short-term recovery phase, critical infrastructure must be restored to a functional condition. In general, significant improvements to critical infrastructure would be considered a long-term recovery activity as they can take months or even years. Note, however, that departments and partner agencies may make improvements in the short-term while they manage restoration projects.

All programs, services, and activities related to the restoration and improvement of critical infrastructure, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

## 1. Restoration of Critical Infrastructure

The restoration of critical infrastructure is an important milestone in the short-term recovery process, as it provides basic support for life, livelihood, and communities.

During disaster recovery, these departments and partner agencies should act to restore critical utility infrastructure by conducting, managing, facilitating, or supporting the following activities:

### **COMMUNITY REDEVELOPMENT AGENCY OF THE CITY OF LOS ANGELES (CRA/LA)**

- Provide financial assistance to support the restoration of infrastructure in the redevelopment project areas.
- If necessary, issue CRA/LA debt to finance public reconstruction and recovery projects.
- Work with other City departments and other entities such as the California Emergency Management Agency (CalEMA), California Division of Mines and Geology (CDMG), Southern California Earthquake Preparedness Project (SCEPP), United States Geological Survey (USGS), and Southern California Association of Governments (SCAG) to maintain and update as needed a collaborative and interactive Geographical Information System (GIS)
- Expand applications and database development related to hazards mapping and emergency management, including data layers dealing with transportation facilities as well as subsurface infrastructure, such as water, sewer, telephone and high pressure gas and oil lines, and establish a process for restoration of the systems, if needed
- Work with the Recovery Coordinator/Recovery Manager to obtain information from appropriate City departments and to determine the type/timeline for restoration, if needed.

### **DEPARTMENT OF AIRPORTS**

- Coordinate with Air Traffic Control Tower (ATCT) and the Federal Aviation Authority (FAA) to:
  - Determine if airport clearance and airspace operations are available for the Los Angeles International, Ontario and Van Nuys airports.
  - Determine if airport clearance and airspace operations are able to continue.
- Coordinate security efforts with the Transportation Security Authority (TSA) to determine if the security levels at the airports have been compromised.

- Determine if the airport infrastructure can support airport operations by conducting the following activities with the specified airport divisions and City departments:

#### **AIRPORT ENGINEERING DIVISION & CONSTRUCTION AND MAINTENANCE DIVISION**

- Review structural integrity and conduct primary assessments of areas to determine compromised safety and the ability to function at reduced or normal levels.
- Review the ability to temporarily secure unsafe areas until permanent repairs can be made and/or temporary repairs can be made to restore reduced or normal functionality. In addition, the Construction and Maintenance Division (C&M) will provide support services to other agencies, such as barricades to secure traffic routes, or generators to areas requiring some source of power.
- Support the Los Angeles Department of Water and Power (LADWP) to identify and analyze the impacted areas; support the LADWP's ability to supply adequate power and water for airport functionality; determine safety measures as necessary for compromised power and water supplies; and develop a timeline for restoration operations.
- Work in conjunction with the Department of Building and Safety (LADBS) to evaluate if/to what extent structures have been compromised; to identify environmental hazards; and to restore the structure(s).
- Support of the Department of Public Works on debris removal, lighting and clearance of obstructed roadways, and enacting environmental safety measures.

#### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Provide engineering and inspection services of structures used by utilities, if requested.

#### **DEPARTMENT OF GENERAL SERVICES (GSD)**

##### **CONSTRUCTION FORCES DIVISION**

- Restore water, gas, electrical, communications, and access roadways/driveways service at City facilities and buildings, to their point of connection with critical public utility infrastructure service.
- Provide support work to public utilities, public works, local agencies and other City departments.

**FLEET/FUEL SERVICES DIVISION**

- Supply motor pool vehicles (personnel transportation) to City agencies responding to utility recovery efforts.
- Support fuel for City operations and fuel site infrastructure.

**OFFICE OF PUBLIC SAFETY**

- Provide law enforcement and security services at City facilities during utility recovery response.

**SUPPLY SERVICES DIVISION**

- Procure needed materials/supplies from City warehouses or suppliers allowing City departments to restore critical utility infrastructure.
- Negotiate with suppliers for favorable delivery/pricing terms.
- Obtain best pricing structure by conducting bidding, market research, and overstock buys.
- Pick up needed supplies from suppliers and deliver to recovery crews.
- Issue purchase orders, process vouchers, and generate SMS checks for emergency supplies.

**DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Restore more than 400 sites for recreational use in the City, including 184 recreation centers, 61 swimming pools, 11 lakes, 7 camps, 7 museums, and one world class observatory. In addition, there are 13 golf courses and 2 flood control basins, and 15,700 acres of park land.
- Restore information and communications through the RAP Systems Division, in collaboration with the Information Technology Agency; Planning and Construction Division is responsible for repairing and restoring recreation centers to ensure function as community centers and potential emergency shelters;
- Repair and restore roads on dedicated park land.
- Remove hazards such as downed trees and large limbs through the Recreation and Parks Forestry Division.

**DEPARTMENT OF TRANSPORTATION (LADOT)**

- Implement accessible emergency transit and para-transit services to facilitate the movement of people and goods during the recovery and reconstruction phase of a major disaster.
- Coordinate with those departments, bureaus, and agencies both inside and outside of City Government (public and private) that have responsibility for transportation facilities/activities and that have knowledge of the status or condition of these facilities during and after a major disaster.

- Identify necessary steps and develop a system to process traffic- and transportation-related information from the various sources identified above, so that appropriate decisions can be made regarding the implementation of detour and emergency routes.

#### **DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to the recovery of critical infrastructure.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates to the recovery of critical infrastructure.
- Provide technical assistance, and support to the Mayor, City Council and Departments regarding the provision of reasonable accommodation and auxiliary aids and services as it relates to the recovery of critical infrastructure.

#### **EL PUEBLO DE LOS ANGELES**

- Determine the viability of continued operations of all monument space by identifying partial/full status restrictions.
- Secure and assess structural integrity of historic buildings and public access ways.
- Assign a property manager to oversee coordination of structural recovery activities.
- Facilitate direct line of communication with City-support staff comprised of members including, but not limited to, Information Technology Agency, General Services Maintenance Division, General Services Custodial Division, General Services Parking Services Division, Recreation and Parks' Office of Public Safety, Department of Water and Power, and Public Works.
- Restore daily activities in secured areas.

#### **EMERGENCY MANAGEMENT DEPARTMENT (EMD)**

##### **DUTY OFFICER**

- Coordinate collection and dissemination of information regarding the restoration of City critical infrastructure. This may include issuing informational bulletins to City departments and press releases to the media.

**HARBOR DEPARTMENT**

- Restore landside infrastructure within the Port, outside of the Port and infrastructure impacting services to the Port, including roads, bridges, rails, wharfs, buildings, cargo movement equipments, and water, power, and telecommunications systems.
- Restore waterway navigability, including the federal channel and waters adjacent to berths and wharfs.
- Facilitate the restoration of cargo operations by monitoring and supporting the business-to-business, and business-to-government interactions in restoring the operational aspects of cargo movements.
- Restoration of critical infrastructure will be determined by prioritization based on potential life/safety issues; degree of damage to infrastructure; number of terminals or wharfs impacted; percentage of lost cargo movement to be restored by the repair; and functionality of like type of terminals.
- Chief Harbor Engineers to deploy Harbor Department teams comprised of members from Engineering, Construction, Wharfingers and Construction, and Construction and Maintenance Divisions to report damage assessments to determine disaster impacts to landside cargo movement infrastructure and waterways, including information on repair activities, status on cargo vessel locations and movement restrictions.
- Activate existing on-call contracts for Engineering, Construction, Construction and Maintenance, and Environmental Management services.
- Support Contracts and Purchasing Division, in conjunction with the City Attorney's Office, in procuring new contracts for Port recovery activities, as needed.
- Coordinate and support restoration activities with the appropriate responsible organizations and private entities.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Provide assistance to LADBS with Safety Assessment Program Evaluations, if requested.

**INFORMATION TECHNOLOGY AGENCY (ITA)**

- Restore voice (radio and telephone) and data (local area and wide area computer networks) communications systems.
- Test to restore all necessary operations systems, servers, applications, and databases.
- Restore support automated applications and associated data including "hot site" recovery systems (Note: A hot site is a duplicate of the original site of the organization, with full computer systems as well as near-complete backups of user data. Real time synchronization between the two sites may be used to completely mirror the data environment of the



original site using wide area network links and specialized software. Following a disruption to the original site, the hot site exists so that the organization can relocate with minimal losses to normal operations. Ideally, a hot site will be up and running within a matter of hours or even less. Personnel may still have to be moved to the hot site so it is possible that the hot site may be operational from a data processing perspective before staff has relocated. The capacity of the hot site may or may not match the capacity of the original site depending on the organization's requirements. This type of backup site is the most expensive to operate. Hot sites are popular with organizations that operate real time processes such as financial institutions, government agencies and e-commerce providers.).

- Restore the City's Computer Center's operational capabilities.
- Maintain liaison with other entities that provide critical information/communications services, and activate mutual aid assistance per established agreements.
- Activate alternate locations/sites during recovery process as needed: Cypress, California; Carlstadt, New Jersey; San Ramon, California; Scottsdale, Arizona and Denver, Colorado. The ITA Enterprise Systems & Operations (ESO) Division would perform this function following the procedures described in ITA's Disaster Response and Recovery Manual, which includes a description of when alternate sites would be activated.
- Continue to assist EMD staff who are responsible for development and support of EOC Information Management Systems, provide on-going technical assistance in implementing alternate EOC locations.

#### **LOS ANGELES DEPARTMENT OF WATER AND POWER (LADWP) - JOINT WATER AND POWER SYSTEMS**

- Provide temporary and/or emergency utilities services while working to restore water and power facilities which affect the greatest number of persons. While the Water and Power Systems are responsible for the operation of their systems, the following are organizations and divisions of the Joint System:

##### **FLEET SERVICES**

- Support LADWP's restoration efforts by providing fuel, equipment, maintenance and repair of vehicles and equipment, and helicopter support.

##### **INFORMATION TECHNOLOGY**

- Support LADWP's restoration efforts by evaluating and recommending actions concerning network, telephone, radio, mainframe, server and applications.

**SECURITY SERVICES**

- Support LADWP by providing employees and asset protection services.

**SUPPLY CHAIN SERVICES**

- Support LADWP by purchasing materials, supplies, services and equipment for restoration efforts.

**LOS ANGELES DEPARTMENT OF WATER AND POWER (LADWP) – POWER SYSTEM**

- Activate the Emergency Command Center (ECC [Department Operations Center]) in accordance with the LADWP Emergency Response Plan for command and management in the coordination of energy services response for restoration of power supply, which includes the distribution system, generation facilities, transmission facilities and power purchasing infrastructure.
- Assign a restoration coordinator.
- Deploy patrol and trouble crews throughout the City and along LADWP's major transmission routes into the City to locate trouble problems and to make repairs to restore service as safely and quickly as possible..
- Transfer customer load to alternative sources through field switching, installation of mobile transformers, procurement of emergency capacity and energy from other systems and curtailment of customer load based on the demands of the emergency event.
- Support restoration efforts by providing equipment or personnel as available to assist in removing downed trees from de-energized electric lines, restoring access to facilities by utility personnel and equipment, and maintaining areas secure for utility restoration crews.
- Manage system load upon deficiencies.
- Work with appropriate local, state and federal entities to facilitate the restoration of utilities immediately following a disaster.
- Attempt to secure assistance in accordance with existing contracts and agreements to meet reserve requirements as necessary.
- Perform damage assessment of essential facilities and equipment through emergency engineering inspections. Inspections will be commensurate with the availability of personnel for inspections and consistent with operating requirements.
- Inspections will be determined by observable conditions and/or if instrumentation indicates possible malfunction or damage. If a request for inspections is made by the Emergency Command Center (Department Operations Center) or line management over the involved facility, then the inspection priority will be:
  - Bulk power substations (receiving and switching stations) with underground transmission termination and transmission terminal tower facilities

- Other bulk power substations (receiving and switching stations) and transmission circuits
- Distributing stations, circuits and customer stations serving priority electrical loads:
  - Overhead circuits with wires reported down in the streets
  - Circuits serving life-support equipment customers
  - Other circuit and customer stations
  - Other power system facilities.
- Damage reports will be made upon inspection and should assign damage rating scores based on safety hazard to personnel, system reliability, system hazard and personnel safety, and unusable facility due to damage. Inspections will also comment on extent of damage and description of damage.
- Restore those power facilities which affect the greatest number of persons.
- Strive to maintain power services for police facilities, fire facilities, hospitals, wastewater and solid waste facilities and to life-support customers.
- Damage cost estimates will be provided as requested by governmental authorities for the purpose of seeking state and/or federal disaster assistance upon approval of senior management.
- Ensure that facilities have reliable logistical support, services, and infrastructure systems (e.g., water, power, heating/ventilation/air conditioning [HVAC]), and adequate physical security and access controls.
- Ensure that the alternate facility is not in the same immediate geographical area as the primary facility, thereby reducing the likelihood that the alternate facility would be impacted by the same incident that impacts the primary facility.
- Consider cooperative agreements such as Memoranda of Understandings (MOUs), mutual aid agreements with other agencies, or contract agreements with vendors who provide services such as virtual office technologies.

### **LOS ANGELES DEPARTMENT OF WATER AND POWER (LADWP) – WATER SYSTEM**

- Provide a safe environment for employees and public around LADWP facilities and infrastructure.
- Maintain water supply to the distribution system for fire suppression and customer needs.
- Restore those water facilities which affect the greatest number of persons.
- Strive to maintain water services for police facilities, fire facilities, hospitals, wastewater and solid waste facilities and to life-support customers.

- Maintain/restore water quality.
- Maintain communication systems and keep in working order.
- Damage assessment and reporting of water facilities.
- Prevent or minimize property damage.
- Water facilities repair.
- Continue water data gathering and documentation.
- Provide temporary water service connections (e.g. above ground service connections to fire hydrants).
- Provide resources (equipment, materials, vehicles and labor) to set up and distribute emergency water supply to the public.

#### **LOS ANGELES FIRE DEPARTMENT (LAFD)**

- Individual Unit, Section, and Battalion Commanders will initiate actions to recover and protect all essential facilities, equipment and records.
- These activities will normally be channeled and prioritized through the Fire Facilities Division of the Training and Support Bureau.
- Should these activities require support beyond the scope of the LAFD, a request for assistance will be transmitted to the Emergency Operations Center (EOC) or other appropriate agencies within the City structure.

#### **LOS ANGELES POLICE DEPARTMENT (LAPD)**

- As necessary/requested, provide security at critical infrastructure during recovery.

#### **OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to the recovery of critical infrastructure, and make recommendations to the Council and individual Council Committees, as necessary.

#### **OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments in matters relating to hiring public works contractors;
- Provide assistance in the Request for Proposals (RFP) process of selecting who to contact for bidding and draft contracts;
- Prosecute any unlawful activities of contractors and other persons, including, but not limited to, environmental, labor, land use and fraudulent violations.

**OFFICE OF THE TREASURER**

- Responsible for continuity of the City's financial infrastructure, which includes the maintenance of cash flow operations – inflows, outflows, liquidity, financial systems, and mobilizing cash to support recovery operations. See *Financial Business Continuity Plan* for a complete Concept of Operations.

**PUBLIC WORKS - BUREAU OF CONTRACT ADMINISTRATION:  
INSPECTOR OF PUBLIC WORKS**

- Administer all debris removal contracts and task work orders issued by the City Engineer related to the utilization of private contractors under purview of the Board of Public Works.
- Enforce compliance with the state labor code (Bureau of Contract Administration is a State Certified Labor Enforcement agency).
- Work with Bureau of Street Services on field coordination of City forces and private contractors.
- Assist in administering EMD emergency contracts as requested and specified by the General Manager of the EMD.

**PUBLIC WORKS - BUREAU OF SANITATION****WASTEWATER COLLECTION SYSTEMS DIVISION**

- Maintain wastewater pumping and collection, and wastewater treatment in order to maintain public health and safety; continue wastewater treatment at the Hyperion Treatment Plant, Terminal Island Water Reclamation Plant, Los Angeles/Glendale Water Reclamation Plant, and at the Donald C. Tillman Water Reclamation Plant.
- Conduct damage assessments of the collection system and the pumping plants, including performing preliminary visual inspection of sewer flow, and correlate structural surface damage (freeways, streets and buildings, etc.) with the sewer system underground to determine possible extent of damage to the sewer lines.
- Utilize CCTV to further inspect the sewer line to determine actual damage.
- Ensure that all wastewater treatment plants will conduct visual inspections combined with process data to determine areas of damage to prepare the initial damage estimates and the preliminary damage assessments.

**PUBLIC WORKS - BUREAU OF STREET LIGHTING**

- Restore and repair damaged street lighting infrastructure.

**PUBLIC WORKS - BUREAU OF STREET SERVICES**

**SPECIAL PROJECTS DIVISION**

- Coordinate with the Bureau's Operations Center (BOC) for emergency clearance of debris to enable reconnaissance of the damaged areas and passage of emergency personnel and equipment for lifesaving, property protection and health and safety.

**STREET MAINTENANCE DIVISION**

- Coordinate the deployment of barricades, k-rails and other safety devices for road closures and detour routes.

**ENGINEERING DIVISION**

- Provide support to Bureau of Engineering (BOE) for inspections and damage assessments of streets and bridges immediately following disaster incident.

**RESURFACING DIVISION**

- Coordinate with the BOC to design and construct temporary and/or permanent access routes for emergency access to disaster victims.

**SOUTHERN CALIFORNIA GAS COMPANY**

- Assess damages to natural gas transmission and distribution system.
- Communicate initial status information, and ongoing updates, to customers, media and local government officials.
- Notify appropriate agencies (CPUC, DOT, CalEMA).
- Activate SoCalGas Emergency Operations Center (EOC) and respond to City's EOC, if appropriate.
- Prioritize repairs to transmission lines, distribution lines and other natural gas facilities.
- Restore natural gas service to customers.
- Utilize mutual assistance, if needed.

**2. Improvement of Critical Infrastructure**

Departments and partner agencies may identify ways in which their critical infrastructure can be enhanced, improved, and strengthened based on the type and extent of the damage. These changes can play an integral role in hardening the infrastructure so as to mitigate the risk of repeat damage in another disaster.

During the long-term recovery phase, these departments and partner agencies should act to evaluate their infrastructure and make improvements by conducting, managing, facilitating, or supporting the following activities:

**DEPARTMENT OF AIRPORTS****AIRPORT ENGINEERING DIVISION, CONSTRUCTION AND MAINTENANCE DIVISION (C&M), AND THE LOS ANGELES AIRPORT POLICE**

- Conduct damage assessment of airport facilities.
- Coordinate damage assessment/inspection efforts with other City departments including, but not limited to, the LAFD.
- Analyze assessments to identify possible areas of improvement when rebuilding facilities and structures.
- The review of activities would include effects on public safety, operational impact, and both short-term and long-term economic impact on stakeholders.

**DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Review interim and long-term policies and actions which address the correction of illegal occupancies and construction within reasonable limits, based on essential health and safety factors and given the existing and projected shortage of adequate low- and moderate-income housing.
- Review criteria for contractual agreements for emergency demolition with private sector.
- Implement due processes and procedures to demolish structures considered to be unsafe for habitation and declared an imminent hazard with proper notification of owner.
- Review contractual agreements, utilizing the approved bid process, with private contractors for emergency demolition, lot cleaning, barricading and/or securing property.
- Activate pre-incident agreements with other local, state and federal agencies for mutual aid in cooperation with other City agencies.
- Review procedures to expedite the building permit process and provide relief for the required fees.
- Establish one-stop processing centers in areas where most severe damage occurred.
- Reassess the seismic survivability of public and private buildings.
- Develop emergency building provisions for temporary commercial use with appropriate time and use limitations.
- Prepare implementation processes and enforce ordinances.
- Implement expanded structural and geological hazard mitigation programs.
- Enhance methodology for analyzing and defining hazardous buildings and mitigation plan.
- Inspect City and private buildings and create a potentially hazardous building inventory in accordance with the following priority:
  - 1st Pre '76 Non-ductile Concrete Frame

- 2nd Post '60 Steel Buildings
- 3rd Pre '76 Reinforced Masonry Wall
- 4th Post '76 Concrete Garage
- 5th Pre '90 Wood Frame Multi-unit Residential
- 6th Wood Frame Hillside Single Family Dwelling
- 7th Post '76 Tilt-up/Reinforced Masonry Wall
- 8th Pre '34 Unreinforced Masonry - 1 to 4 Unit Residential.
- Modify, as necessary, Division 88 (hazardous buildings retrofit ordinance) to include URM infills, tilt-up, reinforced masonry wall and non-ductile concrete frame building categories, as budget permits.
- Activate and implement off-the-shelf agreements between Building and Safety, Public Works, General Services, Department of Transportation, and Street Maintenance for post-disaster use.
- Agreements to include conditions and terms for use of staff and equipment resources for knocking down eminent hazards and procedures for barricading public and privately owned buildings, and public and private streets and alleys.
- Enhance common use computer database system for identifying ownership and logging pertinent information related to public and private properties within the City.
- Enhance computer information systems to support fast-track permit review procedures.
- Revisit environmental criteria for demolition to be followed by public and private contractors in conjunction with the appropriate regulatory agencies.
- Determine criteria for balancing post-event work priorities between damage assessment, hazard evaluation, fast-track permit review, and routine development application review activities, with emphasis on public safety.
- Reassess any federal and state regulatory issues that may inhibit reconstruction such as new codes (including Americans with Disabilities Act (ADA)) and recommend strategies to address any problems.
- Determine the survivability of structures and properties, and develop a prioritized list of those requiring retrofitting.

#### **DEPARTMENT OF GENERAL SERVICES (GSD)**

- Partner with departments and agencies to explore innovative solutions and suggested improvements to infrastructure.
- Explore new technologies/products in the marketplace that add value/longevity to infrastructure.

#### **CONSTRUCTION FORCES DIVISION**

- Evaluate and improve utilities (water, gas, electrical, etc.) at City facilities and buildings.



- Evaluate and improve roadways and driveways at City facilities and buildings.
- Support public utilities, public works, local agencies, and other City departments in their evaluations and improvements.

#### **SUPPLY SERVICES**

- Procure needed materials/supplies from City warehouse or from suppliers allowing City departments to evaluate existing infrastructure in a safe and efficient manner.
- Negotiate with suppliers for favorable delivery/pricing terms on required supplies.
- Obtain best pricing structure by conducting bidding, market research, and overstock purchases.

#### **PARKING SERVICES**

- Evaluate parking structures and processes.

