

**RIVERSIDE COUNTY
POWER OUTAGE
CONCEPT OF OPERATIONS**

**(In Cooperation with Imperial Irrigation District
for their Service Area)**



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PURPOSE

The purpose of the Desert Area Power Outage Concept of Operations (ConOps) is to identify how the County of Riverside in collaboration with Imperial Irrigation District (IID), and other local, state, and federal partners will prepare for, respond to and recover from unplanned power outages in the desert communities serviced by IID.

ASSUMPTIONS

- This document shall refer directly to activities relating to the area of responsibility of Imperial Irrigation District (IID) and the residences, farms, businesses, etc. for which they provide power.
- Power outages may be caused by downed lines, winds, flood events, monsoonal rain events, and a variety of other adverse events. Although many references in this document pertain to extreme weather-caused power outages and or flash flooding, it is assumed that agencies will respond accordingly, regardless of the cause of the outage.
- This plan addresses operational concepts for longer duration power outages that impact the affected communities not short term or routine maintenance outages
- Actions to ensure public safety are the focus off all activities.
- There are numerous local, state, and federal agencies working on mitigation, preparedness, response, and recovery efforts. For the purposes of this document, the term “stakeholders” or “agencies” shall be used to refer to one or all agencies, departments or districts, non-profits, etc. involved in such activities.
- There is no feasible way to capture all the objectives, efforts or actions of all agencies who may play a vital role in the mitigation of, response to or recovery from power outages. This document is intended to provide a capture of the general priorities and objectives; however, this document shall not be considered a plan or an all-inclusive document.
- All stakeholders should actively promote public participation and registration for AlertRivCo to employees and constituents.
- All agencies shall educate field staff on how to notify the Emergency Management Department (EMD) of residents who have unmet needs, including those, but not limited to those with access and functional needs, those with transportation needs, those who are experiencing homelessness, those in need of other services, etc. Once field personnel identify individuals who are experiencing hardship and require assistance, field personnel should notify EMD immediately.
- This document will become a living document; this document can and should be updated as lessons are learned, as new information becomes available or as gaps are identified. This document is a guidance document and does not bind any agency, department, or entity to this documents content.
- This document lists all agencies, departments and partners that may be involved in planning and response to power outage incidents. That does not mean that all agencies, departments and community partners will be involved in every power outage incident nor does it mean that the entirety of actions listed under responsibilities will be addressed by stakeholders for every response. Specific agencies involved in a particular incident as well as tactical level actions and details are specified in the Incident Action Plan (IAP) that is developed for each incident based upon the unique size, scope, duration and subsequent management objectives developed for that incident.

INCIDENT OVERVIEW

Extreme heat, vegetation fire, extreme cold, monsoonal rains, flash flooding, and other extreme weather events are experienced annually in Riverside County’s Coachella Valley. Many of these events, as well as other events, cause power outages to residents and businesses. The extreme weather events and/or power outages themselves can become deadly to those who are most vulnerable, such as elderly, those experiencing homelessness, and/or those with access and functional needs. Riverside County and its stakeholders work year-round to plan for and respond to such conditions. In summer months, monsoonal weather often creates flash flood conditions which can appear with little or no notice, causing immediate impacts to power, roads, and residents. In winter months, heavy, prolonged bouts of rain can cause the sandy soil in many areas to erode quickly, again, causing loss of power, road impacts, etc. In addition to extreme weather conditions, many farmworkers in the Coachella Valley have living conditions where they are forced to utilize a single power source for multiple dwellings which can and does cause additional concerns for safety and welfare of those individuals.

PARTICIPATING, SUPPORTING OR POSSIBLY IMPACTED AGENCIES AND JURISDICTIONS

RIVERSIDE COUNTY

- Board of Supervisors – District 4
- Executive Office
- CALFIRE/Riverside County Fire Department
- Sheriff’s Department
- Transportation & Land Mgmt. Agency
- Emergency Management Department (EMD)
- County Department of Animal Services (DAS)
- Public Social Services
- Environmental Health
- Housing & Homeless Solutions
- Information Technology
- Economic Development Agency
- Public Health
- Parks & Open Space District
- Purchasing
- Behavioral Health
- Waste Resources

FEDERAL/STATE/CITY/TRIBAL GOVERNMENT

- City of La Quinta
- City of Indio
- City of Coachella
- Torres Martinez Desert Cahuilla Indians
- Augustine Band of Cahuilla Indians
- Twenty-Nine Palms Band of Mission Indians
- Cabazon Band of Mission Indians
- Bureau of Land Management

NON-PROFITS (Included as Needed)

- American Red Cross
- Voluntary Org. Active in Disaster (VOAD)
- The Regional Access Project Foundation
- Desert Healthcare District
- FIND Food Bank
- Catholic Charities
- Team Rubicon

