



CITY OF PLEASANTON, CALIFORNIA
COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

APPENDIX 3

EMERGENCY STANDARD OPERATING PROCEDURES



COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

Emergency Standard Operating Procedures Hazard-Specific Checklists

All events are UNIQUE. Following are lists of various considerations for specific types of emergencies. These checklists are designed to be used *in conjunction with* the general duties of the positions outlined in APPENDIX 2 (Disaster Response Checklists). An important thing to keep in mind is that EVERY type of emergency also has the potential to become a HAZMAT incident.

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COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

Earthquake

- Obtain a status report of critical facilities that may have been damaged, then direct emergency personnel to those areas as needed. Major earthquakes may have the most widespread impact on the City of any emergency... In some cases, depending on the severity of the damage to a particular structure, individual Incident Command Posts may have to be established in those areas.
- Most of the large companies in Pleasanton have internal Emergency Management protocols in place. The managers of these firms will be well suited to assist Public Safety personnel at the scene.
- Obtain a status report on nearby highways and roads. Develop a consistent plan for the flow of traffic. Ensure adequate traffic control is in place to assist emergency vehicles with ingress and egress to incident scenes.
- Initiate a Critical Facilities log that indicates which of those facilities have been checked and their disposition.
- Field units should initiate a general area survey after completing their critical facilities check. Be aware of fires, fuel leaks, ruptured pipes, downed power lines, utility disruptions, chemical spills, etc.
- Be prepared to inform PG&E of any known electrical and gas complications.
- In the event of a significant aftershock, repeat the above steps.
- On Scene Commanders may need to set up a facility or area for triage near the location of the emergency. Be considerate of this in conducting affairs of your assigned position.



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Hazardous Materials Incidents (HAZMAT)

- Attempt to identify the substance, remaining UPWIND, UPHILL and/or UPSTREAM at a SAFE DISTANCE.
 - Container or packaging can provide valuable information. Use binoculars to read.
 - Observe the chemical itself. Note its actions and physical characteristics.
 - If spilled from a vehicle, ask the driver to provide information about the substance or attempt to locate any warning placards that may be posted on the vehicle. Additional information may also be found in the shipping manifest or on the bill of lading.
 - Consult the orange Emergency Response Guidebook for specific warnings, cautions and handling guidelines.
- Something to consider – Dispatch can run hazard placard identification numbers through CLETS to obtain important handling and precautionary information.
- If the substance cannot be identified or is hazardous, contact the Fire Department as soon as possible. They are equipped to deal with containment and cleanup.
- Check information to see if the substance is flammable. Do not use road flares for traffic control. Use cones or other portable, non-sparking traffic control materials.
- Consider the potential affects of weather such as wind, rain, heat, etc.
- Advise Zone 7 and Public Works immediately if the water supply could be affected (drains, sewers, canals, creeks).
- In the event that helicopters are required for medical evacuations, consider the potential spreading effect of the rotor downdraft. Choose a remote landing area.
- Establish a decontamination/treatment area for exposure victims if necessary.
- Consider isolating exposure victims from others, especially if bio-hazards are involved.
- If evacuation is imminent, consider that Pleasanton Police Department has Teleminder phone broadcast capability. Designate a route of egress for evacuees.
- IMPORTANT:** Evacuation is the assisted removal of people BEFORE a threat arrives... On the other hand RESCUE is an issue that deals with the removal of persons once the threat is upon them.



COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

Floods and Storms

- Obtain a status report on nearby highways and roads. Develop a consistent plan for the flow of traffic. Ensure adequate traffic control is in place to assist emergency vehicles with ingress and egress to incident scenes. It's important to realize that approximately 80% of flood deaths occur in vehicles.
- Stay in contact with Zone 7 for updated flood stage information.
- Floods are generally preceded by powerful storms. Check for downed power lines and inform PG&E immediately to prevent electrocution hazards.
- The canals, creeks and arroyos are an attractive nuisance to children, especially when heavy rains increase the water levels and turn them into raging currents. Ensure these areas are clear and remain off-limits to civilians. Depending on severity, consider requesting a helicopter to check for problem areas. (Helicopter flights may be restricted in severe weather conditions.)
- Floodwaters may carry additional health and safety risks, such as bacteria from dead animals, raw sewage or hazardous substances. Sandbags tend to act as sponges for these hidden dangers, so ensure precautions are taken when handling them or coming into contact with the water itself.
- If evacuation is imminent, consider that Pleasanton Police Department has Teleminder phone broadcast capability. Designate a route of egress for evacuees.
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Fire