#### **DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Evaluation of infrastructure and related improvements is a collaborative effort. RAP coordinates with Public Works for improvement on existing facilities and new facilities projects.
- The RAP Board of Commissioners approves each new or existing project report prepared by RAP staff.
- The action is executed by RAP or Bureau of Engineering (Public Works) and Public Works assigns a project manager.
- Coordination conducted with RAP Planning and Construction Division.  
The following are the general steps:
  - Consideration of overall project
  - Sequential steps to advance the project
  - Additional related projects such as alarms
  - Collaborate with community in advisory capacity.

#### **DEPARTMENT OF TRANSPORTATION (LADOT)**

- Identify those streets or routes that would be significant in aiding the economic recovery of the City, which may have been closed due to a major disaster. These streets could include those that provide access to key emergency facilities, such as hospitals, fire and police stations, and major utility buildings and structures that would be critical in maintaining and restoring public health and safety.
- Implement the priority opening list for those essential primary streets that have been closed.
- Implement detour routes as required to quickly regain any lost roadway capacity.

**DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to the improvement of critical infrastructure during recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates to improvement of critical infrastructure during recovery.
- Provide technical assistance, and support to the Mayor, City Council and Departments regarding the provision of reasonable accommodation and auxiliary aids and services as it relates to the recovery of critical infrastructure.

**EL PUEBLO DE LOS ANGELES**

- Assess electrical systems and the potential for upgrades in individual historic structures as deemed necessary for full functional operation including future expansion or variations of use.
- Determine if additional safety improvements can be made to enhance the viability of long-term use at various building and monument sites.
- Provide assessments of earthquake retrofit for buildings that do not meet current earthquake structural standards.

**HARBOR DEPARTMENT**

- Evaluate and review ways to mitigate future disaster impacts to landside Port infrastructures, waterway system, cargo operations/ equipments, including wharf improvements, roadways, bridges and rails, shoreside power (cold ironing) and security infrastructure.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Provide assistance to LADBS with Safety Assessment Program Evaluations, if requested.
- Collaborate with LADBS to review interim and long-term policies and actions which address the correction of illegal occupancies and construction within reasonable limits, based on essential health and safety factors and given the existing and projected shortage of adequate low- and moderate-income housing.

**INFORMATION TECHNOLOGY AGENCY (ITA)**

- Prepare project proposals and budget packages to improve and strengthen information and communication infrastructure as necessary, and submit to the Mayor's Office for review regarding viability.

**LOS ANGELES DEPARTMENT OF WATER AND POWER (LADWP)**

- Assist in rebuilding safely and wisely, reducing future hazards and optimizing community improvements.
- Evaluate failures of its infrastructure and rebuild using the best engineering practices to reduce future hazards. The evaluation and redesign would be tasked to the respective engineering division of each system.
- Work with the City Planning Department, the Department of Building and Safety (LADBS) and the Cultural Affairs Department in the rebuilding process.

**OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to the improvement of critical infrastructure during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

**PUBLIC WORKS - BUREAU OF CONTRACT ADMINISTRATION:  
INSPECTOR OF PUBLIC WORKS**

- Work in coordination with the City Engineer on matters related to the effective use of right-of-way, and improvements and evaluation of City infrastructure.

**PUBLIC WORKS - BUREAU OF STREET LIGHTING**

- Replace damaged infrastructure with modern up to standard materials, poles, luminaries, wire, conduit, etc.

**B. Critical Facilities & Resources**

It is crucial that critical infrastructure, which supports critical facilities and resources, including but not limited to the Emergency Operations Center (EOC) or alternate EOC location, fire stations, police stations, hospitals, assisted living facilities, rehabilitation centers, and nursing homes, be restored to a functional condition in a timely manner.

All programs, services, and activities related to the restoration of critical infrastructure for critical facilities and resources, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-31 and be physically and programmatically accessible to people with disabilities.

These departments and partner agencies should conduct, manage, facilitate or support the following activities in order to restore critical infrastructure serving critical facilities and resources:

#### **DEPARTMENT OF AGING**

- Coordinate and assist contracted service providers with critical infrastructure including facilities, utilities, and necessary equipment to provide critical services to clientele.
- Coordinate with LADOT to determine status of city streets for access for delivery of meals and assistive transportation for frail seniors.

#### **DEPARTMENT OF TRANSPORTATION (LADOT)**

- Identify those streets or routes that would be significant in aiding the economic recovery of the City, which may have been closed due to a major disaster. These streets could include those that provide access to key emergency facilities, such as hospitals, fire and police stations, and major utility buildings and structures that would be critical in maintaining and restoring public health and safety.
- Implement the priority opening list for those essential primary streets that have been closed.
- Implement detour routes as required to quickly regain any lost roadway capacity.

#### **EMERGENCY MANAGEMENT DEPARTMENT (EMD) OPERATIONS DIVISION**

- Ensure operational capability of the City's primary and alternate EOCs.
- Work in concert with LAFD and the Department of Building and (LADBS) to evaluate any damage to the EOC and determine whether it is safe to continue operations.
- Coordinate any repair and restoration of the EOC physical facility and communications systems.

#### **LOS ANGELES DEPARTMENT OF WATER & POWER (LADWP) – WATER SYSTEM**

- Strive to maintain water services for police facilities, fire facilities, hospitals, wastewater and solid waste facilities and to life-support customers.

**LOS ANGELES FIRE DEPARTMENT (LAFD)**

- Access the following alternate sources of water supply in the event of damaged or interrupted water supply critical for fire protection: swimming pools, reservoirs, water tanks, water tenders (trucks) through LAPD Operational Area, region and state mutual aid, including several miles of temporary water supply pipe available through CalEMA Fire at the state level.

**LOS ANGELES POLICE DEPARTMENT (LAPD)**

- Promote life and public safety by managing evacuation routes, directing evacuees to an evacuation center and escorting emergency vehicles as needed.
- Maintain an orderly flow of traffic in, out and around all areas affected by disasters, specifically providing ingress/egress for emergency response vehicles.

**C. Debris Removal & Disposal**

Debris management operations are the responsibility of the affected jurisdiction. However, at the request of the State, the Federal Government may provide assistance for debris management following a Presidential Declaration of Emergency or Major Disaster.

**PUBLIC WORKS - BUREAU OF CONTRACT ADMINISTRATION:  
INSPECTOR OF PUBLIC WORKS**

- Enforce compliance with the *Debris Removal Appendix*, monitor field activities and also administer progress payments on reimbursable and non-reimbursable contracts.

See the *Debris Removal Appendix* to this *Annex* for a complete Concept of Operations.

**D. Environmental Concerns**

Environmental issues are inherent in disaster recovery, especially during debris removal. The *Resource Conservation and Recovery Act of 1976* (RCRA) requires the safe disposal of waste materials, promotes the recycling of waste materials, and encourages cooperation with local agencies. It applies to disposal of disaster-generated debris and is of particular concern when hazardous materials may be present.

Special care should be taken so that the collection and storage of hazardous materials, use of landfills, placement of transfer sites, and floodplain coordination are completed in an environmentally safe manner.

According to the *California State Emergency Plan*, some industries are required by law or regulation to have emergency operations procedures to address a variety of hazards. The CalEMA Hazardous Materials Program requires businesses that handle hazardous materials that meet certain quantity or risk thresholds to submit Business Program Plans and Risk Management Plans to Certified Unified Program Agencies (CUPAs) or Administering Agencies (AAs). The AA then develops Hazardous Materials Area Plans to respond to a release of hazardous materials within their jurisdiction.

All programs, services, and activities that address environmental concerns, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

During disaster recovery, these City departments and partner agencies should work jointly with the CUPAs or AAs and/or conduct, manage, facilitate, or support the following activities to address environmental concerns:

#### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

The Department of Building and Safety is the Local Enforcement Agency (LEA) that enforces the State's solid waste environmental and public health laws and requirements at the local level. The LEA will:

- Work with the appropriate local, state and federal environmental regulatory agencies to ensure debris sites comply with established guidelines.
- Provide necessary environmental clearances and continuing environmental oversight (inspection/monitoring and enforcement) for landfills and temporary staging, storage, reduction, recycling, and processing sites for large amounts of debris.
- Coordinate with Bureau of Street Services and Bureau of Contract Administration on compliance monitoring for all debris management sites.
- Identify and maintain a list of potential sites for temporary staging, storage, reduction, recycling, and processing of disaster debris.
- Evaluate each potential site for the maximum tonnage limit required for the response and recovery effort.

**DEPARTMENT OF GENERAL SERVICES (GSD)****CONSTRUCTION FORCES DIVISION**

- Support debris removal and disposal assistance as outlined in the *Debris Removal Appendix* of disaster-generated debris at City buildings and facilities, including hazardous materials removal, recycling, and storm water pollution control BMPs, in compliance with all state, federal and City regulations and guidelines.
- Assist with hazardous material handlers' list to be used by City's end users as needed.

**DEPARTMENT OF RECREATION AND PARKS (RAP)****PLANNING AND CONSTRUCTION DIVISION**

- Monitor all maintenance, construction, and capital improvement projects where hazardous materials are an issue.
- Assign an Environmental Division Head assigned to the area
- Assign a Safety Engineer to monitor RAP buildings, whether sound or not, and evaluate adjacent properties if there are potential issues that may cause concern.
- Inspect all RAP facilities that contain hazardous materials and/or generate hazardous wastes to determine condition of sites and whether any spill response and/or environmental remediation actions are necessary. This includes determining if there were any unauthorized releases of hazardous substances into storm drains or other drainage systems that may contaminate connecting rivers, streams, or other water bodies. Coordination with HazMat, of LAFD is recommended as needed.
- Survey the environmentally-sensitive and natural resource areas under RAP's jurisdiction to determine the extent of damage to these areas, if any, and coordinate needed restoration activities. Planning and Construction Division and Environmental Division will partner with appropriate agencies: Department of Fish and Game, National Park Service, and the California Coastal Commission.

**DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to the environmental impact of a disaster during recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates to the environmental impact of a disaster during recovery.
- Provide technical assistance, and support to the Mayor, City Council and Departments regarding the provision of reasonable accommodation and

auxiliary aids and services as it relates to the environmental impact of a disaster during recovery.

### **EL PUEBLO DE LOS ANGELES**

- Determine, with assistance from hazardous materials administering agencies, the potential and existing environmental hazards resulting from a disturbance of any potentially hazardous material.
- Provide access control/access restriction to the general public, employees and tenants until hazardous materials determination are made and certified.
- Utilize public/private policing agencies to prevent access to restricted areas.
- Seek assistance from The Public Works – Bureau of Street Services to restrict access to potentially hazardous locations.

### **EMERGENCY MANAGEMENT DEPARTMENT (EMD)**

#### **OPERATIONS DIVISION**

- Coordinate environmental recovery operations in concert with the Department of Building and Safety (LADBS). Bureau of Engineering and any county, state or federal agencies, as needed.

### **HARBOR DEPARTMENT**

- Support the US Coast Guard regarding waterway management, Port security, environmental protection in the federal waterways.
- Support hazardous materials cleanup work in conjunction with the following federal/state agencies: Environmental Protection Agency (EPA) (contaminants entering the water); State of California Department of Fish and Game (Environmental protection, wildlife protection for issues at oil terminals); State of California State Lands Commission (pollution prevention at liquid bulk terminals); State Occupational Safety and Health; State of California Department of Transportation (CalTrans); California Air Resource Board (Industrial air pollution); Regional Water Quality Control Board (Water pollution issues).

#### **ENVIRONMENTAL MANAGEMENT DIVISION**

- Conduct environmental damage assessments; activate on-call contracts for environmental damage recovery services; identify and classify hazardous materials and proper removal procedures.

#### **RISK MANAGEMENT DIVISION**

- Assist the Environmental Management Division in identifying and classifying hazardous materials and proper removal procedures.



**PORT POLICE**

- Assist with initial safety and security assessment of the hazardous site; provide vehicular and vessel traffic control for HazMat teams; offer evacuation assistance in case the hazardous materials site poses a public health threat.

**CONSTRUCTION AND MAINTENANCE DIVISION**

- Provide personnel and equipment for hazardous materials clean up and disposal.

**CONSTRUCTION AND ENGINEERING DIVISION**

- Provide scope of work and contract specifications for arduous materials cleanup work.

**LOS ANGELES DEPARTMENT OF WATER AND POWER (LADWP)  
ENVIRONMENTAL AFFAIRS DIVISION**

- Evaluate and recommend actions concerning hazardous waste, air quality, recycling, and other environmental services.
- Manage the transportation, disposal and cleanup of SF6 Decomposition By-products.
- Comply with all local, state, federal regulations and requirements with regards to hazardous substances, specifically regarding storage of hazardous materials, spill prevention and storm water pollution.

**LOS ANGELES FIRE DEPARTMENT (LAFD)**

LAFD is a Hazardous Materials Administering Agency (AA).

**LAFD HAZARDOUS MATERIALS TEAMS**

- Respond to and coordinate investigations and neutralization of remaining hazardous substances events.
- Coordinate with the Los Angeles County Fire Department Health Hazardous Materials Division (HHMD) who will then contract agencies for clean-up of such materials. Los Angeles County Fire Department HHMD is the agency responsible for hazardous materials clean up within the entire County of Los Angeles.

**OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to programs that address the environmental impact of a disaster during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

**PUBLIC WORKS: BUREAU OF CONTRACT ADMINISTRATION:  
INSPECTOR OF PUBLIC WORKS**

- Enforce compliance with environmental requirements as pertains to debris and recycling activities related to the *Debris Removal Appendix*.
- Monitor recycling and waste hauling on these contracts.

**PUBLIC WORKS - BUREAU OF SANITATION****WATERSHED PROTECTION DIVISION (WPD)**

- Manage the contract for collection and disposal of hazardous waste/materials that are abandoned or spilled on sidewalks, alleys and storm drains.
- Upon notification of a hazardous waste/material spill or incident, contact the Los Angeles County Fire Department's Hazardous Materials Unit to identify and categorize the waste.
- Deploy to the problem area, in conjunction with cleanup workers, to work on coordinating traffic control, barricading, containment, clean up, disposal and enforcement of the waste site.

**PUBLIC WORKS - BUREAU OF STREET LIGHTING**

- Follow current procedures for disposal/recycling of all waste, poles, luminaries, wire, etc.

**PUBLIC WORKS - BUREAU OF STREET SERVICES**

- Respond to hazardous waste incidents in the City streets
- During the removal and disposal of debris from public right-of-ways, all divisions should follow procedures in accordance with the *Debris Removal Appendix* with care concerning environmental concerns.

**SOUTHERN CALIFORNIA GAS COMPANY**

- If damages to natural gas transmission, distribution pipelines, or other gas facilities cause an environmental impact make arrangements for hazardous waste response and clean up, and notify appropriate agencies (CalEMA, CUPA).

**E. Preservation of Historical Sites**

The City of Los Angeles should make every effort to preserve historic, cultural, and natural aspects of national heritage through the recovery process. Damage assessment teams should work with historic preservation officers to determine the extent of damage to historical sites.

All programs, services, and activities related to the preservation of historical sites, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities. Further, City departments and public entities should consider opportunities to address accessibility issues when rebuilding historical sites.

During disaster recovery, these City departments and partner agencies should conduct, manage, facilitate, or support the following activities to preserve and/or rebuild historical sites:

#### **DEPARTMENT OF AIRPORTS**

- Support all activities related to the restoration of the historic, cultural, and natural aspects of national heritage under the control of the Department of Airports, including: Theme Building, Airport Museum, 1st Terminal Building, and the Hangar No. 1 Building.

#### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Verify and manage special clearances for a building that has been deemed a historical monument in order to preserve the integrity of the structure.

#### **DEPARTMENT OF CITY PLANNING**

- The Department of City Planning will provide a list of historic properties in the system. The Department will ensure electronic access if City network has been restored.

#### **DEPARTMENT OF GENERAL SERVICES (GSD)**

##### **CONSTRUCTION FORCES DIVISION**

- Stabilize and preserve historical components at historic City facilities in compliance with City historical site preservation and restoration standards and specifications provided by qualified City or contract design professionals.
- Support work to public utilities, public works, local agencies and other City departments.

##### **SUPPLY SERVICES**

- Procure needed materials/supplies from City's warehouse or suppliers allowing City departments to preserve historic, cultural, and natural aspects of national heritage.

**DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Assess individual historical buildings to determine the extent of habitability and/or structural integrity, with the assistance from Historical Architects from the Planning Department, Construction and Maintenance Division from General Services Department, and Public Work's Bureau of Engineering.

<b>DEPARTMENT OF RECREATION AND PARKS</b>	
<b>Historical Site</b>	<b>Address</b>
Andres Pico Adobe	10940 Sepulveda Blvd., Mission Hills 91345
Barnsdall Art Park	4800 Hollywood Blvd., Los Angeles, CA 90027
Bolton Hall Historical Museum	10110 Commerce Ave., Tujunga 91042
The Camp De Cahuenga	3919 Lankershim Blvd., North Hollywood 91604
Griffith Observatory	4800 E. Observatory Drive, LA 90027
Homestead Acre/Hill Palmer House	10385 Shadow Oak Dr., Chatsworth 91311
Point Fermin Lighthouse	S. Gaffey St. at 807 Paseo Del Mar, San Pedro, 90731
Shadow Ranch/Albert Workman Residence	22633 Vanowen St., Canoga Park 91307
South Seas House	2301 W 24TH St., Los Angeles, CA 90018
Wattles Mansion	1824 N. Curson Ave., Los Angeles, CA 90046
Griffith Park	4730 Crystal Springs Dr. Los Angeles 90027
Drum Barracks Civil War Museum	1052 Banning Blvd, Wilmington, CA 90744
Eagle Rock Historical Landmark/Site	72-77 Patrician Way
Exposition Clubhouse	3990 Menlo Avenue, Los Angeles
Gabrielino Indian Site	Fern Dell, Griffith Park
Hollywood Sign	Hollywood
Holmby House	1221 Holmby Avenue, Holmby Hills
Korean Bell & Bellfry of Friendship	Angels Gate Park, 37 <sup>th</sup> & Gaffey St., San Pedro
Leimert Plaza Park	4395 Leimert Blvd, Los Angeles, CA 90008
Lummi Park	200 East Avenue 43, Los Angeles, CA 90031
Macarthur Park	2230 W. 6th Street, Los Angeles 90057
Oakridge Estates	18650 Devonshire Street, Northridge 91324
Orcutt Ranch	23600 Roscoe Blvd. West Hills 91304
Stoney Point	On Topanga Blvd, North Chatsworth
Stonehurst Recreation Building	9901 Dronfield, Sun Valley, CA 91352

**DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to the preservation of historical sites during recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates to the preservation of historical sites during recovery.

**EL PUEBLO DE LOS ANGELES**

- Assess individual historical buildings to determine the extent of habitability and/or structural integrity, with the assistance from Historical Architects from the Planning Department, Construction and Maintenance Division from General Services Department, and Public Work's Bureau of Engineering.

<b>Historical Site/Location</b>	<b>Year Built</b>
Avila Adobe	1818
Plaza Catholic Church	1818-1822
La Plaza	mid 1820s
Pelanconi House	1855-1857
Masonic Hall	1858
Pico House	1870
Merced Theater	1870
Firehouse	1884
Sepulveda House and Visitor's Center	1887
Vickrey-Brunswig Building	1888
Garnier Building	1890
Simpson/Jones Building	1894
Brunswig Annex	1897
425 North Los Angeles Street	1898
Hellman/Quon Building (Education Center)	1900
Plaza Substation	1903-1904
Italian Hall	1908
Hammel Building	1909
Machine Shop	ca. 1915
El Paseo Inn, Old Winery	1870-1914
Biscailuz Building	1925-1926
Plaza Methodist Church	1925-1926
Olvera Street, "Mexican Marketplace"	1930
Turner Building	1960s
Avila Annex (History Division of El Pueblo)	1977
Placita de Delores	1979

**HARBOR DEPARTMENT**

- Assess individual historical buildings to determine the extent of habitability and/or structural integrity, with the assistance from Historical Architects from the Planning Department, Construction and Maintenance Division from General Services Department, and Public Work's Bureau of Engineering.

<b>Historical Site/Location</b>	<b>National Historic Landmark System</b>	<b>National Register Information System</b>	<b>Landmark Plaque Number</b>
San Pedro Municipal Ferry Building	N/A	96000392 NRIS	N1492 LPN
Municipal Warehouse No. 1	N/A	00000386 NRIS	N2092 LPN
Ralph J. Scott Fire Boat	89001430 NHLS	N/A	N1597 LPN
Lane Victory	90002222 NHLS	N/A	N1667 LPN
Los Angeles Harbor Light Station (Angels Gate)	80000810 NRIS	80000810 NRIS	N/A
Cabrillo Beach Bathhouse	Recognized only by the LA City Historical Society	N/A	N/A

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Act in accordance with existing contracts with qualified consultants to undertake the historic property review that is required for all properties proposed for assistance under federal funds. Contracts, which are derived from a competitive selection process conducted regularly by the Community Development Department (CDD), could be expanded as needed for reconstruction purposes related to residential properties including single family homes, multi-family apartments and condominium buildings.

**LOS ANGELES FIRE DEPARTMENT (LAFD)**

- Develop a damage assessment within the geographical boundaries of their designated Divisions, Battalions, and Fire Station Districts. This survey by LAFD resources would include noting where damage is observed at historical sites. Information gathered during surveys by field resources will be transmitted to Incident Commanders for consideration when developing objectives in the Incident Action Plan.

- LAFD Urban Search & Rescue Teams may work independently within the LAFD's organizational structure, or collaboratively with the other City resources or outside entities, to promote the shoring, bracing and stabilization of "imminent hazards," along with mitigation of other situations that may allow further damage to historical sites.

#### **OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to the preservation of historical sites during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

#### **OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments in matters relating to the preservation of historical sites, as needed.
- Prosecute any unlawful activities of contractors and other persons including, but not limited to, environmental, labor, land use and fraudulent violations.

#### **PUBLIC WORKS - BUREAU OF CONTRACT ADMINISTRATION: INSPECTOR OF PUBLIC WORKS**

- Enforce compliance with Historical Preservation Overlay Zone requirements during any restoration performed in the public right-of-ways under contract.

#### **PUBLIC WORKS - BUREAU OF STREET SERVICES**

- Support and facilitate any and all reconstruction of public right-of-ways within designated historical site communities; departments responsible for historical sites to coordinate with Bureau of Engineering to maintain historic preservation during recovery/reconstruction after disaster.