UTILITIES/ SCHOOL AND SPECIAL DISTRICTS

- Coachella Valley Unified School District
- Imperial Irrigation District
- National Weather Service
- Coachella Valley Water District

ORGANIZATIONAL STRUCTURE

Collaboration amongst IID, the County of Riverside, its cities, tribal partners, and non-profits to support communities that are impacted by power outages remains ongoing. Each agency maintains their own internal organizational structure for day-to-day business. Most incident responses to an outage within the IID service area are unplanned and may require incident command to be established in the field. If incident command needs to be established in the field, CALFIRE/Riverside County Fire Department and the appropriate jurisdictional law enforcement agencies will determine incident command structure. The Incident Commander

(IC) shall request an Emergency Management Department (EMD) representative to the Incident Command Post (ICP). EMD will be the liaison between IID and all other agencies. In some cases, this structure may be managed remotely while agencies are in the process of responding to an ICP or when simple coordination is needed and an ICP response is not necessarily warranted. If established in the field IC/UC will be the lead for public information. Public Information will be coordinated under the Joint Information System (JIS) between CALFIRE/County Fire, Sheriffs, EMD and IID. Alert & Warning messages will be coordinated between the IC and EMD based on information approved by the IC; all messages must be approved by the IC prior to release to the public.

Large or extended power outage events where several partner agencies, community-based organizations and/or County Departments are involved may require activation of the County Emergency Operations Center (EOC) or Incident Response Team (IRT). If Incident Command has been established in the field, the EOC or IRT will establish direct communication with the incident and coordinate supporting activities. If IC/UC has not been established in the field or has been demobilized, the EOC or IRT will coordinate all on-going incident activities until services have been restored.

MITIGATION AND PREPAREDNESS OVERVIEW

IID is responsible for the maintenance and operability of power distribution and transmission lines, power production, power delivery, etc. within their identified areas. IID regularly completes the following mitigation and preparedness activities:

- Routine Line, Pole and Substation maintenance inspection.
- Root cause analysis and review of after-action reports.
- IID's Office of Emergency Management will notify affected agencies of emergencies outages and outages due to an incident when events occur.

Mitigation and Preparedness Objectives

As the service provider, IID will be primarily responsible for the following. EMD and other stakeholders will continue to support these objectives within their organizations as appropriate.

- Educate residents about the hazards of flooding, power outages, monsoon rains, etc. and how to prepare themselves, their families, and their pets.
- Establish effective working relationships at all levels.
- Be familiar with other agencies plans and procedures in advance of an incident.
- Be prepared to collaborate on public messaging during an incident.

Stakeholder Responsibilities during the Mitigation and Preparedness Phase

Stakeholders have their independent areas of responsibility before, during and after power outages. At minimum, agencies should have internal plans as to how they would maintain operations if power was out for a prolonged period of time. In addition, some county agencies, cities, tribal partners, and IID have additional responsibilities to educate and inform the public in advance of how to prepare for such outages. Many also share the responsibility for responding during these outages during extreme weather conditions to ensure residents have access to resources to keep them safe. IID has the lead responsibility for restoring the electrical service in an expeditious manner and will coordinate with EMD and local agencies to ameliorate the effects of the outage. EMD assists with connecting county departments, non-profits, and others with resources to those who need it based on identified needs from IID.

Imperial Irrigation District

- Provide updates and a brief overview of potential impacts to critical infrastructure
- Collaborate with designated law enforcement and stakeholders to identify safety routes for evacuations and resources on IID's right away
- Coordinating with EMD to have a public messaging ready regarding measures to take during the power outages
- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected
- Educating the public on down powerlines and emergency preparedness regarding power outages due to severe weather and emergency power outages
- Develop frequently asked questions (FAQs) for the public that explain how the district is upgrading equipment and implementing plans that will enhance infrastructure resiliency

Riverside County Executive Office

- Coordinate public messaging strategies amongst stakeholders in advance
- Develop and share the Joint Information Center (JIC) plan with stakeholders
- Designate stakeholder representatives for the JIC if not available
- Assist in maintaining communication flow/incident updates with stakeholders
- Chair the EOC or Executive Policy Group if activated for the incident

Riverside County Emergency Management Department

- Develop and review incident response and community support plans
- Coordinate planning meetings and/or conduct coordination calls with IID's OEM when adverse weather or power outages are expected
- Continue to provide EOC and IRT training to all county departments
- Develop incident specific Incident Action Plans (IAP) as needed (IRT or EOC activations)
- Draft, coordinate approval and issue alert & warning messages
- Coordinate or participate in community meeting(s) as needed in cooperation with Supervisorial District 4 and IID.
- Support energy resiliency planning for businesses and residents in cooperation with appropriate stakeholders
- Continue to provide public outreach and education about personal preparedness and registering for AlertRivCo
- Provide CERT training to communities and the public
- Develop protocols to identify and provide assistance to vulnerable populations and facilities (e.g. medical, skilled nursing and assisted living facilities)
- Continue to educate stakeholders and public about financial recovery process and options
- Work with IID to understand and communicate their infrastructure improvement and resiliency programs