- Determine the size of the involved area, both actual and potential.
- Determine the apparent direction the fire is traveling and what lies in its path.
- Consider the type of area (business, residential, open land, etc.) and determine the need for evacuation.
- If a home, business or vehicle is involved, determine if chemicals or hazardous substances are involved or potentially in danger of being involved. Determine what the chemicals or substances are, their location, and how much.
- Remain DOWNHILL and UPWIND from fires.
- Constantly be aware of the potential for toxic smoke or fumes.
- Immediately establish a liaison with the Fire Incident Commander.
- Maintain ingress and egress routes for emergency vehicles.
- Establish a perimeter control, keeping unauthorized vehicles and pedestrians out of the involved areas.
- If evacuation is imminent, consider that Pleasanton Police Department has Teleminder phone broadcast capability. Designate a route of egress for evacuees.
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Transportation Incidents

- Transportation incidents include aircraft crashes, train derailments, overturned trucks, and multi-vehicle accidents. They are generally mass-casualty incidents (MCIs).
- Immediately protect the scene from unauthorized persons by establishing a perimeter. A 2000 foot clearance is recommended.
- Establish and maintain unobstructed ingress and egress for emergency responders.
- Consider and plan for the likely rescue campaign at any involved structure, then evaluate and plan for any structure that could potentially become involved later.
- Attempt to determine the number of persons involved so area hospitals can be placed on emergency alert.
- Respond from UPWIND, UPHILL, and/or UPSTREAM until it can be determined that no toxic substances (fumes, liquids, solids, smoke) are present.
- Responding units SHOULD NOT approach the scene on the same path as used by the involved vehicles. If necessary, clear an alternative approach where none exists.
- Restrict air traffic over the scene, including media helicopters.
- Conduct a search for survivors well beyond the immediate incident scene. Deceased or injured victims may have been displaced by impact.
- Protect the scene for subsequent investigation.
 - o Ensure all crash debris, including wreckage, deceased victims and any body parts, remains undisturbed.
 - o Identify all witnesses and obtain contact information
- Ensure the appropriate agencies are notified as soon as possible including:
 - o Military, if applicable
 - o National Transportation Safety Board
 - o Federal Aviation Administration
- If evacuation is imminent, consider that Pleasanton Police Department has Teleminder phone broadcast capability. Designate a route of egress for evacuees.



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Civil Unrest and Disobedience

- Advise dispatch immediately of:
 - Location, activities and number of participants involved
 - Observation of any weapons involved
 - Direction of movement
 - Additional Law Enforcement personnel required
- Arrange to have protective riot control gear delivered to the scene.
- Issue an initial DISPERSAL ORDER for unlawful assembly.
- CONTAIN and ISOLATE the disorder to the smallest area possible. Cordon off the area as necessary to prevent growth and deny access to persons not yet involved.
- CONTROL violent, potentially violent or unruly subjects as necessary.
- Assemble responding personnel into squads and mobile field forces (MFFs). Every effort should be made to position the staging area away from public/media view.
- Establish the tactical mission(s) to be accomplished, such as crowd control, traffic control, site security, etc.
- Coordinate and uniformly agree upon tactics and force options to be used. Know the capabilities of the squads. Maintain squad integrity and avoid individual actions.
- Think LIABILITY! Assign a person to videotape the incident then, if possible, use another person to videotape or photograph aggressive persons in the crowd.
- Consider using air support to assist in coordinating movement and observation.
- Know the location of available medical services. Have paramedics standby.
- Use standby time to scout the crowd. Gather intelligence and analyze information.
- Arrange for the response of a field booking team, as well as the subsequent transportation of suspects from field booking area to detention facilities.
- RETURN TO ORDER, maintaining a highly visible law enforcement presence.



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Critical Incidents – SWAT Callouts

- Immediately determine the nature of the threat and any weapons involved
- Notify dispatch ASAP of the need for SWAT or Hostage Negotiators.
- Establish containment and maintain a perimeter, with all responders staying behind cover.
- Cordon off the area at a safe distance, preventing entry by unauthorized persons.
- If deemed necessary, arrange for the safe and timely evacuation of nearby residents and businesses.
- Establish and maintain verbal contact with the suspect(s), by phone where necessary.
- Arrange to have medical and fire response standing by in a safe location.