### **F. Community Redevelopment**

Ultimately, the physical redevelopment of a community, which includes building assessment in the short-term and evaluating repair and building options in the long-term, is essential to minimize the potential negative impact of the disaster.

All programs, services, and activities related to community redevelopment, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral

Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

## 1. Building Assessment

While building assessments regarding the safety and inhabitability of a building occur in the response phase, the scope of the disaster may warrant building assessment activity throughout both recovery phases. In those circumstances, there may be significant demand for plan review, code interpretation, and construction inspection (subsequent or concurrent to response efforts).

If the City requires additional building inspectors to perform safety assessments, the City may request Safety Assessment Program (SAP) resources throughout the Operational Area. SAP provides professional evaluators (volunteers) and mutual aid resources to local governments to determine use and occupancy of homes, buildings and infrastructure. Evaluators may be deputized by the local building official to post placards (green, yellow or red) on facilities. SAP evaluators are typically registered engineers, licensed architects or certified building officials or inspectors. All volunteer evaluators are designated as Disaster Service Workers and are covered under California's workers' compensation and liability protection laws. (For more information: [www.calema.ca.gov](http://www.calema.ca.gov) – Recovery/Technical Assistance/SAP)

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate, or support the following building assessment activities related to plan review, code interpretation, and construction inspection:

### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

#### **SAP EVALUATORS**

- Provide inspection of buildings and structures to determine imminent and potential hazards to persons and property. Upon the completion of the safety assessment, the responders post placards on the buildings to indicate its safety condition to occupy or vacate the building.
- Determine the purpose, scope and composition of Safety Assessment teams.
- Complete the design and development of a Safety Assessment System.
- Refine, as necessary, the reporting system to ensure rapid recording of mapped and tabular information related to injuries, deaths, structural damage, etc.



- Review criteria for safety assessment of buildings.
- Deploy safety assessment inspection teams, with assistance from cooperating entities for detailed identification and recordation of structural damage.
- Evaluate safety assessment results following a major disaster based on Safety Assessment System and reporting system and provide information to the Long-term Recovery Task Force.
- Establish listing of severely damaged buildings for City-wide use.

#### **DEPARTMENT OF CITY PLANNING**

- Provide zoning information to facilitate assessment.

#### **DEPARTMENT OF GENERAL SERVICES (GSD)**

- Assist in evaluation of building assessment activities as indicated within its organizational division structure as allowed in accordance with GSD directives from Council and Mayor.
- Support building assessments, as qualified and when requested, including structure stabilization to facilitate safe access to damaged facilities.
- Support construction-related activities to partner agencies such as the Department of Building and Safety (LADBS), including imminent hazard abatement and demolition of unsafe buildings and sites, upon request.

#### **SUPPLY SERVICES**

- Support building assessments, as qualified and when requested.
- Procure needed materials/supplies from City's warehouse/suppliers to allow City departments to evaluate/revise current building and infrastructure standards.
- Negotiate with suppliers for favorable delivery/pricing terms on needed supplies.
- Obtain best pricing structure by conducting bidding, market research, and overstock buys.
- Issue purchase orders, process vouchers, and generate SMS checks for emergency supplies.

#### **DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Coordinate with the Department of Building and Safety (LADBS) and/or Safety Assessment Program (SAP) to conduct safety assessments of RAP facilities.

**DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to building assessments during recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates to building assessments during recovery.
- Provide technical assistance, and support to the Mayor, City Council and Departments regarding the provision of reasonable accommodation and auxiliary aids and services as it relates to building assessments during recovery.

**EL PUEBLO DE LOS ANGELES**

- Assign a property manager for coordinating building assessment evaluations in conjunction with the following agencies: Public Works Bureau of Engineering, General Services Construction and Maintenance Division, Historical Architects from the Planning Department, Department of Water & Power, and outside vendors;
- Conduct site inspections to evaluate and assess extent of damage, and probability of extent of reconstruction or repair;
- Determine whether site closure is required due to irreparable damages;
- Determine whether public access to areas in or around historical sites would be restricted or continued for normal operation.

**HARBOR DEPARTMENT**

- Manage the building assessment activities related to plan review, code interpretation and construction inspection in conjunction with the following divisions: Construction Division, Construction and Maintenance Division, Engineering Division, Army Corp of Engineers, Environmental Management Division, Planning and Research Division, Risk Management Division, and Wharfinger Division.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)****LAHD CODE INSPECTORS**

- Provide assistance to LADBS with Safety Assessment Program Evaluations with primary focus on multi-family rental residential buildings.

**LOS ANGELES FIRE DEPARTMENT (LAFD)****LAFD FIRE PREVENTION BUREAU (FPB) INSPECTORS**

- May collaborate with and assist the Department of Building and Safety (LADBS) in performing building inspections and damage assessments.
- May also work with qualified Damage Assessment Inspectors from CalEMA Fire and the California Department of Insurance (CDI) in performing damage assessment functions immediately after a catastrophic event.

**OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to building assessments during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

**OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments in matters relating to building assessment activities.

**PUBLIC WORKS - BUREAU OF CONTRACTS ADMINISTRATION:  
INSPECTOR OF PUBLIC WORKS**

Serve as a State Certified Training Agency qualified to train and certify candidates under this program.

- Maintains an active SAP ATC-20 inspector list consisting of ALL Bureau filed personnel who are training and Certified by the State of California.
- Provide qualified construction inspectors, contract administrators, and registered Deputy Building Inspectors to any requesting agency.

**2. Evaluating Repair & Building Options**

Post-disaster recovery presents opportunities to evaluate current building and infrastructure standards. A common issue which must be faced in long-term recovery is whether to recreate the same pattern that existed before the disaster, or to implement changes in an effort to create safer conditions and improve the City. Five areas of reconstruction are of particular importance:

- Repair and Rebuilding Options (including the deferment of permits, fees, etc.)
- Redevelopment and Subdivisions
- Modifying Land Use and Zoning Requirements
- Changes in Construction Standards
- Improving Housing.

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate, or support the following building reconstruction activities related to evaluating building and infrastructure standards:

### **DEPARTMENT OF AIRPORTS**

#### **AIRPORT ENGINEERING DIVISION AND CONSTRUCTION & MAINTENANCE DIVISION**

- In conjunction with feedback from the LA Department of Water and Power (LADWP) and the Department of Public Works, review activities on public safety, operational, and economic impact (both in the short- and long-term), and suggest the most effective and prudent measures to be considered for approval.

### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Review and update procedures and criteria for post-event fast track review of repair permits, including but not limited to, temporary use and building permit processes, standard appeals time limits, batching of recovery-related land use and building permits, and referral of permit appeals to the special ad hoc City Council Committee on recovery and reconstruction, as appropriate.
- Provide and enhance, as necessary, the computer information systems to support fast-track permit review procedures.

### **DEPARTMENT OF CITY PLANNING**

- Help facilitate community plans, specific plans, zone code, and ZIMAS.

### **DEPARTMENT OF GENERAL SERVICES (GSD)**

- Support building assessments, as qualified and when requested, including structure stabilization to facilitate safe access to damaged facilities.

### **DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Coordinate, as required.
- Requests to the EOC or EMD Duty Officer may be required to obtain support from the Department of Building and Safety (LADBS) and/or Safety Assessment Program.
- Collaboration with RAP Construction Division, Maintenance Division, Planning Department, and other technical staff, as necessary.

**DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to the area of plan review, building and infrastructure reconstruction standards, and construction during recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates to the area of plan review, building and infrastructure reconstruction standards, and construction during recovery.
- Provide technical assistance, and support to the Mayor, City Council and Departments regarding the provision of reasonable accommodation and auxiliary aids and services as it relates to the area of plan review, building and infrastructure reconstruction, and construction during recovery.

**EL PUEBLO DE LOS ANGELES**

- Conduct site inspection in conjunction with Planning Department's Historical Architects, and Engineers from Public Works, to evaluate and assess the extent of damages, probability of reconstruction, repair or demolition, if required.
- El Pueblo management to make determinations whether site closure is warranted with assistance from various City departments and agencies.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)****OPERATIONS DIVISION**

- Coordinate with the Department of Building and Safety (LADBS) to determine if modifications should be made to the EOC or alternate EOCs given the impact of the disaster.
- Coordinate any necessary improvement to the EOC and alternate EOCs, as applicable.

**HARBOR DEPARTMENT**

- Manage the building reconstruction activities related to evaluating building and infrastructure standards in conjunction with the following divisions: Construction Division, Construction and Maintenance Division, Engineering Division, Army Corp of Engineers, Environmental Management Division, Planning and Research Division, Risk Management Division, and Wharfinger Division.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Provide assistance to LADBS, if requested, to perform activities related to evaluating building and infrastructure standards in compliance to California Health & Safety Codes, City of Los Angeles Building, Plumbing, Electrical and Mechanical Codes, and all California Codes related to the City Codes in all rental properties in the City except single family homes;
- Apply extensive knowledge of the City's multi-family rental housing stock; use the Code, Compliance and Rent Information System (CCRIS) database for evaluating current building standards to suggest changes;
- Use FEMA-funded regional disaster housing planning process to research legislative, regulatory, incentives and barriers to pre- and post disaster mitigation, recovery and reconstruction of the region's residential infrastructure.

**LOS ANGELES POLICE DEPARTMENT (LAPD)**

- Assist in rebuilding safely and wisely, reducing future hazards and optimizing community improvements during the recovery process.

**OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to policy or process enhancements in the area of plan review, code interpretation, and construction inspection during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

**OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments in matters relating to building and infrastructure reconstruction standards.
- Prosecute any unlawful activities of contractors and other persons, including, but not limited to, environmental, labor, land use and fraudulent violations.

**IX. SOCIAL RECOVERY ACTIVITIES**

Social recovery activities address short-term and long-term needs related to disaster recovery assistance, housing assistance, animal services, health services, social services, and community involvement.

## A. Disaster Assistance

The City is responsible for providing and/or coordinating disaster assistance to the impacted communities, residents, and visitors. Based on the extent of the impacted population, the County of Los Angeles may activate one or several Local Assistance Centers (LACs).

All programs, services, and activities related to disaster assistance, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

### 1. Local Assistance Centers

The LAC provides a single facility at which individuals, families and businesses can access available disaster assistance programs and services. The LAC is managed by the County of Los Angeles, and is normally staffed and supported by local, state and federal agencies, as well as non-profit and voluntary organizations. As more federal resources arrive, a state-federal Disaster Recovery Center (DRC) may be collocated with the LACs.

A separate *Local Assistance Center Appendix* to this *Annex* is in draft, and will include a complete Concept of Operations.

### 2. General Assistance

If the scope of the disaster does not warrant the activation of a LAC, these departments and partner agencies should conduct, manage, facilitate, or support the following activities to ensure that the affected populations and communities receive assistance:

#### **2-1-1 LOS ANGELES**

- Provide a comprehensive listing of over 4,100 agencies, consisting of non-profit and faith-based organizations, and other emergency management/assistance partners, that provide over 49,000 programs and services, such as human services, community-based services, and referrals for long-term disaster assistance to affected populations, specifically the underserved and vulnerable populations.

**AMERICAN RED CROSS (ARC)**

- Provide relief services to minimize the immediate, disaster-caused suffering of people affected by disaster through the provision of food, clothing and shelter, as well as medical, nursing, and mental health assistance.
- Assist families during the recovery process by providing casework services that includes direct assistance, information and referrals to support and guide them through the recovery process.
- Provide mass care assistance through any combination of three integrated elements: 1) individual or congregate temporary shelters; 2) fixed or mobile feeding operations; and 3) distribution of relief supplies.
- Determine the most effective service delivery strategies for meeting client needs based on the culture, economy and geography of the affected region, and the scope of the disaster relief operation.

**DEPARTMENT OF AGING**

- Ensure older adults receive core nutrition, assistive transportation, and in-home supportive services.

**DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- LADBS employees who are most knowledgeable of the incident will be in attendance with information for dissemination.

**CASE MANAGEMENT UNIT**

- Assigned to expeditiously address concerns as necessary. Case managers are available to assist in special and complicated projects.

**DEPARTMENT OF GENERAL SERVICES (GSD)****SUPPLY SERVICES**

- Procure needed materials/supplies allowing City departments to provide general assistance as needed to constituents.

**FLEET/FUEL SERVICES**

- Provide motor pool (transportation) vehicles to other City departments/divisions responding to general assistance needs.
- Provide fleet maintenance support for other City departments/divisions responding to general assistance needs.
- Open fueling sites located in fleet maintenance facilities for City departments/divisions responding to general assistance needs.



**DEPARTMENT ON DISABILITY (DOD)**

- Provide technical assistance, and support to the Mayor, City Council and Departments regarding the provision of reasonable accommodation and auxiliary aids and services as it relates to disaster assistance.
- Help to ensure that people with disabilities receive assistance.

**EL PUEBLO DE LOS ANGELES**

- Offer general assistance in determining use of sites through assessments and evaluations with cooperating/partnering agencies such as GSD Maintenance, GSD Construction, Public Works' Bureau of Engineering, Department of Water and Power (LADWP), Planning Department and Los Angeles County departments.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)****OPERATIONS DIVISION**

- Coordinate Citywide collection, analysis and distribution of information regarding mass care programs and recovery assistance services.
- Coordinate Citywide establishment and logistical support of family assistance centers, relocation centers and other recovery facilities.

**EMERGENCY NETWORK OF LOS ANGELES (ENLA)**

- Provide avenues for communication, collaboration, and networking so that non-profit organizations with a disaster function can most effectively utilize resources and work together to coordinate recovery.
- Staff the seat at the LA County EOC.
- Partner with City agencies to provide general assistance to the public.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)****RENT STABILIZATION DIVISION**

- Rent Stabilization Ordinance (RSO) provides various protections to tenants and rental property owners by providing technical assistance to renters/property owners about their rights and obligations post-disaster.

**PERSONNEL DEPARTMENT****ADMINISTRATIVE DIVISION**

- Assist the General Services Department (GSD) and Recreation and Parks Departments (RAP) in the management of in-kind donations (non-cash donations consisting of food, clothing, etc.)

**THE SALVATION ARMY****EMERGENCY DISASTER SERVICES DEPARTMENT**

- Support clients with emotional and spiritual care, in addition to direct services such as food, clothing and shelter as required and applicable.
- Supplement direct services with indirect services like distribution of vouchers and gift cards, as required.
- Offer language services, if available and required.

**B. Housing Assistance**

A community's housing stock is important infrastructure. Housing is 'where jobs go home at night.' Recovery will be limited if most displaced residents cannot return to their homes.

All programs, services, and activities related to housing assistance, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

**1. Interim Housing**

Residents may be displaced in the short-term/emergency housing as their permanent housing is evaluated, assessed or repaired.

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate, or support these activities to substantiate the need for assistance and work with local, state, federal and private sector partners to ensure that verifiable disaster victims have access to interim housing resources:

**AMERICAN RED CROSS (ARC)**

- Provide relief services to minimize the immediate, disaster-caused suffering of people affected by disaster through the provision of food, clothing and shelter, as well as medical, nursing, and mental health assistance.
- Assist families during the recovery process by providing casework services that includes direct assistance, information and referrals to support and guide them through the recovery process.
- Provide mass care assistance through any combination of three integrated elements: 1) individual or congregate temporary shelters; 2) fixed or mobile feeding operations; and 3) distribution of relief supplies.

- Determine the most effective service delivery strategies for meeting client needs based on the culture, economy and geography of the affected region, and the scope of the disaster relief operation.

#### **DEPARTMENT OF AGING**

- Coordinate with aging network providers on outreach to seniors to link them to housing information and services.

#### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- If needed, LADBS inspectors and engineers are available to conduct safety assessments of temporary housing facilities.

#### **DEPARTMENT OF GENERAL SERVICES (GSD)**

- Support City services in their efforts to provide short-term housing, including procurement of needed materials/supplies to allow City departments to meet short-term housing needs by working with City suppliers; provide information to facilitate City's end users' awareness of existing contractual relationships with supplies in order to secure needed supplies.
- Provide construction-related support activities, including damage evaluation and repairs.

#### **DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to short-term and long-term housing assistance needs.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates to short-term and long-term housing assistance needs.
- Provide technical assistance, and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide short-term and long-term housing assistance needs.

#### **EMERGENCY MANAGEMENT DEPARTMENT (EMD)**

##### **OPERATIONS DIVISION & DUTY TEAMS**

- Support City agencies including the Housing Department (LAHD), Department of Recreation and Parks (RAP), and other applicable agencies with coordination of logistical and communications needs for short-term housing services.

- Coordinate short-term housing programs with county, state and federal agencies, as needed.

#### **LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Inventory of all interim housing options in the disaster region, including information related to access and functional needs population.
- Coordinate with local, state, federal governments, and private sector partners to identify interim housing resources for displaced residents.
- Manage damage assessment data for residential properties so that damage status of former residence can be determined as part of individual needs assessment for benefits.
- Assist LADBS in Safety Assessment Program Evaluations of temporary housing facilities, if requested.

#### **OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to programs that substantiate individual claims for short-term housing during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

#### **OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments in matters relating to housing assistance needs.
- Prosecute any unlawful activities related to housing/fraudulent violations committed by contractors and other persons.

#### **THE SALVATION ARMY**

##### **EMERGENCY DISASTER SERVICES DEPARTMENT**

- Support and provide short-term housing as required in cooperation with the Voluntary Organizations Active in Disaster (VOAD) and all other agencies, as long as necessary funds are available.

## **2. Permanent Housing**

Reconstruction of housing may be constrained by lack of funding for rebuilding, competition for materials, contractors, and other resources. Multiple communities will look to the same sources of private contractors for design, construction, utilities, and project management services.

Individual's resources to support permanent housing recovery (such as insurance, federal loans and grants, and private resources) may be

insufficient to support the full recovery of permanent housing for a significant portion of the population, including:

- Homeowners (single family and condominium), multi-family residential rental property owners and condominium owner associations with inadequate or no insurance coverage
- Homeowners (single family and condominium), multi-family residential rental property owners and condominium owner associations with limited or no private resources
- Low-income and other homeowners and multi-family residential rental property owners who may not qualify for a loan from the Small Business Administration, or the maximum loan amount may be insufficient
- Displaced renters with limited or no private resources.
- Persons with disabilities.

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate, or support the following activities to substantiate claims, provide disaster victims with information about long-term housing options, and facilitate their transition to self-sufficiency:

#### **DEPARTMENT OF AGING**

- Coordinate and provide information and assistance specialists and case workers to assist seniors in applying for long-term housing assistance.

#### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Review and update as necessary, procedures and criteria for post-event fast track review of repair permits, including but not limited to, temporary use and building permit processes, standard appeals time limits, batching of recovery-related land use and building permits, and referral of permit appeals to the special ad hoc City Council Committee on recovery and reconstruction, as appropriate.
- Enhance computer information systems to support fast-track permit review procedures.
- Activate processes and procedures to ensure City departments produce timely documentation for financial aid or expenditure reimbursement from federal or state agencies, or other entities.

#### **DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to re-establishing permanent housing and in matters relating to housing assistance needs during recovery.

- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates to re-establishing permanent housing and in matters relating to housing assistance needs during recovery.
- Provide technical assistance and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide long-term housing assistance needs.
- Provide assistance and referrals to people with disabilities through the Computerized Information Center (CIC) in applying for long-term housing assistance.

### **DEPARTMENT OF GENERAL SERVICES (GSD)**

- Support City services in their efforts to provide long-term housing, which includes procuring needed materials/supplies to allow City departments to meet long-term housing needs by working with City suppliers; provide information to facilitate City's end users' awareness of existing contractual relationships with suppliers in order to secure needed supplies.
- Provide construction-related support activities, including damage evaluation and repairs.

### **SUPPLY SERVICES**

- Procure needed materials/supplies to allow City departments to meet long-term housing needs of residents.
- Maintain current list of "emergency suppliers" that may be called by City end users in case of emergency.
- Negotiate with suppliers for favorable delivery/pricing terms.
- Obtain best pricing structure by conducting bidding, market research, and overstock buys.
- Pick up/ needed supplies from suppliers and deliver to temporary housing facilities.
- Issue purchase orders, process vouchers, generate SMS checks for emergency supplies.

### **EMERGENCY MANAGEMENT DEPARTMENT (EMD)**

#### **OPERATIONS DIVISION & DUTY TEAMS**

- Support City agencies including the Housing Department (LAHD) and Department of Recreation and Parks (RAP) with coordination of logistical and communications needs for long-term housing services.
- Coordinate long-term housing programs with county, state and federal agencies, as needed.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Coordinate with local, state, federal governments, and private sector partners to identify, apply for and offer permanent housing resources for displaced residents and residential property owners.

**OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to re-establishing permanent housing during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

**OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments in matters relating to housing assistance needs.
- Prosecute any unlawful activities related to housing/fraudulent violations committed by contractors and other persons.

**THE SALVATION ARMY****EMERGENCY DISASTER SERVICES DEPARTMENT**

- Support long-term housing and transitional programs.

**3. Protection for Renters**

Renters may be displaced from their pre-disaster primary residence for extended periods of time. City departments and partner agencies should work to ensure that rental property owners have the resources to restore their properties in a timely and professional manner. Furthermore, renters will need to be kept apprised of the status of their residence.

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate, or support the following activities to protect, support, and communicate with displaced renters and affected rental property owners:

**DEPARTMENT OF AGING**

- Information and assistance specialists and case workers will assist seniors in applying for services.

**DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Expedite processes and procedures to ensure that LADBS produces timely documentation for financial aid or expenditure reimbursement for individual assistance from federal or state agencies, or other entities.

**DEPARTMENT OF GENERAL SERVICES (GSD)**

- Support City services in their efforts to provide services to displaced renters.

**DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to protection of renters and rental property owners during recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it to protection of renters and rental property owners during recovery.
- Provide technical assistance and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide services to renters and rental property owners.
- Coordinate and provide Information and Assistance specialists to assist people with disabilities who may need assistance with rental property owners and provide guidance to rental property owners regarding State and Federal disability laws.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Provide information to renters and rental property owners about resources, rights and responsibilities under the Rent Stabilization Ordinance and related subjects.
- Operate toll-free hotline to provide recorded information 24/7 and live staff assistance during work hours, which may be expanded after a major disaster.
- Collaborate with Los Angeles County and Staff Reassurance Teams, comprised of County Mental and Public Health, City departments, and non-profit organizations offering such services as: assessing situations to provide emergency assistance to displaced residents, communicating situational awareness to command centers and local assistance centers, providing assistance to inspectors who are assessing the safety of affected housing, and helping residents with disabilities and other access and functional needs and displaced households with pets and service animals.