CALFIRE/Riverside County Fire Department

- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected
- Provide public education to residents related to downed power lines, flooding and other hazards.
- Continue to participate in the Joint Information System, provide public outreach and education about personal preparedness and registering for AlertRivCo
- Ensure sand/sandbags available at county fire stations prior to and during rain events
- Coordinate with appropriate stakeholder agencies on public information messaging

Riverside County Sheriff's Department

- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected
- Provide security patrols in evacuated and or event affected areas as needed
- Participate in public information messaging to ensure community safety

Coachella Valley Water District

- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected
- Identify, assess, and prepare District channels, storm drains, debris basins and other facilities
- Share historical photography, topographic mapping, hydraulic, hydrologic, and other District data with partner agencies as requested to support broader planning and risk assessment efforts
- Evaluate the need for enhancements to District telemetered networks (e.g., rain gauges, cameras, and other field sensors) to promote situational awareness in hazard areas (where appropriate)
- Develop tools to deliver appropriate telemetry data to the Emergency Operation Center (e.g., GIS maps, websites, etc.). Note: These data are not for early warning, they are for situational awareness and improve operating picture during events
- In coordination with County Information Technology and other stakeholders, develop or enhance existing GIS layers and tools as necessary to develop a common operating picture across agencies
- Assist with the development of public-facing interactive web maps for residents/property owners as necessary to support EMD public communication and education goals

Riverside County Department of Public Social Services

- Coordinate with EMD and appropriate cities to pre-identify potential shelter locations, stage appropriate resources at those locations
- Identify locations for additional cooling centers and staff to extend the hours of existing cooling centers as needed
- Prepare staffing plans for shelter operations to support impacted residents.
- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected
- Coordinate and execute mass care and shelter planning and activities
- Coordinate with In-Home Supportive Services (IHSS) to identify populations that are vulnerable during power outages

Riverside County Transportation & Land Management Agency, Cal Trans, Public Works Departments, etc.

- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected
- Coordinate efforts to ensure readiness of equipment and personnel in areas prone to extreme weather events
- Identify staging location of resources for road closures (barricades, signage, message boards, etc.).
- Work with city officials/public works and Cal Trans to place hazard message board signage in areas with downed power lines and known flood areas (as appropriate).
- Ready contact lists and staffing plans accordingly
- Secure staging area for debris management
- Develop long-term 24-hour staffing plans to allow for immediate reporting and response to stakeholder requests in high-risk areas
- Prepare a plan for impacts to local highways because of local road closures

Riverside County Department of Environmental Health

- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected
- Draft proclamations or other documents in anticipation of needing Public Health Officer to declare an emergency that allows them to enter damaged private property to search for hazardous materials and other hazards
- Coordinate and have public messaging ready for distribution regarding food spoilage following power outages
- Provide community guidance for septic tank failures and water wells that have been inundated by floodwaters or negatively impacted by power outage

Riverside Department of Animal Services

- Continue public education campaigns about power outages and how to prepare for their pets needs during those events
- Develop appropriate staffing and response plans to accept large and small animals during evacuation
- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected
- Coordinate public messaging with appropriate stakeholders

Housing and Workforce Solutions (HWS)

- Collaborate with EMD and other stakeholders to identify vulnerable populations within coverage areas and identify potential services or resources
- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected

Office on Aging

- Collaborate with EMD and other stakeholders to identify vulnerable populations within coverage areas and identify potential services
- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected

National Weather Service (NWS)

- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected.
- Continue to monitor known extreme weather areas and provide notification to stakeholders as soon as possible of potential negative impacts.
- Provide as much notice as possible to stakeholders that a Flash Flood Watch may be issued.
- Provide as much notice to stakeholders that a Flash Flood Warning may be issued.
- Provide staff when requested.

Bureau of Land Management (BLM)

- Participate in Unified Command
- Respond to the EOC as requested
- Coordinate land access and authorization issues with IID as needed to effect infrastructure repairs

Timeframe Estimates

The mitigation and preparedness phases in Riverside County never stop; stakeholders are always working to prepare for power outage events. The monsoonal rain season is estimated to begin in mid-June and last through late September annually. In October the National Weather Service (NWS) predicts annual Santa Ana Wind conditions throughout Riverside County. Winter Storms can be expected/estimated starting in or around November and lasting through the first quarter of each new year. The County Team will continue to work with IID to understand and communicate their infrastructure improvement plan that will mitigate storm related power outages.