**LOS ANGELES POLICE DEPARTMENT (LAPD)**

- Support RAP, American Red Cross, Los Angeles Unified School District (LAUSD) and other agencies providing sheltering services/facilities with additional security, depending on availability of personnel.
- Enforce all applicable real estate laws. However, many issues that arise between renters and landlords are civil in nature and must be handled through those processes.

**OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to the protection of renters during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

**OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments in matters relating to protection of renters and rental property owners.

**C. Animal Services**

Animals, both domestic pets and livestock, may be displaced or otherwise impacted by a disaster. There may be a significant demand for short-term and/or long-term sheltering. Considerations should be made to keep animals, particularly domestic pets, accessible to their owners.

All programs, services, and activities related to animal services, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate, or support the following activities to ensure that animals' needs are addressed:

**ANIMAL SERVICES**

- Continue to provide supplies, equipment and personnel to support animal needs, and continue to assess animal-related issues.
- Continue to provide supplies, equipment, and personnel to support service animal needs.
- Continue to provide veterinary care and disaster control to mitigate stray and loose animals in the post-disaster environment.

- Continue to house, feed and provide medical care to the stray and lost domestic and exotic animals in the City.
- Coordinate the phase down of animal emergency services through various support agencies and within the framework of the EOC.
- Collect data on services rendered and compile data for evaluation of response efforts and costs incurred by owners.
- Coordinate the return of animals to their owners.
- Coordinate with the appropriate agencies for disposal of dead animals.

#### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- If needed, LADBS inspectors and engineers are available to conduct safety assessments of animal shelters.

#### **DEPARTMENT OF GENERAL SERVICES (GSD)**

- Support Animal Services in their efforts to meet animal' needs.
- Procure needed materials/supplies to allow Animal Services to properly care for/feed/shelter displaced animals during a disaster.
- Negotiate with suppliers for favorable delivery/pricing terms.
- Obtain best pricing structure by conducting bidding, market research, and overstock buys.
- Issue purchase orders, process vouchers, and generate SMS checks or emergency supplies.

#### **DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Facilitate short-term and/or long-term sheltering, especially at pre-planned RAP facilities. Generally Animal Services receive or transport animals to one of their animal shelters located throughout the City or they deploy a specialized temporary shelter at the location of the shelter location for people.
- Support Animal Services by providing situational awareness at the EOC Mass Care Branch, if activated. (A RAP representative/EOC responder is assigned to the Mass Care Branch.)

#### **DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of service animals as it relates to animal services during recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing service animals during recovery ;
- Coordinate and provide Information and Assistance specialists to assist people with disabilities who may need assistance with rental property

owners and provide guidance to rental property owners regarding State and Federal disability laws.

- Support Department of Animal Services in their efforts to meet service animals' needs.

#### **LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Provide assistance to LADBS with Safety Assessment Program Evaluations of animal shelters, if requested.
- Staff Reassurance Teams, comprised of County/City departments and non-profit organizations, to help displaced households with pets.

#### **OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to animal services during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

#### **OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments in matters relating to animal services/needs.
- Prosecute any unlawful activities of persons, including, but not limited to, animal protection, cruelty, and fraudulent violations.

### **D. Health Services**

While health services, including mental health, public health, and healthcare services, are in most cases, within the jurisdiction of Los Angeles County, City departments and partner agencies may play a major supporting role in ensuring that health services are restored and accessible.

All programs, services, and activities related to the recovery of health services, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

#### **1. Mental Health**

Close attention should be paid to the full mental recovery of individuals, including individuals with disabilities and other access and functional needs, children, older adults, and members of underserved communities. While mental health is officially a function of Los Angeles County, City departments

and partner agencies are responsible for coordinating access to mental health and may play a supporting role in program/service delivery.

During disaster recovery, these City departments and partner agencies should conduct, manage, facilitate, or support the following physical and mental health activities:

#### **2-1-1 LOS ANGELES**

- Provide professional community resource advisors to assist callers with critical issues dealing with healthcare, substance abuse, domestic violence, shelter, food, legal and financial assistance, programs for children and seniors, and different types of mental health services.
- Has extensive community resource database that contains information on over 49,000 programs and services that support other mental health assistance provided by emergency management and other partners.

#### **AMERICAN RED CROSS (ARC)**

- Provide emergency short-term mental health assistance until established providers can be identified and referred.

#### **DEPARTMENT OF AGING**

- Coordinate with Los Angeles County Mental Health and Aging Network service providers in identifying seniors who may need mental health services.

#### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- If needed, LADBS inspectors and engineers are available to conduct safety assessments of buildings where mental health services can be rendered.

#### **DEPARTMENT OF RECREATION AND PARKS (RAP)**

- May activate one or more recreation centers, as needed and requested, in support of the implementation of mental health programs during recovery.

#### **RECREATION DIVISION - FACILITY MANAGERS**

- Open designated facility.
- Keep facility open until it is no longer needed.

#### **MAINTENANCE DIVISION**

- Clean facility.

**PARK RANGER DIVISION**

- Coordinate and communicate with the Recreation Division.

**DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to City departments' involvement in restoring mental health services during recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates restoring mental health services during recovery.
- Provide technical assistance and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide services to constituents in restoring mental health services during recovery.
- Coordinate and provide Information and Assistance to assist people with disabilities who may need assistance with accessing mental health services during recovery.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)****OPERATIONS DIVISION**

- Coordinate the City's recovery of mental health services in conjunction with the Los Angeles County Department of Public Health, Mental Health, and Health and Human Services.
- Identify and/or establish facilities to provide mental health support services, as necessary.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Provide assistance to LADBS with Safety Assessment Program Evaluations of buildings where mental health services can be rendered, if requested.

**OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to City departments' involvement in restoring mental health services during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

**OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments, as needed.
- Prosecute any unlawful activities of contractor and other persons, including, but not limited to, fiduciary care and fraudulent violations.

**PERSONNEL DEPARTMENT**

- Put Medical Services Division psychologist(s) on stand-by for first aid counseling of City staff, if requested.
- Communicate, on a continuous basis, about available mental health services and psychological counseling options being offered by the County Health Services Department.

**2. Public Health**

Close attention should be paid to the public health recovery of individuals, including individuals with disabilities and other access and functional needs, children, older adults, and members of underserved communities. While public health is officially a function of Los Angeles County, City departments and partner agencies may assist Los Angeles County in coordinating access to public health services and may play a supporting role in the delivery.

During disaster recovery, these City departments and partner agencies may conduct, manage, facilitate, or support public health activities:

**DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to City departments' involvement in restoring public health services during recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates restoring public health services during recovery.
- Provide technical assistance and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide services to constituents in restoring public health services during recovery.
- Coordinate and provide Information and Assistance to assist people with disabilities who may need assistance with accessing public health services during recovery.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)**  
**OPERATIONS DIVISION**

- Responsible for coordinating the City's recovery of public health services in conjunction with the Los Angeles County Department of Public Health and Health and Human Services.
- Identify and/or establish facilities to provide public health support services, as necessary.

**OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to City departments' involvement in restoring healthcare services during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

3. **Healthcare Services**

Close attention should be paid to health care services recovery of individuals, including individuals with disabilities and other access and functional needs, children, older adults, and members of underserved communities. While healthcare services are officially a function of Los Angeles County, public and private health care providers and hospitals, City departments and partner agencies may assist in coordinating access to health care and may play a supporting role in the delivery.

During disaster recovery, these City departments and partner agencies may conduct, manage, facilitate, or support the following health care activities:

**DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to City departments' involvement in restoring healthcare services during recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates restoring healthcare services during recovery.
- Provide technical assistance and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide services to constituents in restoring healthcare services during recovery.
- Coordinate and provide Information and Assistance to assist people with disabilities who may need assistance with accessing healthcare services during recovery.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)**  
**OPERATIONS DIVISION**

- Coordinate the City's recovery of healthcare services in conjunction with the Los Angeles County Department of Public Health and Health and Human Services.
- Identify and/or establish facilities to provide healthcare support services, as necessary.

**OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to City departments' involvement in restoring healthcare services during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

**E. Social Services**

Social services, including schools and day care, and programs for older adults and people with disabilities, are essential components to any community. If either/both are not restored quickly, government and businesses may experience a high rate of worker absenteeism, which can have significant impacts on the economy. Additionally, employees, and possibly their employers, may be compelled to leave that community.

All programs, services, and activities related to the recovery of social services, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

1. Schools

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate, or support the following activities to restore school facilities and/or services (at an alternate location, if necessary):

**DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- If needed and requested through mutual aid, LADBS inspectors and engineers are available to conduct safety assessments of schools or alternate locations.



**DEPARTMENT OF CITY PLANNING**

- Utilize prior Charter school approval data.

**DEPARTMENT OF GENERAL SERVICES (GSD)**

- Support City services in their efforts through facility construction and repair.
- Procure needed materials/supplies from City's warehouse/suppliers to allow City departments to provide essential social services.
- Negotiate with suppliers for favorable delivery/pricing terms.
- Obtain best pricing structure by conducting bidding, market research, and overstock buys.
- Issue purchase orders, process vouchers, and generate SMS checks for emergency supplies.

**DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Activate one or more recreation centers in support of LAUSD, as necessary and requested. (Proximity of RAP facility to a school may facilitate temporary use by LAUSD of a park facility as a temporary classroom.)

**DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of children and parents with disabilities as it relates to City departments' involvement in the restoration of schools during recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing children and parents with disabilities as it relates to City departments' involvement in the restoration of schools during recovery.
- Provide technical assistance and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide services to children and parents with disabilities as it relates to City departments' involvement in the restoration of schools during recovery.
- Coordinate and provide Information and Assistance to assist children and parents with disabilities as it relates to City departments' involvement in the restoration of schools during recovery.

**LOS ANGELES UNIFIED SCHOOL DISTRICT (LAUSD)**

- Maintain open dialogue with City, county, state and federal representatives and officials.
- Use portable bungalows until school buildings are once again deemed safe for occupancy.

**DAMAGE ASSESSMENT TEAM**

- Deploy 370-member Damage/Safety Assessment Team to perform damage assessment of LAUSD's 14,500 buildings across the City. The District will use the information provided by Shakecast. Shakecast is the GIS locator that is generated by the USGS Shakemap of any seismic event.
- Prioritize all 1,100 schools based on the shaking pattern of the event to determine which school sites can and cannot be used.

**OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to City departments' involvement in the restoration of schools during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

**OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments, as needed.

**2. Day Care**

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate, or support the following activities to restore day care facilities and/or services (at an alternate location, if necessary):

**DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- If needed and requested, LADBS inspectors and engineers are available to conduct safety assessments of day care facilities or alternate locations.

**DEPARTMENT OF CITY PLANNING**

- Conditional use permits: Existing: Data from PCTS conditional use permits: New: Expedite process with or without fee.

**DEPARTMENT OF GENERAL SERVICES (GSD)**

- Support City services in their efforts through facility construction and repair.
- Procure needed materials/supplies from City warehouse/suppliers to allow City departments to assist other agencies in restoring day care facilities and/or services.
- Maintain current list of "emergency suppliers" that may be called by City end users in case of emergency.
- Negotiate with suppliers for favorable delivery/pricing terms.

- Obtain best pricing structure by conducting bidding, market research, and overstock buys.
- Issue purchase orders, process vouchers, and generate SMS checks for emergency supplies.

#### **DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Activate one or more child care centers in support of LAUSD, as requested and necessary. (Outside agency staffing may be required.)
- Assist LAUSD in obtaining emergency right of entry permit.

#### **DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to City departments' involvement in the restoration of day care during recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates restoring day care services during recovery.
- Provide technical assistance and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide services to constituents in restoring day care services during recovery.
- Coordinate and provide Information and Assistance to assist people with disabilities who may need assistance with accessing day care services during recovery.

#### **LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Provide assistance to LADBS with Safety Assessment Program Evaluations of day care facilities or alternate locations, if requested.

#### **OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to City departments' involvement in the restoration of day care facilities during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

### 3. Services to support Older Adults

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate, or support the following activities to restore services and programs for older adults:

#### **DEPARTMENT OF AGING**

- Re-establish aging services network to resume core services such as information and assistance, nutrition, assistive transportation, and other support services.

#### **DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to City departments' involvement in the restoration of service delivery in support of older adults.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates to service delivery in support of older adults.
- Provide technical assistance and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide services as it relates to service delivery in support of older adults.
- Coordinate and provide Information and Assistance to assist people with disabilities who may need assistance with accessing service delivery in support of older adults.

#### **OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to City departments' involvement in service delivery to older adults during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

### 4. Services to support People with Disabilities, and Other Access & Functional Needs

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate, or support the following activities to restore services and programs in support of those with access and functional needs:

**DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities as it relates to City departments' involvement in the restoration of service delivery in support of individuals with disabilities.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities.
- Provide technical assistance and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide services as it relates to people with disabilities.
- Coordinate and provide Information and Assistance to assist people with disabilities who may need assistance with accessing services in the community.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)**

- In cooperation with Department on Disability (DoD), ensure that services are programmatically and physically accessible.

**OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to City departments' involvement in service delivery to people with disabilities and other access and functional needs during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

**F. Community Involvement**

After the initial stages of an emergency, those persons affected by its occurrence may, through shock, frustration, or anxiety, become angry at authority. Government may be blamed for seemingly inappropriate actions during the emergency response or even for failing to prevent or mitigate the incident. To alleviate unreasonable criticism, departments should provide information to community members, leaders, and supporters, and should involve them in the recovery process. Increased community relations programs and public announcements lessen adverse public reaction. Appeals to reason by being open with known facts of the emergency and emergency operations, engenders public support and reduces criticism.

All programs, services, and activities related to community involvement during recovery, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

#### 1. Engaging the Community in the Decision Making Process

Community members, leaders, and supporters should have the opportunity to examine options, debate alternatives, address conflicts, and make the decisions necessary to build community consensus and unity on shared recovery priorities.

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate, or support community engagement through the following activities:

##### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- If requested, LADBS will attend community meetings to examine options, gather and provide information, and perform other necessary tasks to build community consensus and unity.

##### **DEPARTMENT OF GENERAL SERVICES (GSD)**

- Disseminate information on services GSD can provide, and take part in community processes as requested or directed by the City and the GSD's General Manager.
- Procure needed materials/supplies from City's warehouses/suppliers; provide construction and repair support; perform fleet maintenance; provide motor pool (transportation) vehicles when requested to support City departments in conducting activities to engage the community in the decision making process.

##### **DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Activate one or more recreation centers in support of community involvement, as necessary and requested.
- Coordinate and support the Emergency Management Department (EMD), as needed.
- Distribute any applicable public information regarding disaster recovery services available, especially by RAP blog page, public counter at each recreation center, and RAP intranet page.
- Facilitate community meetings that may be conducted by the county, state, or federal agencies.

**DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities related to engaging the community during recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates engaging the community during recovery.
- Provide technical assistance and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide services as it relates to engaging the community during recovery.
- Coordinate and provide Information and Assistance to assist people with disabilities who may need assistance with accessing community meetings and programs during recovery.

**EL PUEBLO DE LOS ANGELES**

- Use of monument facilities including the Pico House, Plaza Community Church, and open area locations (i.e. Central Plaza, Placita de Delores, Firehouse, Sierra Park) for community outreach and public assistance meetings.
- Coordinate with three El Pueblo on-site non-profit organizations in the distribution and dissemination of community awareness and resource availability.

**EL PUEBLO PROPERTY MANAGEMENT AND EVENTS DIVISION**

- Coordinate location usage and/or public activities.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)****COMMUNITY EMERGENCY MANAGEMENT DIVISION**

Three-pronged approach to engage the affected community in the decision making process:

- Become familiar with the nuances of the affected community: Review the census data (race, ethnicity, income, gender, age, and housing); communicate with both the applicable council district office(s) and neighborhood council(s); identify agencies and organizations that work with, serve, or represent the constituencies in the affected community; and consider equity issues as they intersect groups.
- Involve the public: Coordinate and host neighborhood-based town hall meeting(s) to help citizens visualize what their shared recovery priorities may be; attend existing community meetings and related activities to demonstrate CEM support and interest in events that are important to the community.

- Coordinate community outreach with City departments and partner agencies including, but not be limited to: LAPD, LAFD, Water and Power, LA Harbor, LA World Airports, Sanitation, Street Services, Recreation and Parks, Transportation, Disability, Aging, Animal Services, Caltrans, County Public Works, Council Offices, Neighborhood Council Representatives, Emergency Network of Los Angeles (ENLA), Caltrans, CHP, County Public Works, and County Department of Public Health.

### **EMERGENCY NETWORK OF LOS ANGELES (ENLA)**

- Facilitate community meetings to include FEMA partners and the Voluntary Organizations Active in Disaster (VOAD) members as necessary, in order to educate community members on the recovery process.
- Maintain a relationship with California's regional Voluntary Agency Liaison (VAL), participate in any FEMA conference calls, meetings, etc. that are relevant to the community-based organization (CBO) sector.

### **HARBOR DEPARTMENT**

#### **COMMUNITY RELATIONS DIVISION**

- Engage the community in the decision making process by opening the lines of communication with community organizations.

#### **PORT POLICE - COMMUNITY RESOURCE OFFICER**

- Coordinate with the Department Operations Center (DOC) and provide a liaison with community members.

### **LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Participate in public hearings about resources needed and available for rebuilding and how to access those resources.

### **LOS ANGELES POLICE DEPARTMENT (LAPD)**

#### **SENIOR LEAD OFFICER PROGRAM & COMMUNITY RELATIONS OFFICES**

- Work to expand community awareness beyond the Neighborhood Watch Program.

#### **LAPD'S COMMUNITY AFFAIRS GROUP**

- Assist areas experiencing community relations problems during recovery. Considered the most visible government authority/entity in the community, the LAPD should promote and enhance public



service and safety through timely and reasoned response, and increased community relations programs and public announcements.

- In cases where assistance may be delayed, officers must be prepared to confront and resolve police community problems (see Department Manual 1/210.25). It is essential that each officer realize that public service includes having a helpful and understanding attitude toward those suffering adverse effects of an emergency.

#### **OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to engaging the community during recovery, and make recommendations to the Council and individual Council Committees, as necessary.

#### **OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments, as needed.
- Assign staff to the Neighborhood Council and the Neighborhood Prosecutor Section to meet with communities to pursue misdemeanor violations related to quality of life.

## 2. **Grassroots Recovery**

Community-based organizations (CBOs), faith-based organizations, voluntary organizations, and other non-profit organizations may implement a variety of programs to assist their constituencies. These programs can provide a wide-range of support from financial assistance to mental health to housing, and can significantly speed up the recovery process. It is essential that City departments and partner agencies maintain situational awareness of these programs so as to minimize any duplication of efforts or resources.

During disaster recovery, these departments and partner agencies should maintain situational awareness and, when necessary, coordinate grassroots recovery by conducting, managing, facilitating or supporting the following activities:

#### **DEPARTMENT OF AGING**

- Work with and remain in contact with the following groups/individuals to assist seniors: Contracted service providers, community partners, and family caregivers.
- Work with potential for-profit private sector partners in providing resources to restore services.

**DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- If requested, LADBS will work with CBOs, faith-based organizations, voluntary organizations and other non-profit organizations to ensure that information is disseminated as widely as possible.

**DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Provide information to the Emergency Management Department (EMD) regarding grassroots recovery activities performed at recreation centers and/or by RAP Volunteers.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)  
OPERATIONS DIVISION**

- Coordinate information sharing on grassroots initiatives through existing community-based networks and organizations, including: City of Los Angeles Faith-Based Initiative, Emergency Network of Los Angeles (ENLA), Council Districts, and Neighborhood Councils.

**EMERGENCY NETWORK OF LOS ANGELES (ENLA)**

- Provide information to EMD regarding the activities coordinated and/or managed by ENLA's members and partners.
- Coordinate activities amongst members and partners.
- Staff a seat in the LA EOC's Business Operations Center, as requested.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Support existing affordable housing providers, including obtaining state and federal resources for repairs and rebuilding.
- Provide Citywide fair housing services, including information, mediation and enforcement of federal and state fair housing laws.
- Support the work of tenant advocates, rental housing provider advocates, faith-based organizations and other non-profit organizations to re-house displaced residents and other related tasks.

**PERSONNEL DEPARTMENT****ADMINISTRATIVE DIVISION**

- Facilitate the recruitment of volunteer forces through the media, in coordination with EMD.
- Register volunteers as disaster workers in the State Workers' Compensation Program.
- Dispatch volunteers at disaster or local emergency command posts or other locations.
- Establish a liaison with Council offices for the dispatching of volunteers to assist on private property.

**3. Restoring Community Values**

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate or support the following activities to restore community values:

**DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- If requested, LADBS will work with other departments to restore community values as expediently as possible.

**DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Provide information at the recreation centers via Neighborhood Council meetings, Park Advisory Councils, large park events, Lotus Festival, Earth Day.

**DEPARTMENT ON DISABILITY**

- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates during recovery.
- Coordinate and provide Information and Assistance to assist people with disabilities who may need assistance with accessing community services, meetings and programs during recovery.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)****COMMUNITY EMERGENCY MANAGEMENT (CEM) DIVISION**

- Organize and facilitate a Community Working Group to provide a forum for community feedback on recovery, with the goal of identifying unresolved recovery issues, documenting possible solutions to the issues, and gaining the support of the community.

- Members of the Community Working Group will be identified by CEM, and may consist of EMD staff, Council District staff, Neighborhood Council representatives, and select public constituents. Compile feedback from the working group and present the suggested solutions to the Councilman or Councilwoman in the District(s), the Emergency Management Committee (EMC), the Emergency Operations Board (EOB), the Mayor's Office, and/or other relevant City departments.
- If approved and codified, support the implementation of the community's proposed recovery actions.

#### **LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Support City Planning and other departments in discussions about rebuilding in devastated areas, the need to include affordable housing with market-rate housing developments and related topics to restore community values.

#### **OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments, as needed.
- Assign staff to the Neighborhood Council and the Neighborhood Prosecutor Section to meet with communities to pursue misdemeanor violations related to quality of life.

#### **PERSONNEL DEPARTMENT** **ADMINISTRATIVE DIVISION**

- Implement programs for the use of volunteers during local emergencies in conjunction with EMD.

### **X. GOVERNMENTAL RECOVERY ACTIVITIES**

After a disaster, it is essential that City Government and services, particularly the essential services, are restored as quickly as possible. Recovery poses a unique opportunity to enhance and improve those government services, and their respective processes and procedures.

## **A. Continuity of Government**

The succession of government, as it relates to the Mayor of Los Angeles and City Council, can be found in the *City of Los Angeles Administrative Code, Article 2 Section 8.25*.

Details of each City department's process to ensure continuity can be found in individual *Continuity of Operations Plans (COOPs)*.

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate or support the following activities to ensure departments' COOPs are activated, and needs are identified and addressed:

### **CITY ADMINISTRATIVE OFFICE**

- Provide continuity of government within the Office for supporting activities towards the Mayor's Office, City Council and the City departments, as needed.

### **DEPARTMENT ON DISABILITY**

- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates during recovery.
- Provide technical assistance and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide services as it relates during recovery.

### **EMERGENCY MANAGEMENT DEPARTMENT (EMD) OPERATIONS DIVISION**

- Ensure that all City departments activate and implement their Continuity of Operations Plans (COOPs).

### **INFORMATION TECHNOLOGY AGENCY (ITA)**

- Provide Emergency Management Department (EMD) with technical support, as necessary, regarding department notifications.

### **OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to the continuity of operations of individual departments and the City as a whole, and make recommendations to the Council and individual Council Committees, as necessary.

**OFFICE OF THE CITY ATTORNEY**

- Ensure that all City boards, departments, officers and entities, City Attorney are in compliance with City ordinances and City Charter provisions.

**OFFICE OF THE CITY CLERK:**

- Facilitate the continuity of the Council and/or Council Committee meetings to maintain the viability of emergency governmental decisions; and ensure that personnel are available to staff City Council/Council Committee meetings.

**B. Recovery & Reconstruction of Essential Facilities, Equipment, & Records**

During short-term recovery, essential facilities, equipment, and records should be recovered and protected from further damage. Long-term recovery allows for the development of improved systems and processes to mitigate future damage.

All programs, services, and activities related to the recovery and reconstruction of essential facilities, equipment, and records, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-31 and be physically and programmatically accessible to people with disabilities.

**1. Restoration of Essential Facilities, Equipment, & Records**

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate or support the following activities to restore systems and processes related to essential facilities, equipment, and records:

**COMMUNITY DEVELOPMENT DEPARTMENT (CDD)**

- Work with appropriate City departments to determine type and timeline for restoration of the CDD's four types of structures under its jurisdiction:
  - One (1) historic site (Cypress Park Community Center, 626 Cypress Avenue);
  - Nine (9) City-owned facilities staffed/managed by City staff;
  - Forty-six (46) facilities owned by non-profit organizations funded by the CDD to provide services to low-income clients.
  - Over seventy (70) facilities that were built utilizing a variety of federal grants and currently operated by non-profit organizations on a loan/lease basis.

- Work with Information Technology Agency (ITA) to restore all necessary operations systems, servers, applications and databases to the forty-six (46) non-profit organizations, nine (9) City staff managed sites and eight (8) regional offices the CDD connects through its City intranet.

### **COMMUNITY REDEVELOPMENT AGENCY OF THE CITY OF LOS ANGELES (CRA/LA)**

- Collaborate with Information Technology Agency (ITA) and CRA/LA IT staff to restore all necessary operation systems, services, applications and databases.

### **DEPARTMENT OF AIRPORTS**

#### **AIRPORT ENGINEERING DIVISION AND CONSTRUCTION AND MAINTENANCE DIVISION**

- Determine compromised areas and the ability to secure, repair, and assess these areas for public safety and functionality.

#### **TRAFFIC DIVISION AND CONSTRUCTION AND MAINTENANCE DIVISION**

- Assess the ability to restore normal transport routes, mitigate delays from closures or compromised routes, and estimate a timeline for restoration of normal levels of operations.

#### **INFORMATION MANAGEMENT AND TECHNOLOGY DIVISION (IMTD)**

- Restore and manage airport communications and access to databases.

#### **ARCC (DEPARTMENT OPERATIONS CENTER)**

- Coordinate restoration of airport facilities, taking into account hazardous materials/other environmental threats that may impact the restoration. As necessary, ARCC will work in conjunction with Los Angeles Fire Department (LAFD) LAFD, the Los Angeles County Department of Public Health, and Department of Building and Safety (LADBS) to determine possible safety measures and mitigation of further contamination in any compromised areas.

#### **ARCC AND IMC**

- Continue to coordinate with aviation related federal agencies, as necessary, until restoration of airport operations to full capacity is achieved.

### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Conduct safety assessment to restore the Big Nineteen (19) Buildings.

- Maintain a list of City inspectors and/or engineers who could be contacted in an emergency to conduct safety inspections;

<b>DEPARTMENT OF BUILDING AND SAFETY</b>	
<b>Essential Facilities</b>	
City Hall	200 North Spring Street, Los Angeles, CA 90012
City Hall East	200 North Main Street, Los Angeles, CA 90012
City Hall South	111 East First Street, Los Angeles, CA 90012
LAPD Admin Building	100 West 1st Street, Los Angeles, CA 90012
Personnel Dept Building	700 East Temple Street, Los Angeles, CA 90012
Piper Tech	555 Ramirez Street, Los Angeles, CA 90012
San Pedro	638 South Beacon Street, San Pedro, CA 90731
Braude Building	6262 Van Nuys Blvd., Van Nuys, CA 91401
West Los Angeles City Hall	1645 Corinth Avenue, Los Angeles, CA 90025
Metro Comm/Dispatch	100 North Los Angeles Street, Los Angeles, CA 90012
Van Nuys City Hall	14410 Sylvan Street, Van Nuys, CA 91401
Figueroa Tower	201/221 North Figueroa Street, Los Angeles, CA 90012
Wilshire Towers	3550 Wilshire Blvd., Los Angeles, CA 90029
Inspection West LA	11620 Wilshire Blvd., Los Angeles, CA 90025
Garland Building	1200 West 7th Street, Los Angeles, CA 90017
Convention Center	1201 South Figueroa Street, Los Angeles, CA 90015
Valley 911 Building	23004 Roscoe Blvd., Woodland Hills, CA 91304
Pub Works-Broadway Bldg	1149 South Broadway, Los Angeles, CA 90015

#### **DEPARTMENT OF GENERAL SERVICES (GSD)**

- GSD's General Manager will assign a lead to restore essential facilities, equipment and records. The lead will evaluate and coordinate needs based on up-to-date lists of GSD facilities and records.
- GSD's General Manager will make the final determination regarding construction-related services to restore City government and services.
- Support public utilities, public works, local agencies and other City departments with labor, equipment and materials, as requested and funded.



**DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Appropriate divisions will assess essential facilities, equipment and records based on the magnitude of the disaster:
  - Planning and Construction – Essential Facilities
  - Systems Division – IT Equipment and Systems
  - Human Resources – Personnel Records
  - Division Heads – Records
  - Maintenance Division – Facilities (outdoor).
- Prioritize recovery process based on information gathered.

**EL PUEBLO DE LOS ANGELES**

- Coordinate with on-site security services to ensure that all locations are properly illuminated for safe public access.
- Secure locations that are not safe for entry inside or at outside perimeters.
- Restore public restroom facilities.
- Ensure safe ingress and egress to all parking and pedestrian locations.
- Ensure that communication capabilities are partially or fully restored including land lines and/or monument radio capacities.
- Coordinate restorative procedures with key City agencies including ITA, General Services Department (GSD), LADWP and Public Works.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)****OPERATIONS DIVISION**

- Coordinate restoration of all primary Emergency Operations Center (EOC), alternate EOC and EMD staff office facilities, fixtures, furniture and communications systems and equipment.

**HARBOR DEPARTMENT****INFORMATION TECHNOLOGY DIVISION:**

- Restore remote storage and back-up capability.

**REAL ESTATE DIVISION**

- Restore Port tenants' property and lease information.

**CONTRACTS AND PURCHASING DIVISION**

- Restore emergency contracts and Port supply information.

**ENGINEERING DIVISION**

- Restore engineering drawings and documentation, engineering permits, contracts.

**ACCOUNTING/HUMAN RESOURCE DIVISIONS**

- Restore financial transactions/documents, payroll, accounts payable.

#### **PORT POLICE**

- Responsible for the command and control of emergency recovery operations. The Incident Commander will approve the prioritization of recovery actions.

#### **LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Restore the Code, Compliance and Rental Information System (CCRIS) and Housing Information Management System (HIMS) databases which detail physical data on all rental housing properties in the City, and LAHD's \$1 billion housing loan portfolio, respectively.
- Provide assistance to LADBS with Safety Assessment Program Evaluations, if requested.

#### **LOS ANGELES DEPARTMENT OF WATER AND POWER (LADWP) – JOINT WATER AND POWER SYSTEMS**

- Vital records essential to the continued functioning or reconstitution of the organization and critical to carrying out an organization's essential legal and financial functions and activities that are kept in a secure off-site location, such as electronic files necessary to recover the LADWP network system.
- Electronic vital records at LADWP are duplicated when updated. They are kept in environments that are fireproof and waterproof. Vital records are secured. Some vital records are copied and sent to an off-site center. Bonded LADWP personnel move vital input information.

#### **INFORMATION TECHNOLOGY AGENCY (ITA)**

##### **ITA ENTERPRISE SYSTEMS & OPERATIONS (ESO) DIVISION**

- Verify that backup systems are operational and files have not been damaged, salvage essential records following the procedures described in ITA's Disaster Response and Recovery Manual. Alternate location/sites during recovery process as needed: Cypress, California; Carlstadt, New Jersey; San Ramon, California; Scottsdale, Arizona and Denver, Colorado.

#### **LOS ANGELES POLICE DEPARTMENT (LAPD)**

- Activate Area Standing Plans and the LAPD Emergency Plan and follow the outlined procedures for restoration of facilities, equipment and records. The yearly audit of Standing Plans and the Emergency Plan will ensure that this information is included.

**OFFICE OF THE CITY ATTORNEY**

- Restore all records of all actions and proceedings in which the City or any officer or board is an interested party.

**OFFICE OF THE CITY CLERK**

- Restore Council records and contracts through its Records Management and Systems Division, and coordinate through the Council and Public Services, Administrative Services and Systems Division to ensure the restoration of essential facilities, equipment and records.

**PUBLIC WORKS - BUREAU OF SANITATION****HUMAN RESOURCES DEVELOPMENT DIVISION**

- Maintain a list of critical facilities, equipment and records, and ensure that each division assesses its own operational status to determine if damage assessments are warranted.
- Based on damage assessment reports and detailed damage estimates of specific facilities from initial and follow-up Situational Status Reports, the scope of recovery action planning, and restoration/recovery priorities will be determined and implemented, including reconstruction of systems to improve processes and procedures.

**2. Reconstruction of Essential Facilities, Equipment, & Records**

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate or support the following activities to reconstruct and improve systems and processes related to essential facilities, equipment, and records:

**DEPARTMENT OF AGING**

- Recommend improvements for information/systems technology to improve performance of data/records acquisition needs in future emergency response operations.
- Monitor status of Client Tracking System to ensure continuity of service provider data.

**DEPARTMENT OF AIRPORTS****AIRPORT ENGINEERING DIVISION AND CONSTRUCTION AND MAINTENANCE DIVISION**

- Recommend improvements for implementation, and undertake approved repairs and reconstruction and/or construction projects.
- Determine if emergency power and water needs were sufficient during the disaster through recovery, and identify areas to improve upon, in conjunction with the Department of Water and Power (LADWP).

**CONSTRUCTION AND MAINTENANCE DIVISION**

- Work with Department of Public Works and Department of Transportation (LADOT) to determine ability and a timeline for safe restoration of transport routes and/or the necessity for alternative routes in and around the Airport to be implemented.

**ARCC (DEPARTMENT OPERATIONS CENTER)**

- Facilitate an overall multi-departmental review to acknowledge and address additional suggestions or assessments of responses to the event, and the ability to mitigate future damage and impact.

**IMTD**

- Determine and suggest implementation of new or revised measures and improvements to address issues with communications or database recovery during or immediately following an event.

**DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Provide computer information systems to support fast-track permit review procedures.
- Review and update procedures and criteria for post-event fast track review of repair permits including, but not limited to, temporary use and building permit processes, standard appeals time limits, batching of recovery-related land use and building permits, and referral of permit appeals to the special ad hoc City Council Committee on recovery and reconstruction, as appropriate.
- Reconstruction of the vital records subsequent to a disaster is ensured (except for the aperture cards and construction plans/oversized documents film). Two copies of each master reel of microfilm have been created, with one copy stored at the City Records Center (CRC) in the Piper Technical Center and the other copy stored at LADBS's current microfilm vendor (PFA, Inc.) in Sunland, California. One set of master microfilm reels containing construction plans/over-sized documents (created 6/1985+) has been created and is stored at the CRC. One complete and one partial set of master aperture cards containing

construction plans/over-sized documents (created from 1975 - 6/1985) has been created and are stored at the CRC.

- LADBS computer systems can also facilitate the recovery efforts of certain vital records, even those that have not been microfilmed. These include the Plan Check Inspection System (PCIS), and Code Enforcement Inspection System (CEIS). A full backup of the information on PCIS and CEIS is done daily and weekly. Daily backups are stored on-site and weekly backups are sent to an off-site vendor. The information maintained on CEIS is not deemed a vital record, but is needed to ensure public health and safety.

#### **DEPARTMENT OF GENERAL SERVICES (GSD)**

- GSD's General Manager will assign a lead for reconstruction of essential facilities, equipment and records. The lead will evaluate and coordinate needs based on up-to-date lists of GSD facilities and records.
- GSD's General Manager will make the final determination regarding construction-related services to restore City Government and services.
- Support public utilities, public works, local agencies and other City departments with labor, equipment and materials as requested and funded.

#### **DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Appropriate divisions will assess essential facilities, equipment and records based on the magnitude of the disaster:
  - Planning and Construction – Essential Facilities
  - Systems Division – IT Equipment and Systems
  - Human Resources – Personnel Records
  - Division Heads – Records
  - Maintenance Division – Facilities (outdoor).
- Prioritize recovery process based on information gathered.
- Collaborate with support agencies and Emergency Operations Organization (EOO) departments.
- Set up planning teams with technical specialists.

#### **EMERGENCY MANAGEMENT DEPARTMENT (EMD)**

##### **OPERATIONS DIVISION**

- Review all recommendations for recovery and restoration and coordinate all work associated with actual reconstruction of the primary EOC, alternate EOC and EMD staff office facilities, fixtures, furniture and communications systems and equipment.
- Work in concert with the City's General Services Department (GSD), ITA and any vendors and contractors to manage, complete and commission such restoration work.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Seek budget authority to pay for long-distance off-site server resources to protect and/or reconstruct CCRIS and HIMS databases that house physical data on all rental housing properties in the City, and LAHD's \$1 billion housing loan portfolio, respectively.

**INFORMATION TECHNOLOGY AGENCY (ITA)**

- Due to the age of the City's current data center, ITA has prepared budget packages to improve and strengthen information and communication infrastructure. These are currently being review by the Mayor's Office for viability.

**LOS ANGELES DEPARTMENT OF WATER AND POWER (LADWP) – JOINT WATER AND POWER SYSTEMS**

- Support activities for reassessing proper storage of back-up copies of vital records and databases, and other pre-positioned resources and assets.

**LOS ANGELES FIRE DEPARTMENT (LAFD)  
ADMINISTRATION AND PLANNING SECTION**

- Gather information following an event to determine the need for reconstructing or improving any LAFD system or process related to essential facilities.

**LOS ANGELES POLICE DEPARTMENT (LAPD)**

- Activate Area Standing Plans and the LAPD Emergency Plan and follow the outlined procedures for reconstruction of facilities, equipment and records. The yearly audit of Standing Plans and the Emergency Plan will ensure that this information is included.

## C. Government Operations

A disaster provides all levels of government, as well as outside agencies, an opportunity to better organize, plan, and implement long-term recovery activities and initiatives. Government and community planning areas that may present opportunities for updating and overhaul include:

- Operations (building codes, planning, city management)
- Delivery of government services
- Management of critical infrastructure
- Public safety
- Taxation and governmental financing
- Other programs that provide support to community systems.

Recovery activities related to the evaluation of current building and infrastructure standards (including waivers, fee deferments, redevelopment & subdivisions, modifying land use & zoning requirements, changes in construction standards, and improvements to housing) can be found in *Section VII. Physical Recovery Activities*.

All programs, services, and activities related to the recovery of Government Operations, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate or support the evaluation of government and community planning and the process for recommending systemic changes:

### **DEPARTMENT OF AGING**

- Conduct assessment of ability of contracted service providers to deliver older adult and family caregiver services, as well as to assist in providing resources to expedite complete service delivery.

### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Determine imminent and potential hazards on private property.
- Impose emergency building regulations.
- Ensure compliance with disaster-related LADBS orders.
- Analyze building code provisions based on the extent of damage to structures and develop recommendations for code changes

### **DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities related to evaluating government and community planning processes.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates during recovery.
- Provide technical assistance and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide services as it relates to engaging the community during recovery.
- Coordinate and provide Information and Assistance to assist people with disabilities who may need assistance with accessing community meetings, city services and programs during recovery.

#### **LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Evaluate legislative, regulatory, incentives and barriers to pre- and post-disaster mitigation, recovery and reconstruction of the region's residential infrastructure.

#### **INFORMATION TECHNOLOGY AGENCY (ITA)**

- Prepare project proposals and budget packages to improve and strengthen information and communication infrastructure as necessary, and submit to the Mayor's Office for review regarding viability.

#### **LOS ANGELES DEPARTMENT OF WATER AND POWER (LADWP) – JOINT WATER AND POWER SYSTEMS**

- LADWP experiences damage to its system during major storms and as a result it is constantly evaluating its processes looking for ways to improve its customer service and system reliability.

#### **LOS ANGELES FIRE DEPARTMENT (LAFD) ADMINISTRATION AND PLANNING SECTION**

- Participate in the analysis and evaluation of government and community planning and the process for recommending potential systemic changes.

#### **LOS ANGELES POLICE DEPARTMENT (LAPD) LAPD COMMAND STAFF**

- Ensure that LAPD rebuilds safely and wisely, reducing future hazards and optimizing community improvements in nine key areas: Residential, Commercial, and Industrial Rehabilitation; Public Sector



Services; Economic Recovery; Land Use/Re-use; Organization and Authority; Psychological Rehabilitation; Vital Records; Inter-jurisdictional Relationships; and Traffic Mitigation.

#### **OFFICE OF CHIEF LEGISLATIVE ANALYST**

- Provide analysis and recommendations to Council on legislative and policy issues relating to recovery efforts. Long-term recovery issues and policies may be overseen by Council Committees, as necessary.

#### **OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments in matters relating to evaluating government and community planning processes.

#### **OFFICE OF THE CITY CLERK**

- Update emergency response requirements based on the effectiveness of emergency management.
- Facilitate meeting with City Hall occupants and City Clerk personnel to ensure adequate knowledge of emergency procedures and reporting responsibilities and requirements.

#### **SOUTHERN CALIFORNIA GAS COMPANY**

- Initial focus will be to ensure public safety related to any natural gas service impacts; work with Building and Safety (LADBS) to coordinate restoration activities, as required and when able.

### **D. Engaging Private Sector & Non-Profit Stakeholders**

The private sector and non-profit sector may be able to address needs for which the City may not have the capacity and/or the authority to do so. Accordingly, they should be involved in the recovery process from the outset.

All programs, services, and activities related to engaging private sector and non-profit stakeholders, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-31 and be physically and programmatically accessible to people with disabilities.

## 1. Financial and Equipment Resources

As fundraisers, grantors, and investors, the private sector and non-profit sector can inject needed financial resources to meet recovery needs and obligations that otherwise cannot be funded by a City or federal program due to legal limitations. Similarly, they may have immediate access to equipment resources, which the City may need.

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate or support involvement of the private sector and non-profit sector to obtain financial and equipment resources through the following activities:

### **DEPARTMENT OF AGING**

- Work closely with non-profit service partners and stakeholders in conjunction with Department of Aging's service contractors to enhance senior and family caregiver programs.
- Work with for-profit companies to secure available and continued delivery of food stuffs to meal production kitchens for senior nutrition programs.

### **DEPARTMENT OF GENERAL SERVICES (GSD)**

- Support private sector and non-profit sector during disaster recovery to obtain financial and equipment resources, as directed by City Council/Mayor.

### **DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Receive financial donations through RAP Finance Department
- Receive financial donations through L.A. Parks Foundation, a non-profit organization that channels donations to RAP from individuals and organizations. <http://www.laparksfoundation.org/about.html>
- Receive equipment resources through RAP Equipment Analysis Unit
- Receive all other donations through Unified Command designation, as prescribed by the Incident Command System (ICS).
- Manage aforementioned donations in collaboration with the ICS.
- Facilitate and support the American Red Cross and other non-profit organizations.
- The unit that receives processes and tracks donations would have to be assigned by RAP or Incident Commander. Generally, another department such as GSD would be in charge of this assignment.

**DEPARTMENT OF TRANSPORTATION (LADOT)**

- Coordinate with those agencies outside of City Government that have responsibility for transportation facilities/activities.

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- Support from Olvera Street merchants and tenants with logistical operations for special events, assistance in providing access to tenant spaces for maintenance of monument systems.
- Support through use of tenant equipment, tools, etc. that may not be readily available due to logistical problems.
- Support from 501(c)(3) non-profit organizations with access to outside financials and volunteers in planning and logistical support.
- History Division's grant writers to assist in obtaining grants for repair/rehabilitation of historic structures.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)****OPERATIONS DIVISION**

- Ensure that the EOC Business Operations Center (BOC) is activated during recovery operations, as necessary.
- Coordinate BOC operations with the Emergency Preparedness Foundation, Emergency Network Los Angeles (ENLA) and the Business and Industry Council for Emergency Preparedness and Planning (BICEPP).

**EMERGENCY NETWORK OF LOS ANGELES (ENLA)**

- Coordinate its members and their resources.
- Staff a seat in the LA City EOC's Business Operations Center (BOC), as requested.

**HARBOR DEPARTMENT**

- Activate existing on-call contracts for Engineering, Construction, Construction and Maintenance, and Environmental Management services.
- Support Contracts and Purchasing Division, in conjunction with the City Attorney's Office in procuring new contracts for Port recovery activities, as needed.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Coordinate with local, state and federal governments, and private sector partners to identify and apply for interim and permanent housing resources, including financial resources for displaced residents and residential property owners.

**INFORMATION TECHNOLOGY AGENCY (ITA)**

- Coordinate recovery by requesting subject matter experts from the following information and communications entities:
  - Computer Peripherals Maintenance (STK), IBM Enterprise Server Maintenance (IBM), Printer Maintenance (OCE), Off-Site Tape Services (RECALL), Disaster Recovery Services (SUNGUARD), EOC Incident Management System Software, WebEOC Application
  - Pacific Bell, Verizon and SBC for telephone voice and data service
  - AT&T, Cingular, Sprint/Nextel, PCS and Verizon for cellular telecommunications services
  - Skytel for paging services
  - Motorola for radio and audio support systems
  - MA Comm for 800MHz trunked radio systems.

**OFFICE OF THE CITY ATTORNEY**

- Provide legal advice to City departments in matters relating to contractual agreements with private sector and non-profit sector.
- Prosecute any unlawful activities of fundraisers, grantors, investors, the private sector, non-profit sector and other persons, including, but not limited to, environmental, labor, land use and fraudulent violations.

**PUBLIC WORKS - BUREAU OF STREET SERVICES**

- Activate mutual aid agreements, as necessary, (and/or once a proclamation of a disaster has been enacted) to allow immediate access to equipment resources. The coordinator for Public Works Mutual Aid for the City of Los Angeles is the Director of Street Services.
- Coordinate, as necessary, with the Associated General Contractors of California "Emergency Assistance Program," a local resource agreement for equipment with private contractors.

**2. Volunteer Participation**

The demands of recovery on personnel resources may exceed the capacity of City departments and partner agencies. The private sector and non-profit sector may be able to coordinate volunteer support on a relatively large scale.

Depending on the nature of their work, these volunteers may need to meet specific qualifications and requirements, have a background check, and/or be credentialed.

During disaster recovery, these departments and partner agencies should conduct, manage, facilitate or support volunteer involvement through the following activities:

### **ANIMAL SERVICES**

- Continue to have Volunteer Emergency Equine Rescue Team in the field to help scale down the emergency operations for impounding lost and stray animals.
- Continue to have volunteers in the shelters to help scale down the emergency operations and assist in reuniting animals with their owners.

### **AMERICAN RED CROSS (ARC)**

ARC is a 96% volunteer organization that has considerable resources within Los Angeles City and County, including an extensive mutual aid system calling on personnel from throughout the country.

- Use ARC's mutual aid system to call on personnel, if necessary.
- Request additional volunteers to augment relief efforts from other volunteer centers on a spontaneous basis, if necessary.

### **DEPARTMENT OF AGING**

- Coordinate with contracted service providers in best use of existing group of volunteers who assist the network of multipurpose senior centers.

### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Coordinate with the Personnel Department to verify that volunteers have proper certifications/credentials.
- Maintain a list of credentialed and certified inspectors and engineers.

### **DEPARTMENT OF RECREATION AND PARKS (RAP)**

RAP facilities maintain approximately 8,000 volunteers.

- May activate RAP volunteers to perform the following activities:
  - Shelter & welfare responsibilities under the supervision of trained personnel, especially at RAP facilities.
  - Volunteer at designated volunteer centers approved by the Emergency Management Department (EMD).
- Mobilize volunteers at the facility level by facility manager.

**EL PUEBLO DE LOS ANGELES:**

- Obtain volunteer support from 501(c)(3) non-profit organizations to assist in planning and logistical support.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)****OPERATIONS DIVISION**

- Coordinate management of volunteers during non-declared emergencies.
- Ensure that the EOC Logistics Section Volunteer Unit is staffed when the EOC is activated.
- Work with the Personnel Department, Mayor's Office and other City and outside agencies, as needed, to manage the City's Disaster Volunteer Program.

**LOS ANGELES FIRE DEPARTMENT (LAFD):****LAFD COMMUNITY EMERGENCY RESPONSE TRAINING (CERT) UNIT**

- Support volunteer involvement through the CERT Program.
- Manage and activate several hundred trained volunteers and call-out team members to assist in shelter/recovery centers, Local Assistance Centers (LACs), shelter management, logistics support and EOC support.

**PERSONNEL DEPARTMENT****ADMINISTRATIVE DIVISION**

- Facilitate the recruitment of volunteer forces through the media in coordination with EMD.
- Register volunteers as disaster workers in the State Workers' Compensation Program.
- Dispatch volunteers at disaster or local emergency command posts or other locations.
- Establish a liaison with Council offices for the dispatching of volunteers to assist on private property.

**E. Dissemination of Information**

Coordinating a successful, timely, and organized recovery effort is dependent on the dissemination of information. Departments' must provide information to their staff on government-related recovery efforts in addition to the recovery programs, activities and services offered to the public. Similarly, the public must

be aware of those recovery programs, activities, and services so they can utilize the support provided by the City and partner agencies.

All programs, services, and activities related to the dissemination of information, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

#### 1. Internal City Communication

During disaster recovery, these City departments and partner agencies should ensure that City employees, executives, elected officials, and partners, are kept apprised of recovery and reconstruction efforts, strategies, and plans by conducting, managing, facilitating, or supporting the following activities:

##### **CITY ADMINISTRATIVE OFFICE**

- Provide information on disaster recovery programs for which the City is eligible for to City departments and agencies.

##### **DEPARTMENT OF AIRPORTS**

- Provide information to Department's employees through the following methods: LA World Airports Employee Hotline, internal website and emails, including Aerogramme from the office of the General Manager.

##### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Provide information to employees through LADBS's Employee Emergency Hotline, (213) 482-0011, including directions and status of efforts.
- Use LADBS's Employee Response and Tracking System to call and text (where available) employees with deployment and reporting information.

##### **DEPARTMENT OF GENERAL SERVICES (GSD)**

- Disseminate status reports to GSD personnel using all methods available (i.e. email, postings) on a scheduled and continual basis, in accordance with City/GSD policy and plans.

##### **DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Distribute leaflets and posters at recreation center counters.

##### **PUBLIC INFORMATION DIVISION**

- Link all public information provided by EMD and Mayor's Office via RAP intranet.

### **DEPARTMENT OF TRANSPORTATION (LADOT)**

- Coordinate with the Emergency Management Department (EMD) and/or the EOC to ensure accurate information is disseminated through the EOC or Recovery Public Information Officer.

### **DEPARTMENT ON DISABILITY (DOD)**

- Through the Computerized Information Center, provide referrals, service information, and recovery information as requested, for people with disabilities and disability service providers.
- Disseminate status reports to Department personnel using all methods available (i.e.: emails, phone/TTY, etc) in accordance with Department policy and COOP/COG plans.
- Provide assistance to Mayor's Office/PIO's on ADA/FCC Guidelines for release of information to media.

### **EL PUEBLO DE LOS ANGELES**

- Facilitate town hall meetings for community and business leaders in addition to public information meetings at various monument sites, with assistance from various City agencies and departments.

### **EXECUTIVE DIVISION**

- Communicate via City-issued cellular phone service, personal cellular service, if necessary, and blast email through Google mail which does not require a central server to facilitate interagency, department and partner communications via desktop, laptop or PDA devices.

### **EMERGENCY MANAGEMENT DEPARTMENT (EMD)**

#### **COMMUNICATIONS DIVISION**

- Coordinate with City employees, executives, elected officials, and partners involved in disaster recovery and reconstruction efforts to obtain accurate, vetted information on current recovery efforts and resources. Monitor media for breaking news, new information, inaccurate information and rumors.
- Determine the key information that should be communicated to City employees, executives, elected officials, and partners.
- Draft EMD bulletins with verified information obtained from and verified by City employees, executives, elected officials, and partners.



- Disseminate approved EMD bulletins to City employees, executives, elected officials, and partners through email distribution and the City's intranet website. Internal bulletins must say, "For official use only."

### **HARBOR DEPARTMENT**

- Communicate through Department's emergency toll-free number to disseminate instructions on employees reporting to work. This number is written on individual Harbor Department employee identification badges.

### **HUMAN RESOURCES DIVISION & PORT POLICE**

- Develop employee recall instructions.

### **INFORMATION TECHNOLOGY DIVISION**

- Responsible for accessing the toll-free number and recording the instructions.

### **LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Communicate through LAHD's emergency toll-free number to disseminate instructions on employees reporting to work. This telephone number has been provided to all LAHD staff on an emergency information wallet card. The card includes other emergency procedure instructions.
- Public information may be accessed through the LAHD Hotline at (866) 557-7368.
- Provide regularly updated assessment data, including the safety and habitability status of individual residential properties in the City that have been inspected by LAHD staff.
- Provide information and education about resources available for assisting displaced residents and owners of damaged residential properties.
- Provide information and status reports if involved in lending, construction supervision and/or inspection of City-funded properties.

### **INFORMATION TECHNOLOGY AGENCY (ITA)**

- Activate the steps used by the 3-1-1 Center for notifying departments of EOC activations, as requested by the EMD.

### **LOS ANGELES DEPARTMENT OF WATER AND POWER (LADWP)**

#### **EMPLOYEE SERVICES DIVISION**

- Provide information to employees regarding Employee Assistance Program, family and childcare, medical, human resources, health plan, and labor relations services.

- Employees will be kept informed through newsletters, email, and through the LADWP intranet.

### **LOS ANGELES FIRE DEPARTMENT (LAFD)**

#### **LAFD ADMINISTRATION AND PLANNING SECTION**

- Facilitate communication through the use of letters, memos, faxes, emails, telephone calls, in-person meetings, and by using regular web updates on the LAFD web page and web portal to ensure that City employees, executives, elected officials, and partners are kept apprised of LAFD recovery and reconstruction efforts and strategies.

### **LOS ANGELES POLICE DEPARTMENT (LAPD)**

#### **DEPARTMENT OPERATIONS CENTER (DOC)**

- Ensure that on-duty personnel and City officials receive information via Blackberry messages, roll calls, LAPD intranet, broadcast through Communications Division, broadcast by Mobile Data Computer (MDC), mass electronic mail, and posted notices in offices. The information disseminated will include instructions, work schedules, and reduction of services or change in services.
- Update personnel as significant changes in the situation or procedure occur. The DOC should ensure that off-duty LAPD personnel receive updates through the LAPD website, electronic mail, and telephone calls, if necessary.

### **OFFICE OF THE CITY CLERK**

- Ensure that Council/Council Committee members and City Clerk employees are aware of reporting location and emergency-related information.
- Evaluate the responsiveness and the effectiveness of internal communication methods and make improvements, as needed.

### **PERSONNEL DEPARTMENT**

#### **ADMINISTRATIVE SERVICES DIVISION**

- Coordinate with EMD to keep abreast of disaster volunteer activities and needs.

#### **MEDICAL SERVICES DIVISION**

- Inform City employees and other stakeholders about available psychological counseling options, etc.

**PUBLIC WORKS - BUREAU OF SANITATION****HUMAN RESOURCES DEVELOPMENT DIVISION**

- Maintain internal communication with Bureau of Sanitation employees.
- Employees to utilize the pre-assigned 12-hour EOC staffing schedule to obtain reporting information, if needed.

**PUBLIC WORKS - BUREAU OF STREET SERVICES****BUREAU OPERATIONS CENTER (BOC)**

- Provide status updates on recovery efforts to Bureau Director who should provide the Bureau's status to the elected officials, Board of Public Works, and to the Mayor's Office.
- Continue to provide Bureau employees with status updates/notifications using all communication systems available at the time (cellular, text message, e-mail, 800MHz radio, inter-departmental correspondence, media, etc.).

**SOUTHERN CALIFORNIA GAS COMPANY****REGIONAL PUBLIC AFFAIRS AND THE MEDIA COMMUNICATIONS GROUP**

- Provide current information on any natural gas restoration process to constituent agencies or community groups, as needed, and operate closely with City personnel to coordinate this activity and communicate updates.

**2. Public Information**

The public should be kept apprised of recovery efforts and programs, and should receive sufficient information regarding eligibility standards and requirements of assistance programs. All communication should be accessible to the general public and stakeholders, including people with disabilities and limited English proficiency, and should be shared in a clear, consistent, culturally-sensitive, and frequent manner. EMD should coordinate all public information regarding recovery.

During disaster recovery, these City departments and partner agencies will conduct, manage, facilitate, or support public information through the following activities:

**2-1-1 LOS ANGELES**

2-1-1 Los Angeles is the public information source for City and County residents, and has an extensive community resource database that contains information on over 49,000 programs and services, available in over 156 languages.

- Distribute disaster-related information and provide rumor control to the public.
- Disseminate Los Angeles County's health advisories.
- Provide information on referral services, such as human services and community-based services, to non-profit and faith-based organizations who offer long-term assistance to the disaster-affected populations, particularly to the underserved and vulnerable populations.

**AMERICAN RED CROSS (ARC)****PUBLIC AFFAIRS PERSONNEL**

- Coordinate public information through established protocols at the Joint Information Center (JIC).

**DEPARTMENT OF AGING**

- Provide service information, and recovery information as requested, for senior and family caregiver through Department of Aging's specially trained and certified staff of information and assistance specialists.
- Implement aging services network to disseminate information to older adults as well. Include use of 3-1-1 system.
- Provide service delivery assessment and needed resources to assist in service delivery to appropriate City entities.
- Provide presentations at faith-based organizations, places of worship, and other places with seniors.

**DEPARTMENT OF AIRPORTS****PUBLIC RELATIONS DEPARTMENT**

- Continually update public information and public relations lines in addition to the various media outlets.

**DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Send LADBS's Public Information Officer (PIO) to the City's Joint Information Center (JIC). LADBS PIO will be a subject matter expert for LADBS and will provide information regarding the safety assessment inspections, which the LADBS performs. The LADBS PIO will provide information to the lead PIO for the City.
- Post flyers and information bulletins for the public at LADBS's public counters and on LADBS's internet site.

**DEPARTMENT OF GENERAL SERVICES (GSD)**

- GSD's General Manager approves/provides all information to the public. It will be disseminated through available public counters, bulletins, letters and web-based notifications.

**DEPARTMENT OF RECREATION AND PARKS (RAP)****PUBLIC INFORMATION DIVISION**

- Link all public information provided by EMD and Mayor's Office via RAP's internet site.
- Distribute any applicable public information regarding disaster recovery services available, especially by RAP's blog page, public counter at each recreation center, and RAP's intranet page.
- Distribute leaflets and posters at recreation center counters.

**DEPARTMENT OF TRANSPORTATION (LADOT)**

- Develop situational awareness to ensure complete and accurate information is provided to the public by coordinating with those departments, bureaus, and agencies both inside and outside of City Government (public and private) that have responsibility for transportation facilities/activities and that have knowledge of the status or condition of those facilities, is informed of street and freeway closures and suggested alternate routes.
- Coordinate with appropriate agencies to analyze and disseminate accurate traffic and transportation-related information.

**DEPARTMENT ON DISABILITY (DOD)**

- Through the Computerized Information Center, provide information and referrals, service information, and recovery information as requested, for people with disabilities and disability service providers.
- Provide assistance to Mayor's Office/PIO's, Elected Officials and all City Departments on ADA/FCC Guidelines for release of information to media.
- Provide technical assistance and information to Elected Officials and City Departments regarding the city's affirmative obligations to ensure that information to the public is available and accessible to people with disabilities.

**EL PUEBLO DE LOS ANGELES**

- Utilize Special Events Division and Property Management Division for logistical planning and partnership agency-support experience in organizing community functions and disseminating recovery assistance information to the public.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)****COMMUNICATIONS DIVISION**

- Coordinate messaging with City employees, executives, elected officials, and partners involved in disaster recovery and reconstruction efforts to ensure consistency and correctness of information. The objective is: One message, many messengers.
- Determine what key information should be communicated to the public and the press.
- Draft emergency management bulletins, media releases, media advisories, or mass notifications with verified information obtained from and verified by City employees, executives, elected officials, and partners.
- Disseminate approved EMD bulletins, media releases, media advisories, or mass notifications to the public through email distribution, social media properties, mass notifications systems and the EMD websites.
- Monitor media for breaking news, new information, inaccurate information and rumors.

**HARBOR DEPARTMENT**

- Activate and implement Port of Los Angeles Crisis Communications Plan.

**MEDIA AND PUBLIC RELATIONS DIVISION**

- Open communications with key media outlets; prepare and coordinate press releases in conjunction with City's EOC and the Mayor's Communications Staff.

**MARKETING DIVISION**

- Relay information to local and international Port customers; maintain open communication to major cargo shippers and carriers, including domestic and foreign ports.

**GOODS MOVEMENT DIVISION**

- Establish open communications with supply chain/cargo movement entities, such as trucking industry and rail companies.

**WHARFINGERS DIVISION**

- Establish open lines of communications with Port Terminals, longshore labor unions and representatives, regulatory agencies, and Terminal Operators, vessel agents and Port Pilots.

**GOVERNMENT AFFAIRS DIVISION**

- Establish open lines of communication with elected officials, Commission Office and Executive Office.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Provide updated information to renters and rental property owners about resources, rights and responsibilities under the Rent Stabilization Ordinance.
- Operate toll-free hotline to provide recorded information 24/7 and live staff assistance.
- Assemble and deploy City Reassurance Teams to disseminate public information.

**INFORMATION TECHNOLOGY AGENCY (ITA)**

- Support the Emergency Operations Center (EOC) Public Information (PIO) and/or the Emergency Management Department (EMD) in disseminating recovery-related information to the public through information technology using Channel 35, City internet, City 800 number, 3-1-1, as requested.
- Disseminate updates to public information messaging as requested by the EOC PIO and/or the EMD.

**LOS ANGELES DEPARTMENT OF WATER AND POWER (LADWP)**

- Provide personnel to support the City's Joint Information Center (JIC) in promoting "one voice, one message" public announcements. All incoming media requests will be coordinated through the City's EOC.
- Collect and disseminate information to governmental agencies and the media about a major disaster, or emergency that may significantly affect the LADWP.

**CUSTOMER SERVICES DIVISION:**

- Provide information to customers and operating organizations regarding water and electric services through mailers and informational brochures at public counters.

**PUBLIC AFFAIRS DIVISION**

- Coordinate with the LADWP General Manager's Office to develop the most current situational status information for citywide

dissemination to other governmental agencies, the public, news media, and employees.

### **LOS ANGELES FIRE DEPARTMENT (LAFD)**

#### **COMMUNITY SERVICES UNIT**

- Assign PIO to work as part of the Joint Information Center (JIC).
- Participate in live press events.
- Utilize LAFD website, web streams, and social media networks.
- Disseminate critical information and messages via the CERT Team Volunteers, and public counters at more than 100 LAFD facilities operating 24 hours a day throughout the City.

### **LOS ANGELES POLICE DEPARTMENT (LAPD)**

Under the direction of the Director or Deputy Director of Emergency Operations, the Public Information Officer (PIO) should:

- Gather recovery information and prepare this information for distribution to the television and radio news media.
- Obtain information from the DOC Situation Status Unit and other sources, and release **authorized** information to the news media.
- Work with other City agencies to establish a Joint Information Center (JIC) (if warranted) and ensure the public receives a unified message from all City agencies.
- Push information to the public through the LAPD website. LAPD may also use the Nixle system, which makes information available to the public via text message.
- Obtain approval on all press releases from the Director of Emergency Operations.

### **PERSONNEL DEPARTMENT**

#### **PUBLIC INFORMATION OFFICER**

- Provide updates on disaster volunteer activities and needs.

### **PUBLIC WORKS - BUREAU OF SANITATION**

#### **PUBLIC AFFAIRS OFFICE**

- Support EMD Communications Division for a coordinated release of Bureau of Sanitation programs and information to the public.



**PUBLIC WORKS - BUREAU OF STREET SERVICES:**

- Forward all public information requiring general release (by Bureau Director) to the Board of Public Works – Public Affairs Officer (PAO), who should cooperate with EMD for a coordinated release of information to the public.

**XI. ECONOMIC RECOVERY ACTIVITIES**

Economic recovery for local businesses and City Government is critical to ensure long-term sustainability, access to life sustaining goods (including disability-related goods and services), and continuity of private sector and government services. Rental housing providers should be considered local businesses, and their recovery should be supported accordingly.

**A. Facilitating Business Recovery**

City departments and partner agencies will work to identify economic growth opportunities and facilitate business recovery in areas impacted by the disaster.

All programs, services, and activities related to business recovery, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

**1. Identifying Economic Growth Opportunities**

After a disaster, the City may need to develop new economic opportunities with the goal of creating sustainable, economically viable communities.

Key economic activities should encourage re-investment, and may include:

- Workforce development
- Job creation and retention
- Entrepreneurial and business development
- Equal opportunity.

During disaster recovery, these City departments and partner agencies should conduct, manage, facilitate, or support the following activities to identify economic opportunities:

**DEPARTMENT OF AIRPORTS**

- Coordinate all Airport stakeholders to identify economic opportunities. Stakeholders with economic interest at the Airports include those on-property such as airlines, concessionaires, and city transportation (e.g. Flyaway) and vendors such as rental car agencies, as well as off-property businesses such as adjacent hotels and restaurants.
- Request and provide updates from/to stakeholders. This information should include damage and impact from the initial disaster, cost for ongoing temporary operations and worksites, impact on income due to diminished or entirely impeded access, and re-establishment of permanent or semi-permanent facilities.

**DEPARTMENT OF CITY PLANNING**

- Rebuild according to the correct/ideal zone.

**DEPARTMENT OF GENERAL SERVICES (GSD)**

- The General Manager of GSD will assign staff to evaluate opportunities for economic growth.

**DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Participate in workforce development programs that are funded, if necessary.
- May host job creation and retention programs on RAP facilities.
- Businesses may invest in recreation and park developmental programs at the local community level. Conflict of interest is avoided in that these programs are a donation to the City of Los Angeles and not a binding relationship.
- Business may donate work or infrastructure to RAP.

**DEPARTMENT ON DISABILITY (DOD)**

- Monitor and analyze legislative and policy issues as to ensure integration of people with disabilities related to economic growth opportunities during disaster recovery.
- Provide technical assistance, recommendations and support to the Mayor, City Council and Departments regarding Federal and State laws addressing people with disabilities as it relates to economic growth opportunities during disaster recovery.
- Provide technical assistance and support to the Mayor, City Council and City Departments regarding the provision of reasonable accommodation and auxiliary aids and services in their efforts to provide services as it relates to economic growth opportunities during disaster recovery.

**EL PUEBLO DE LOS ANGELES**

- Support activities identifying economic opportunities, in conjunction with the Community Development Department (CDD) and the Mayor's Business Development Team.
- Support the efforts of the Olvera Street merchants, tenants and others in the community in developing goals for economic growth opportunities.

**HARBOR DEPARTMENT****BUSINESS DEVELOPMENT DIVISION**

- Promote economic growth opportunities by addressing Port client needs, developing strategies to enhance Port economic health and sustainability.

**PLANNING DIVISION**

- Support activities that promote future Port expansion, specifically dealing with Port tariffs, construction considerations, environmental concerns and infrastructure sustainability, and issuing coastal development permits.

**REAL ESTATE DIVISION**

- Ensure that all the Port's real estate is being used properly and economically, including land sales and acquisitions, leases, and fee adjustments.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Support "green building" (e.g. energy and water efficient) updates as part of repairs and rebuilding of residential properties.

**OFFICE OF THE CHIEF LEGISLATIVE ANALYST**

- Monitor and analyze legislative and policy issues related to economic growth opportunities during disaster recovery, and make recommendations to the Council and individual Council Committees, as necessary.

**PUBLIC WORKS - BUREAU OF CONTRACT ADMINISTRATION:  
INSPECTOR OF PUBLIC WORKS**

- Serve as the Designated Administrative Agency for the City's Public Infrastructure Stabilization Ordinance.
- Serve as the administrator for the Department's Project Labor Agreement. The Bureau of Contract Administration monitors and enforces the City's Project Labor Agreement (PLA) ensuring that City's

public works construction projects are completed with no interruptions. The PLA also promotes programs for the hiring of apprentices, local residents, unemployed, under-employed and disadvantaged/"at-risk" workers while emphasizing jobsite safety for all. Bureau personnel maintain extensive databases of local labor and businesses.

- Serve as the Designated Administrative Agency for the City's First Source Hire Ordinance (FSHO). The Bureau of Contract Administration monitors and enforces the FSHO which requires that City contractors and their subcontractors identify and give notice of any new anticipated job opportunities resulting from the City contract. Additionally, seven days prior to filling a new job opportunity, contractors are required to give first right of refusal to the City's work source system.
- Serve as the City's State Certified Labor Compliance Officer.
- Serve as the Designated Administrative Agency for the City's Living Wage Ordinance. The Bureau of Contract Administration monitors and enforces the Living Wage Ordinance in which the City requires service contractors to pay employees a "living wage," provide 12 compensated and 10 uncompensated days off, inform employees about the IRS Earned Income Credit guarding employees from employer retaliation resulting from employees exercising their rights there under.

## 2. Promoting Businesses in Damaged Areas

Businesses, including rental housing property owners, may need assistance promptly after a disaster to rebuild and reopen. During disaster recovery, these City departments and partner agencies should conduct, manage, facilitate, or support the following activities to connect affected businesses with federal or state recovery programs:

### **DEPARTMENT OF CITY PLANNING**

- Conditional Use Permits, Zone Variations

### **DEPARTMENT OF GENERAL SERVICES (GSD)**

- As directed by City management and within the scope of general services, connect businesses with federal or state disaster recovery programs that direct the City to provide construction services in business restoration and rebuilding efforts.
- Disseminate information to businesses in damaged areas regarding available City disaster recovery programs.
- Refer businesses to City suppliers for possible partnerships.
- Provide fleet support for City departments/divisions engaged in promoting businesses in damaged areas.

**SUPPLY SERVICES**

- Disseminate information to businesses in damaged areas regarding available City disaster recovery programs.
- Refer businesses to City suppliers for possible partnerships.

**DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Businesses may invest in recreation and park developmental programs at the local community level. Conflict of interest is avoided in that these programs are a donation to the City and not a binding relationship.
- Businesses may donate work or infrastructure to RAP, thereby promoting business development.

**DEPARTMENT OF TRANSPORTATION (LADOT)**

- Identify those streets or routes that would be significant in aiding the economic recovery of the City, which may have been closed due to a major disaster. These streets could include those that provide access to major transportation transfer facilities such as the Los Angeles Harbor and the Los Angeles International Airport, and those that connect the region to other areas of the state.
- Implement the priority opening list for those essential primary streets that have been closed.
- Implement detour routes as required to quickly regain any lost roadway capacity.

**EL PUEBLO DE LOS ANGELES:**

- Support activities that promote businesses in damaged areas, in conjunction with the Community Development Department (CDD) and the Mayor's Business Development Team.
- Support the efforts of the Olvera Street merchants, tenants and others in the community connect with affected businesses.

**HARBOR DEPARTMENT**

- Promote business as the Port by supporting and working with:
  - Port tenants who conduct business within the Port and draw ships to the port to use the terminals.
  - Local residents from communities around the Port. They are considered essential in the operation and development of the Port as they constitute a portion of the Port's workforce.

**REAL ESTATE DIVISION**

- Support businesses and services by ensuring that real estate be managed and divided appropriately between terminal use, ship suppliers, tug/work boat yards, police, fire and public safety agencies.

### **LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Support recovery efforts of affected businesses, including rental property owner associations.
- Research legislative, regulatory incentives and barriers in support of promoting businesses in the affected areas.
- Coordinate with local, state and federal governments and private sector partners identify resources for residential rental property owners.

## **B. Recovery Funding**

Once a local emergency and State of Emergency have been declared, the State of California and Federal Government have the authority to implement a range of recovery assistance and funding programs for individuals and families, businesses, and non-profit organizations. The Governor can also request federal assistance under the *Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act)*.

See *Attachment #1: Grant, Loan, and Reimbursement Programs* for specific information on financial assistance and loans for which the City may be eligible.

All programs, services, and activities related to recovery funding, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

During disaster recovery, these City departments and partner agencies should act to secure funding and financial assistance by conducting, managing, facilitating, or supporting the following activities:

### **CITY ADMINISTRATIVE OFFICE**

- Oversee the application and coordination process of State and Federal Public Assistance Program(s) on behalf of all City departments as the authorized agent within the guidelines of the California Natural Disaster Assistance Act (NDAA), and the Stafford Act FCR, Title 44.

- Oversee the application and coordination process of State and Federal Post-Disaster Hazard Mitigation Grant Programs (HMGP) on behalf of all City departments.

#### **DEPARTMENT OF AIRPORTS**

- Coordinate all airport-related disaster recovery efforts through the City Administrative Officer (CAO).

#### **DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Establish listing of severely damaged buildings.
- Activate processes and procedures to ensure City departments produce timely documentation for financial aid or expenditure reimbursement from federal, state, or other entities.

#### **DEPARTMENT OF GENERAL SERVICES (GSD)**

- Assign fiscal recovery lead by the GSD General Manager for purposes of tracking costs and recovery from City and non-City funding sources.

#### **DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Maintain accurate records of all expenditures, damages, resource and staff allocations, and equipment that are committed to the disaster recovery efforts.
- Collaborate with the CAO and EMD for request for financial assistance.
- All Division Heads maintain and submit records of expenditures, damages, resource and staff allocations, and equipment to Finance Division.

#### **FINANCE DIVISION**

- Responsible for collection of reports to the CAO.

#### **EMERGENCY PREPAREDNESS COORDINATOR/PARK RANGER DIVISION**

- Work with Finance Division to ensure accuracy.

#### **DEPARTMENT ON DISABILITY**

- Maintain accurate records of all expenditures, resource and staff allocations, and equipment that are committed to the disaster recovery efforts.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)**

- Assist the CAO's Office with coordination of assistance program, specifically departmental reporting of information.

**HARBOR DIVISION**

- All Divisions to get federal assistance for the repair and recovery and restoration of damage to Port assets.
- All Port stakeholders will be provided information on how to obtain assistance once the information has been provided. This information will be passed along from the City to Port stakeholders.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Support City recovery funding by keeping track of all expenditures: housing resources/funds, loan programs, repair funds to residential property owners, and construction grants.

**LOS ANGELES DEPARTMENT OF WATER AND POWER (LADWP)**

- The Disaster Reimbursement Documentation Manual (Manual) developed by the LADWP should be used for assembling audit-ready packages for expenditures associated with emergency/disaster recovery/restoration and hazard mitigation. The Manual is based upon processes developed from previous disasters and it outlines the instructions and guidelines necessary for compiling documentation that is designed to meet the requirements of the federal and state audits.
- Each of the three major systems in LADWP (Water, Power, and Joint) is responsible for compiling documentation and records of its own lead jobs or projects consistent with the Manual provisions. The effort is coordinated by a system-level FEMA Documentation Coordinator.

**FINANCIAL SERVICES ORGANIZATION (FSO)**

- Responsible for directing Department-wide documentation related to FEMA/CalEMA disaster reimbursement claims and for coordinating submittals to the City Chief Administrative Officer's Office (CAO), which, in turn, coordinates the Citywide FEMA/Office of Emergency Services (OES) documentation and reporting requirements.

**LOS ANGELES POLICE DEPARTMENT (LAPD)****THE FISCAL OPERATIONS DIVISION**

- Follow their established procedures for securing funding and financial assistance.



**PERSONNEL DEPARTMENT****ADMINISTRATIVE SERVICES DIVISION**

- Submit to the CAO all disaster-related expenditure records and documentation incurred by the Department.

**PUBLIC WORKS - BUREAU OF STREET SERVICES****FINANCIAL MANAGEMENT DIVISION:**

- Coordinate with the City Administrative Officer (CAO) and provide all required documentation, records, and costs incurred in accordance with reimbursement guidelines.
- Provide a representative at all required briefings and meetings regarding the reimbursement process.

**C. Recovery Tracking & Documentation**

Departments are responsible for tracking all expenses, including but not limited to costs associated with personnel, supplies, and equipment. This is especially important should the City be eligible for state and federal reimbursements and/or grants.

All programs, services, and activities related to recovery tracking and documentation, which are provided by City departments and public entities, should comply with Title II of the Americans with Disabilities Act (ADA) of 1990 and Mayoral Executive Directive No. 2001-3I and be physically and programmatically accessible to people with disabilities.

**1. Department & Citywide Documentation**

According to the *California Recovery and Mitigation Handbook*, to be eligible for the maximum state and federal reimbursement for recovery (and all disaster-related) expenditures, it is critical that each department:

- Implement their disaster documentation system during a disaster.
- Ensure disaster-related expenditures are easily distinguished from regular, ongoing activities.
- Maintain accurate accounting records on all disaster-related expenses, including but not limited to:
  - Force account labor (timesheets) and equipment
  - Invoices for rented equipment, materials and purchases
  - Photographs of damage and repair
  - Insurance information
  - Environmental and historical preservation issues
  - Records of donated goods and services.

Departments should employ their own internal process for recording and documenting expenditures, and should maintain all recovery-related records for a minimum of three years after the last action on the disaster application (as deemed by CalEMA).

During disaster recovery, City departments should conduct, manage, facilitate, or support department-specific internal documentation processes and/or the documentation process on behalf of the City at large through the following activities:

### **ANIMAL SERVICES**

- Provide agency representative, Emergency Operations Center (EOC) responder and additional staff for tracking and maintaining all costs related to animal evacuations, including the maintenance of the Chameleon System used to issue unique identification numbers to pre-identified animals.
- Use designated ICS forms, such as ICS-214 (Unit Log), to track and document recovery-related expenses; and keep all non-recovery expenditures separate by using normal departmental forms.
- Maintain and track all costs associated with recovery expenditures and personnel/labor tracking.

### **CITY ADMINISTRATIVE OFFICE**

- Oversee the coordination of the Public Assistance Programs.
- Oversee internal and external Disaster Grant process.
- Oversee the Disaster Assistance Cash Flow/Cash Management.
- Comply with Single Audit requirement guidelines.
- House and maintain all original Public Assistance Program documents received from state/federal agencies, and supply copies of documents to applicable City departments.
- Ensure that all source documentation details for supporting and applicable departmental eligible costs are kept by respective City departments.
- Ensure that City departments comply with 3-year document retention following receipt of Audit Waiver Letter.

### **DEPARTMENT OF AGING**

- Ensure all departmental activities relating to contract management, direct services, support services, and fiscal services recovery costs are fully documented so information is available for expenditure reimbursement from federal, state, or other entities.
- Ensure payment process to senior services providers are paid promptly.

**DEPARTMENT OF AIRPORTS****FINANCE DIVISION**

- Facilitate internal documentation process.

**DEPARTMENT OF BUILDING AND SAFETY (LADBS)**

- Ensure that inspection and administrative recovery costs are documented so that information is readily available for financial aid or expenditure reimbursement from federal, state, or other entities.

**DEPARTMENT OF GENERAL SERVICES (GSD)**

- Track and document costs and funding sources for recovery efforts.
- Utilize internal cost accounting procedures, policies and practices to maintain records, and report on expenditure tracking and reporting issues.

**SUPPLY SERVICES**

- Accumulate disaster cost documentation for reimbursement.
- Maintain accurate accounting records of departmental emergency response and recovery costs (time & material bought to meet emergency needs).
- Maintain appropriate logs to identify ordering departments, contact information and vendor payment status.

**DEPARTMENT OF RECREATION AND PARKS (RAP)**

- Assign work order number to the disaster and inform all RAP staff to accurately document time, equipment, and expenditures to the work order and apply to D-Time Timekeeping System.
- Immediately gather all work order information based on D-Time and other expenditure reports.
- Compile data and produce a report for approval of the Assistant General Manager, forward Report to CAO and EMD.
- All Division Heads maintain and submit records of expenditures, damages, resource and staff allocations, and equipment to Finance Division.

**FINANCE DIVISION**

- Collect of reports and submit to the CAO.

**EMERGENCY PREPAREDNESS COORDINATOR/PARK RANGER DIVISION**

- Work with Finance Division to ensure accuracy.

**DEPARTMENT ON DISABILITY**

- Maintain all costs related to the provision of auxiliary aids and services and/or reasonable accommodation utilized in the recovery process.
- Use designated ICS forms, such as ICS-214 (Unit Log), to track and document recovery-related expenses.
- Maintain and track all costs associated with recovery expenditures, personnel/labor tracking.
- Submit all expenditure records and documentation incurred by the Department related to the provision of reasonable accommodation for city employees with disabilities to the CAO.

**EL PUEBLO DE LOS ANGELES****PROPERTY MANAGEMENT AND ADMINISTRATIVE DIVISIONS**

- Oversee internal documentation process for recovery-related expenditures.

**EMERGENCY MANAGEMENT DEPARTMENT (EMD)  
ADMINISTRATION DIVISION**

- Track costs for the EMD, and support the EOC Finance and Administration section when the EOC is activated.

**OPERATIONS DIVISION:**

- Ensure EMD staff tracks costs.

**HARBOR DEPARTMENT**

- All Divisions required to track expenses and costs associated with the disaster.

**LOS ANGELES HOUSING DEPARTMENT (LAHD)**

- Ensure compliance with all applicable federal, state and local requirements for audit purposes.
- Track and maintain damage assessment data, loan applications, payment processing, construction and grants.

**INFORMATION TECHNOLOGY AGENCY (ITA)**

- Provide subject matter experts to help departments streamline their internal documentation process. The exact division or unit cannot be determined at this time, but would be identified once the departments make the request and provide the requirements.

**LOS ANGELES DEPARTMENT OF WATER AND POWER (LADWP)**

- Use Action Plans to support operational period activities and forms used in at the Incident Command Post and/or Emergency Operation Center (EOC).
- Maintain activity logs and journals; written messages; situation reports; function and position checklists; public information and media reports; and FEMA developed forms.
- Gather additional information from the following sources: Exit interview or critique forms distributed and completed as personnel rotate out of a function, and critiques performed at various time frames after an operation. Some critiques may be conducted immediately after an event and may be fairly informal in approach.
- Use the following sources for assessing and reporting damages:
  - Information from employees assigned to conduct damage inspections of specific facilities, systems, and other areas.
  - Citizens or customers reporting system damage to telephone or radio operators and customer service representatives at LADWP offices; and radio and TV reports.
  - Communications with other City agencies.
- Establish Work Orders (and corresponding budget jobs) for the restoration work.
- Collect information including the location, scope, category, and cost estimate of response and damages.
- Archive and protect critical documents generated during an emergency response, used for cost tracking.
- Serve as the liaison to FEMA and the City's CAO, and direct the documentation efforts of all LADWP personnel.

**FINANCIAL SERVICES ORGANIZATION**

- Provide finance and planning, budget, controller and audit services to the LADWP.

**LOS ANGELES POLICE DEPARTMENT (LAPD)**

- Work with other City agencies to complete Incident Action Plans (when applicable) and have all units complete the following Incident Command System (ICS) forms: ICS-214, Unit Activity Log; ICS-211P Check-in List for Personnel; and ICS-221, Demobilization Checkout.

**PERSONNEL DEPARTMENT****ADMINISTRATIVE SERVICES DIVISION**

- Submit to the CAO all recovery-related expenditure records and documentation incurred by the Department.

**WORKERS' COMPENSATION DIVISION**

- Document all recovery-related workers' compensation claims incurred by City employees.

**PUBLIC WORKS - BUREAU OF CONTRACT ADMINISTRATION:  
INSPECTOR OF PUBLIC WORKS**

- Maintain all records and administer payments on all emergency debris removal contracts under the City's FEMA approved Debris Management Plan.
- Direct field work and enforce compliance with contract specifications and requirements.
- Maintain all records and administer payments on all emergency reconstruction contracts for public infrastructure issued by PW.

**PUBLIC WORKS - BUREAU OF SANITATION  
FINANCIAL MANAGEMENT DIVISION (FMD)**

- Maintain and track records of all recovery-related expenditures and coordinate with state and federal agencies to obtain reimbursements for all recovery-related costs.

**PUBLIC WORKS - BUREAU OF STREET SERVICES**

- Implement disaster documentation procedures for the duration of the incident, including use of specific work order and task number assigned to the incident, 'Disaster Daily Work Sheet,' photos and all documents filed with the Bureau's emergency operations section.

2. **State & Federal Reimbursement**

The following are the components the City must include when making a formal request to the Operational Area for assistance/reimbursement, as outlined by the *California Mitigation and Recovery Handbook*:

- Copy of the local proclamation (if required)
- Initial Damage Estimate (IDE)
- Written request/resolution by designated official
- Type of disaster
- Date of occurrence and whether situation is continuing
- Areas affected
- Type of assistance needed.

If the County of Los Angeles has not already submitted the same request, the City's request may be sent separately to the Regional EOC.

Upon submission of a request for aid, FEMA coordinates with the state to conduct a Preliminary Damage Assessment (PDA) and determine if the incident is of sufficient severity to require federal assistance under the Stafford Act. FEMA uses the results of the PDA to determine if the situation is beyond the combined capabilities of the state and local resources and to verify the need for supplemental federal assistance. The PDA also identifies any unmet needs that may require immediate attention. The PDA may not be required if immediate response assistance is necessary.

City departments and partner agencies will complete, manage, facilitate, or submit county, state, and/or federal forms and documents on behalf of the City to qualify for assistance as described on the following page.

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## County, State, and Federal Forms and Documents Required for Eligibility of Recovery Programs

<b>Name of Form or Document</b>	<b>Issuing Agency/ Department</b>	<b>Description of Required Information and Supporting Documents</b>	<b>Department(s) Responsible for Completion</b>	<b>Submit the Form/ Document To</b>	<b>Required Timeline for Submission</b>
Initial Damage Estimate (IDE)	CalEMA	CAO link on intranet for department only form submission	Any City department that has reported public infrastructure damages, labor, materials or equipment damages	City Administrative Officer; EMD	As initial costs are incurred; as requested by EMD
Preliminary Damage Assessment (PDA)	CalEMA & FEMA	Project Listing (State Required Form CalEMA 95)	Any City department that has reported public infrastructure damages, labor, materials or equipment.	City Administrative Officer; EMD	Previous to the State/Federal Briefing on the Public Assistance Program
Project Worksheets	CalEMA and/or FEMA	All source documentation that will support estimated scope of work.	Respective applicant City department for eligible reimbursement via Public Assistance Program	City Administrative Office & CalEMA	With 60 days of the Kick-Off meeting.
Final Project Worksheets	CalEMA and/or FEMA	Formal/Final Project Worksheet provided by CalEMA and/or FEMA	Respective applicant City department project manager/disaster grant coordinator.	CalEMA/ FEMA	3 days upon receipt from CalEMA and/or FEMA for review. (subject to change)
City Debris Management Plan	Bur. Of Eng. / L.A. Dept. of Public Works	For all debris removal operations reimbursable by CalEMA - FEMA	Public Works – Bur of Eng. / Bur. of Contract Admin.	CalEMA / FEMA	Pre-mobilization



## County, State, and Federal Forms and Documents Required for Eligibility of Recovery Programs - Continued

Record of Contractor Certified Payrolls	BCA – Office of Contract Compliance	Prevailing wages for labor must be validated and certified by this agency for all contractors paid with State and Federal reimbursement funds.	BCA - OCC	BCA Office of Contract Compliance	Contractors report bi-weekly to OCC
Record of Contractor Certified Living Wage Payrolls	BCA – Office of Contract Compliance	Living wages for non-labor contractor employees must be validated and certified by this agency under City Ordinance mandated provisions for all contractors paid with state and federal reimbursement funds.	BCA - OCC	BCA Office of Contract Compliance	Contractors report bi-weekly to OCC
Daily Project Report (Form BCA-328)	BCA Inspector of Public Works	Daily Project records including all supporting documentation for work under contract are initiated and maintained by the IPW	Inspector of Public Works Inspection Personnel	CalEMA / FEMA	On request or these authorities' prescribed schedule
Force Account Labor Summary Record (90-123)	CalEMA & FEMA	To record agency permanent or temporary labor costs	LADWP; All Public Works Bureaus	City Administrative Officer	TBA
Contract Work Summary Record (90-126)	CalEMA & FEMA	To record costs of work done by contract	LADWP; All Public Works Bureaus	City Administrative Officer	TBA
Materials Summary Record (90-124)	CalEMA & FEMA	To record the supplies and materials used out of stock or purchased	LADWP; All Public Works Bureaus	City Administrative Officer	TBA
Rented Equipment Summary Record	CalEMA & FEMA		LADWP; All Public Works Bureaus	City Administrative Officer	TBA
Force Account Equip. Summary (90-127)	CalEMA & FEMA	To record applicant – owned equipment costs	LADWP; All Public Works Bureaus	City Administrative Officer	TBA

## XII. PLAN ACTIVATION

This *Annex* may go into effect immediately following any significant event, and is applicable throughout the recovery continuum.

## XIII. AUTHORITIES & REFERENCES

- **21st Century Communications and Video Accessibility Act of 2010**  
A bill to increase the access of persons with disabilities to modern communications, and for other purposes.
- **Americans with Disabilities Act (ADA) of 1990**  
The ADA is a wide-ranging civil rights law that prohibits, under certain circumstances, discrimination based on disability. Disability is defined by the ADA as "a physical or mental impairment that substantially limits a major life activity." Title II requires a public entity to ensure that its communications with individuals with disabilities are as effective as communications with others. In order to provide equal access, a public accommodation is required to make available appropriate auxiliary aids and services where necessary to ensure effective communication.
- **Architectural Barriers Act of 1968**  
The ABA requires access to facilities designed, built, altered, or leased with Federal funds. Passed by Congress in 1968, it marks one of the first efforts to ensure access to the built environment. Four Federal agencies are responsible for these standards: the Department of Defense, the Department of Housing and Urban Development, the General Services Administration, and the U.S. Postal Service.
- **California Building Code - Title 24**  
California Code of Regulations (CCR), Title 24, also known as the California Building Standards Code, is a compilation of three types of building standards from three different origins: Building standards that have been adopted by state agencies without change from building standards contained in national model codes; Building standards that have been adopted and adapted from the national model code standards to meet California conditions; Building standards, authorized by the California legislature, that constitute extensive additions not covered by the model codes that have been adopted to address particular California concerns.

- **California Code of Regulations - Title 8, Section 5192**  
Hazardous Waste Operations and Emergency Response. Employers should develop and implement a written safety and health program for their employees involved in hazardous waste operations. The program should be designed to identify, evaluate, and control safety and health hazards, and provide for emergency response for hazardous waste operations.
- **California Emergency Services Act**  
The *California Emergency Services Act* (Chapter 7 of Division 1 of Title 2 of the Government Code) in Article 3, Section 8568, states: "The State Emergency Plan should be in effect in each political subdivision of the State, and the governing body of each political subdivision should take such action as may be necessary to carry out the provisions thereof." The City's Emergency Operations Plan (EOP) and this *Annex* are consistent and compatible with the State Emergency Plan.
- **California Natural Disaster Assistance Act (CDAA)**  
California Disaster Assistance Act (CDAA) provides state financial assistance for recovery efforts to counties, cities and/or special districts after a state disaster has been proclaimed.
- **California State Emergency Plan**  
The *California State Emergency Plan* (Section 9. Emergency Preparedness, Subsection 1. Emergency Planning) indicates that local governments and other agencies are encouraged to develop recovery plans prior to the occurrence of a disaster. Such a plan should establish mechanisms for recovery decision making and identify key participants in the recovery organization, including non-profit and private sector entities. The plan should also identify processes and procedures for requesting state and federal recovery assistance and ensuring that recovery activities are carried out in accordance with the requirements of these programs.
- **City of Los Angeles Administrative Code**  
The *Recovery Functional Support Annex* is a component of the City of Los Angeles Emergency Operations Plan (EOP), which is established in accordance with Division 8, Chapter 3 of the Los Angeles Administrative Code (LAAC), and describes the authority, responsibilities, functions, and operations of civil government during local emergencies, states of emergency and war emergencies.
- **Citywide Accounting Guidelines**  
The Guidelines are primarily focused on managing revenue streams from sources such as taxes, statutory fees, and permits. The City also receives significant revenue from other sources, including governmental agencies, grants, pass-through revenues collected by the State and County on the City's behalf (i.e., property taxes, sales taxes, vehicle license fees), and inter-fund transfers from the special funds to the General Fund.

- **Communications Act of 1934, as amended**  
Section 255 and Section 251(a)(2) of the Communications Act of 1934, require manufacturers of telecommunications equipment and providers of telecommunications services to ensure that such equipment and services are accessible to and usable by persons with disabilities, if readily achievable. These amendments ensure that people with disabilities will have access to a broad range of products and services such as telephones, cell phones, pagers, call-waiting, and operator services that were often inaccessible to many users with disabilities.
- **Consolidated Contingency Plan (CCP)**  
A facility that stores hazardous materials above certain threshold quantities is required to have a site-specific Consolidated Contingency Plan (CCP) to address emergencies such as fire, explosion, or release of the materials that could threaten human health and/or the environment.
- **Executive Directive 2001-31**  
It is the policy of the City of Los Angeles to provide access to its programs and services for persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990.
- **Fair Housing Act of 1968, as amended**  
Prohibits housing discrimination on the basis of race, color, religion, sex, disability, familial status, and national origin. Its coverage includes housing, regardless of type of funding, including privately owned housing, housing that receives Federal financial assistance, and housing owned or operated by state and local governments.
- **Hazardous Materials Operational Plan (HMOP)**  
The Hazardous Materials Operational Plan is an operational guideline for the LAFD Hazardous Materials Teams to coordinate responses to hazardous materials emergencies. This plan was developed in 1984 to define minimum standards for emergency response teams and to provide coordination between fire agencies during hazardous materials emergencies. A major revision during 1991 modified the Plan to address federal and state regulations associated with hazardous materials responses at all capability levels. The HMOP is maintained and updated by the LAFD Manuals and Orders Unit.
- **Individuals with Disabilities Education Act of 1975, as amended**  
Requires public schools to make available to all eligible children with disabilities a free appropriate public education in the least restrictive environment appropriate to their individual needs. IDEA requires public school systems to develop appropriate Individualized Education Programs (IEP's) for each child. The specific special education and related services outlined in each IEP reflect the individualized needs of each student.

- **National Disaster Housing Strategy and Annexes (NDHS)**

The National Disaster Housing Strategy serves two purposes. First, it describes how the Nation currently provides housing to those affected by disaster. It summarizes the many sheltering and housing efforts in the United States and the broad array of organizations that are involved in managing these programs. NDHS also outlines the key principles and policies that guide the disaster housing process. It charts the new directions for disaster housing efforts.
- **National Disaster Recovery Framework (NDRF)**

Section IV. Core Principles of the NDRF designates local governments as the primary level of government responsible for the recovery of their communities. Furthermore, the NDRF indicates that local government plays the lead role in planning and authority for managing all aspects of community recovery.
- **National Historic Preservation Act of 1966**

The National Historic Preservation Act (NHPA) sets out the broad historic preservation responsibilities of federal agencies and is intended to ensure that historic preservation is fully integrated into the ongoing programs of all federal agencies.
- **Post-Disaster Hazard Mitigation Grant Projects (HMGP)**

The (HMGP) program provides grants to states and local governments to implement long-term hazard mitigation measures after a major disaster declaration.
- **Rehabilitation Act of 1973, as amended, Section 504 and Section 508)**

The U.S. Rehabilitation Act of 1973 prohibits discrimination on the basis of disability in programs conducted by Federal agencies, in programs receiving Federal financial assistance. Section 504 provides opportunities for children and adults with disabilities in education, employment and various other settings. It allows for reasonable accommodations such as special study area and assistance as necessary for each student. Section 508 requires Federal electronic and information technology to be accessible to people with disabilities, including employees and members of the public
- **Resource Conservation & Recovery Act of 1976**

The Resource Conservation and Recovery Act (RCRA) gives the Environmental Protection Agency (EPA) the authority to control hazardous waste from the "cradle-to-grave." This includes the generation, transportation, treatment, storage, and disposal of hazardous waste. RCRA also set forth a framework for the management of non-hazardous solid wastes.

- **Robert T. Stafford Disaster Relief and Emergency Assistance Act**  
The Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended, and Related Authorities (FEMA 592, June 2007), provide the statutory framework for a Presidential declaration of an emergency or a declaration of a major disaster. Such declarations open the way for a wide range of federal resources to assist in dealing with the emergency or major disaster. The structure for the declaration process reflects the fact that federal resources under this act supplement state and local resources for disaster relief and recovery.
- **Spill Prevention Control & Countermeasures (SPCC)**  
Any facility that stores either 1,320 gallons or more aggregate oil aboveground or 42,000 gallons or more oil underground is required to prepare and keep current a SPCC Plan.
- **Storm Water Pollution Prevent Plan (SWPPP)**  
A Storm Water Pollution Prevention Plan (SWPPP) identifies structural and non-structural controls that will be put in place to minimize negative impacts, caused by offsite storm water discharges, to the environment. The purpose of these controls is to minimize erosion and run-off of pollutants and sediment.
- **Unruh Civil Rights Act**  
The Unruh Civil Rights Act provides protection from discrimination by all business establishments in California, including housing and public accommodations, because of age, ancestry, color, disability, national origin, race, religion, sex and sexual orientation.

## ATTACHMENT #1: GRANT, LOAN AND REIMBURSEMENT PROGRAMS

The chart below, which is an excerpt from the *California Disaster Recovery and Mitigation Handbook*, provides an overview of the programs discussed in the *recovery Tracking & Documentation* section and indicates proclamation/declaration requirements.

Program Name	Type of Assistance	Local Proclamation Required?*	State of Emergency Required?	Federal Declaration or Designation Required?
Crisis Counseling Programs	Referral/resource services and short-term counseling for emotional and mental health problems caused by the disaster	YES	YES	YES
Disaster Unemployment Assistance	Weekly unemployment benefits and job finding services due to a disaster	YES	YES	YES
Federal Public Assistance (PA) Program (Emergency Declaration)	Reimbursement of local emergency response costs	YES	YES	YES
Federal Public Assistance (PA) Program (Major Disaster Declaration)	Reimbursement of local emergency response costs, debris removal and funding to restore public and allowable private-non-profit infrastructure	YES	YES	YES
Fire Management Assistance Program (FMAG)	Reimbursement of emergency response costs for fire suppression	NO	NO	YES
Individuals & Household Program (IHP)	Grants for unmet recovery needs to individuals and families	YES	YES	YES
Safety Assessment Program (SAP)	Provides professional evaluators to determine safety, use and occupancy of homes and buildings	NO	NO	NO
SBA Economic Injury Disaster Loan Program	Working capital loans for small businesses that have suffered an economic loss	NO	NO	YES
SBA Physical Disaster Loan Program	Loans for individuals, families and businesses that have lost real and personal property	NO	NO	YES
State Public Assistance (PA) Program under a Governor's Proclamation of State of Emergency	Reimbursement of local emergency response costs, debris removal and funding to restore public infrastructure	YES	YES	NO
State Public Assistance (PA) Program under Cal EMA Director's Concurrence	Funding to restore public infrastructure	YES	NO	NO
State Supplemental Grant Program (SSGP)	Supplemental grants for individuals for recovery may be available only when maximum IHP has been reached	YES	YES	YES
USDA Disaster Designation	Loans for farmers and ranchers for physical and crop production losses	NO	NO	YES

**\*IF A LOCAL PROCLAMATION IS REQUIRED,  
IT MUST BE ISSUED WITHIN 10 DAYS OF THE DISASTER.**

**A. Public Assistance through CalEMA**

Type of Assistance	Program Name & Authority	Cost Share Requirements	Implementation Criteria
Funding to restore damaged public infrastructure (e.g. roads, buildings, utilities)	State Public Assistance  CDAA - Director's Concurrence with local emergency	75% State 25% Local	Local agency must proclaim an emergency and request a "Director's Concurrence" within 10 days of an event. A Governor's proclamation of a state of emergency is not required for the CalEMA Director to provide CDAA funding to repair damaged public facilities.
Reimbursement of local emergency response costs, debris removal, and funding to restore damaged public infrastructure	State Public Assistance  CDAA - Governor's Proclamation with local emergency	75% State 25% Local	Local agency must proclaim an emergency and request the Governor to proclaim a state of emergency within 10 days of an event. The request should include dates of the event, an IDE, areas affected, and appropriate type of assistance needed.
Reimbursement for fire suppression costs	FMAG  Stafford Act	75% Federal 25% Local	Responsible fire agency must request FMAG assistance while the fire is still burning out of control. Neither local nor state emergency proclamations are necessary for the implementation of this program.
Reimbursement of local emergency response and debris removal costs	Federal & State Public Assistance  Stafford Act & CDAA - Presidential Declaration of an Emergency	75% Federal 18.75% State 6.25% Local	Local agency must proclaim an emergency and request the Governor to proclaim a state of emergency within 10 days of an event. The Governor has 5 days to request federal assistance. Local government should provide detailed information including dates of the event, an IDE, areas affected, appropriate type of assistance needed.
Funding to restore public infrastructure* and reimbursement of emergency response and debris removal costs	Federal & State Public Assistance  Stafford Act & CDAA - Presidential Declaration of a Major Disaster	75% Federal 18.75% State 6.25% Local	Local agency must proclaim an emergency and request the Governor to proclaim a state of emergency within 10 days of an event. The Governor has 30 days to request federal assistance. Local government should provide detailed information including dates of the event, an IDE, areas affected, appropriate type of assistance needed.  *Funding beyond what is necessary to restore a facility may also be approved for hazard mitigation measures to ensure that future similar damage will not occur. These mitigation projects include cost-effective improvements to the current design and capacity of the existing facility.



<b>Public Assistance through CalEMA – Continued</b>			
<b>Type of Assistance</b>	<b>Program Name &amp; Authority</b>	<b>Cost Share Requirements</b>	<b>Implementation Criteria</b>
Funding to provide crisis counseling services	FEMA Crisis Counseling Program Stafford Act	75% State 25% Local	This program is funded by FEMA and administered through the state Department of Mental Health. Benefits may be short-term or long-term (up to 9 months).

\*Please note that these amounts were current as of March 1, 2004. They are adjusted annually based on the consumer price index.

**B. Public Assistance through Other Agencies**

Type of Assistance	Program Name/Lead Federal Agency & Authority	Cost Share Requirements	Implementation Criteria
Watershed restoration	Emergency Watershed Program/NRCS Division of the U.S. Dept of Agriculture  Section 216 (P.L. 81-516) & Sections 403-405 (P.L. 95-334)	75% NRCS 18.75% State 6.25% Local	Eligible activities include providing financial and technical assistance to remove debris from streams, protect destabilized stream banks, establish cover on critically eroding lands, repair conservation practices, and the purchase of floodplain easements. This program does not require a Presidential disaster declaration before it is implemented. However, in order for the sponsoring agency to be eligible for state cost share, the Governor must have proclaimed a state of emergency for the event. For additional information refer to: <a href="http://www.nrcs.usda.gov">www.nrcs.usda.gov</a> .
Emergency flood and post-flood activities	USACE Emergency Operation/USACE  Flood Control and Coastal Emergencies Act (P.L. 84-99)	100% USACE	The USACE may provide manpower, supplies and equipment for flood-fighting, debris clearance and temporary levee repairs during the emergency period and up to a maximum of 10 days thereafter. This program does not require a Presidential disaster declaration before it is implemented. For additional information refer to: <a href="http://www.usace.army.mil">www.usace.army.mil</a> .
Restoration of publicly sponsored flood control structures	USACE Rehabilitation Program/USACE  Flood Control and Coastal Emergencies Act (P.L. 84-99)	100% USACE	The USACE Rehabilitation Program provides assistance for permanent repairs to federal system levees. Although USACE covers the repair costs, the local sponsoring agency may be required to purchase additional soil and must sign "Hold Harmless" agreements and other applicable assurances before work can begin. This program does not require a Presidential disaster declaration before it is implemented. For additional information refer to: <a href="http://www.usace.army.mil">www.usace.army.mil</a> .
Emergency repairs to federal roads and highways	FHWA Emergency Relief (ER) Program/FHWA  Title 23, U.S.C., Section 125	100% FHWA if performed within 180 days of an event	This program may be implemented upon a Presidential Declaration or by special request from the Governor when a state of emergency has been proclaimed. The FHWA ER Program is administered through Caltrans. For additional information refer to: <a href="http://www.fhwa.dot.gov/programadmin/erelief.html">http://www.fhwa.dot.gov/programadmin/erelief.html</a> .

<b>Public Assistance through Other Agencies – Continued</b>			
<b>Type of Assistance</b>	<b>Program Name/Lead Federal Agency &amp; Authority</b>	<b>Cost Share Requirements</b>	<b>Implementation Criteria</b>
Permanent restoration of damaged federal aid highways	FHWA Emergency Relief (ER) Program/FHWA  Title 23, U.S.C., Section 125	88.53% FHWA 8.6% State 2.87% Local	FHWA funds 88.53 percent of repairs upon a Presidential Declaration or by special request from the Governor when a state of emergency has been proclaimed. The FHWA program is administered through Caltrans in close coordination with CalEMA. For additional information refer to: <a href="http://www.fhwa.dot.gov/programadmin.erelief.html">http://www.fhwa.dot.gov/programadmin.erelief.html</a>
Long-term economic redevelopment	HUD Disaster Recovery Initiative/HUD  Section 122 of the Housing and Community Act of 1974, as amended	75% NRCS 18.75% State 6.25% Local	Funds earmarked for certain HUD projects may be transferred to emergency projects if not covered by FEMA and are in the best interest of the post-disaster stricken community. California Department of Housing and Community Development administers this program. For additional information refer to: <a href="http://www.hud.gov/offices/cpd/communitydevelopment/programs">http://www.hud.gov/offices/cpd/communitydevelopment/programs</a> .

**C. Individual and Family Assistance**

Type of Assistance	Program Name & Authority	Loan/Grant Maximum*	Implementation Criteria
Low interest loans for losses to real property (primary residences) which may include mitigation measures	SBA Physical Disaster Loan Program  13 CFR, Ch. 1, Part 123	\$200,000	The SBA Physical Loan Program may be implemented upon a Presidential declaration of an emergency or major disaster. Victims are required to first seek loan assistance through SBA before they can be considered for a federal grant through FEMA. SBA also has the authority to independently (without a Presidential declaration) implement the program when at least 25 homes and/or businesses suffer 40% uninsured losses of their estimated fair market or pre-disaster fair market value, whichever is lower. In this case, a request for SBA declaration must be requested through CalEMA within 60 days of the occurrence.
Low interest loans for losses to personal property	SBA Physical Disaster Loan Program  13 CFR, Ch. 1, Part 123	\$40,000	Same as above.
Grants to cover temporary housing needs, home repairs, losses to personal property, transportation expenses, funeral and medical expenses, etc.	Individual and Households Program (IHP)  Robert T. Stafford Act Disaster Relief and Assistance Act, 44 CFR, Ch. , Part 206, Subpart D, Section 206.110	\$25,600	This is a federal grant program managed and administered by FEMA upon a Presidential Declaration of an emergency or major disaster. Victims who are found to be ineligible for an SBA loan are referred to FEMA's IHP Program.
Grants to individuals and families that have received the maximum IHP grant but still have unmet needs	State Supplemental Grant Program  California Department of Social Services W/I 13600-13601	\$10,000	This program is administered through the state Department of Social Services. It is only implemented when FEMA has activated the IHP. The state has no authority to activate the SSGP independent of a federal declaration.
Disaster Unemployment Assistance	DUA  U.S. Department of Labor, 20 CFR, Part 625; 44 CFR, Part 206.141	N/A	This program may be implemented by the Department of Labor upon a Presidential declaration. It allows those unemployed due to a disaster up to 26 weeks of unemployment benefits.

\* Please note that these amounts were current as of March 1, 2004. They are adjusted annually based on the consumer price index.

**D. Businesses, Ranchers, and Private Non-Profits Assistance**

Type of Assistance	Program Name & Authority	Loan Maximum*	Implementation Criteria
Low interest loans to businesses and PNP's, for losses to real property	SBA Physical Disaster Loan Program  13 CFR, Ch. 1, Part 123	\$1.5 Million	The SBA Physical Loan Program may be implemented upon a Presidential declaration of an emergency or major disaster. SBA also has the authority to independently implement the program when at least 25 homes and/or 3 businesses have suffered 40% uninsured losses due to a disaster. Typically, when SBA declares a disaster for a county, contiguous counties are also eligible.
Low interest loans to businesses and to help cover working capital	SBA EIDL  13 CFR, Ch. 1, Part 123	\$1.5 Million	The SBA has the authority to independently implement the program with certification by the CalEMA Director that at least 5 small business concerns in a disaster area have suffered economic injury and are in need of financial assistance not otherwise reasonably available. The SBA may provide economic injury assistance for a disaster determined by the Secretary of Agriculture. Under these designations, SBA makes economic injury assistance available to eligible small businesses. EIDL loans become available under all SBA physical declarations. The maximum SBA loan assistance is \$1.5 Million, whether it is a Physical Disaster Loan, an EIDL Loan, or a combination of both programs.
Low interest loans to farmers, ranchers and aqua culturists for physical and/or crop production losses resulting from an unusual natural occurrence (weather pattern, pest, etc.)	Secretarial Designation of Agricultural Disaster  U.S. Dept of Agriculture, Farm Services Agency 7CFR, Ch. 18, Part 1945, Subpart A	\$500,000	Emergency loans are made to farmers and ranchers who have suffered at least a 30% loss in crop production or a physical loss to livestock products, real estate or chattel property. The Secretary of Agriculture can implement this program when requested by CalEMA on behalf of a local agricultural commissioner or local government authority, or implemented automatically when the President declares a major disaster or emergency. When requested on its own authority, supporting documentation to the types of crops and level of damage must be submitted. A proclamation of local and state emergency is not required for this program.

\* Please note that these amounts were current as of March 1, 2004. They are adjusted annually based on the consumer price index.

## ATTACHMENT #2: DAMAGE ASSESSMENT DOCUMENTATION

According to the State of California *Disaster Recovery and Mitigation Handbook*, when requesting state or federal disaster assistance, the City must provide information to support the request. The chart below describes the mechanisms required to document damages and determine needed assistance in the impacted area.

Report Title	Responsible Party	Description Needed	Purpose of Report
<b>Initial Damage Estimate (IDE)</b> <sup>1</sup>	Local jurisdiction	<ul style="list-style-type: none"> <li>• Type and extent of public and private sector damage;</li> <li>• Basic repair and emergency response costs;</li> <li>• Any acute public health issues;</li> <li>• Number of homes and businesses not insured or underinsured.</li> </ul>	Provides information for CalEMA to determine if state and/or federal disaster assistance is warranted and to what external resources are needed. An IDE should be provided concurrently with request for assistance. Not providing this information promptly can delay assistance.
<b>Preliminary Damage Assessment (PDA)</b>	DAD field staff assisted by CalEMA Regional staff; local, state and/or federal government staff	<p>Preliminary detailed damage report including:</p> <ul style="list-style-type: none"> <li>• Facility type and location;</li> <li>• Facility insurance and/or maintenance records;</li> <li>• Damage description and repair estimates;</li> <li>• City budget reports;</li> <li>• Destroyed/damaged residences, personal property, businesses;</li> <li>• Any identified environmental or historical issues.</li> </ul>	Provides information for CalEMA to determine extent and type of state and/or federal disaster assistance. This information is also used by FEMA to prepare a regional analysis of the request for consideration by FEMA headquarters.
<b>Damage Assessment by other Federal Agencies</b>	Small Business Administration (SBA)	Includes the number of private homes and businesses damaged or destroyed and estimated uninsured losses. It also may include documentation showing economic injury to businesses.	Ensures minimum damage criteria have been satisfied to implement the Physical or Economic Injury Disaster Loan Program.
	U.S. Dept of Agriculture (USDA) and/or local Agricultural Commissioner	Includes cause, type and value of crop/livestock losses.	Provides USDA with justification to implement emergency loan program.

<sup>1</sup> IDE: This report is available via the online Response Information Management System (RIMS) located on CalEMA website at: <http://www.oes.ca.gov/>