Mass Care and Shelter

The Dept. of Public Social Services (DPSS) has an established list of potential mass care and shelter locations throughout Riverside County, to include schools, community centers, and other large spaces where people can congregate. DPSS will be lead for mass care and shelter services for residents in the unincorporated communities and they stand ready to assist the cities should they require. DPSS has a pre-identified relationship with the American Red Cross (ARC) and may utilize their services if required and/or available. EMD will notify DPSS of the need to activate a reception and care or shelter site through normal communication channels. A Temporary Evacuations Point (TEP), Care & Reception Center, Cooling Center or Shelter will be determined based on the availability and the safest location. During COVID-19 or other communicable disease outbreak, DPSS and ARC will work closely on determining best practices for such operations. Cities who are experiencing power outages should also be ready to activate their care and shelter plans to care for their negatively impacted residents. IID OEM should prepare to provide an onsite representative at such sites to answer questions and assist their customers with questions or concerns relating to the outage.

Potential Funding Opportunities

Riverside County EMD in cooperation with other local, state, and federal stakeholders, will work together to identify any available grant funding for mitigation and preparedness efforts. Some sources may include: State Hazard Mitigation Funding through the Governor's Office of Emergency Services (Cal OES), CalOES funding for pre-positioning resources as requested by Unified Command or Federal Emergency Management Agency (FEMA). Agencies, including IID, county departments, and non-profits should prepare for a response when no identified funding sources are available. In most cases, agencies must absorb such costs on their own with no financial assistance.

RESPONSE OVERVIEW

The following are the overall response elements for an electrical power outage event:

- Protect lives, property, and critical infrastructure
- Restore electrical power service to customers
- Restore critical business functions and move to resume business as usual
- Identify critical and essential customers, critical infrastructures, and emergency facilities and prioritize restoration accordingly
- Coordinate communications through the joint information system and determine the need for a joint information center that would assist in disseminating a consistent and collaborative message to the public
- Provide food, water, shelter, and other needed resources for impacted residents during prolonged (greater than 8 hours) power outages
- Ensure ongoing coordination and communication is maintained between all stakeholders concerning severe weather conditions (excessive heat, extreme cold temperature, dust storms, micro-bursts, and high winds), and all level of electrical power outages (due to routine maintenance, emergency shut offs, or accident incidents)

- All stakeholders will continue to support these objectives within their organizations, as appropriate
- Establish a field Incident/Unified Command structure, as appropriate
- Activate stakeholder EOCs and develop a staffing plan that is appropriate to the size and support required to the incident
- Incident/Unified Command will establish management decision points for issuing evacuation warnings and orders
- Ensure ongoing communication, coordination and public-facing interactive maps are maintained so that the general public have current information on the electrical power outage
- Continue ongoing efforts to educate residents about disaster preparedness and how to care for themselves, their families, and their pets during sustained power outages and/or where to seek shelter.
- Utilize mass notification systems to communicate with residents about evacuation watches, orders, and re-entry. English and Spanish messaging will be utilized for all mass notifications.
- Utilize social media channels from all stakeholders to communicate timely information with residents before and during events once messaging is approved by IID and/or the Incident Commander or PIO.
- EMD will coordinate community communications and connections with community-based organizations with the District 4 Supervisor and staff

Stakeholder Responsibilities during the Response Phase

During the response phase, all agencies must work together to protect life, property, and the environment. Specifically, the agencies below will have a primary role in response activities. As stated in the mitigation and preparedness phase, the agencies identified are not intended to be exclusive or remissive of the active role all agencies will take. All agencies will respond on behalf of the whole community and work with IID and EMD to identify and meet the needs of individuals with access and functional needs.

Imperial Irrigation District (IID) Responsibilities

As the primary provider of electrical power to the Cities of Coachella, Indio, La Quinta, and the Sovereign Nations of Augustine Band of Cahuilla Indians, Cabazon Band of Mission Indians, Torres Martinez Desert Cahuilla Indians, the Twenty-Nine Palms Band of Mission Indians, and the unincorporated areas of Riverside County. During incidents where power interruptions occur, IID OEM will work with Riverside County to restore power for cooling centers (stations) or alternate similar accommodations in the event of an extended power outage:

- Upon notification of a planned or unplanned power outage, notify the Riverside County EMD Duty Officer of:
 - *Outage area or address(es)*
 - *How many IID customers are impacted*
 - *After a preliminary assessment, provide an initial estimate of the period of time residents will be without power*
 - *Estimated time support resources will be available*
 - *Current status updates, periodically*
 - *After a complete assessment, provide an estimated time when power will be restored*
- Provide status updates as soon as possible of potential impacts to critical infrastructure and assist the appropriate law enforcement agencies in identifying safety routes for resident ingress, egress and evacuations after an assessment has been completed.
- Coordinate with EMD, with approval of the Incident/Unified Command (if established), the public messaging and the measures customers should take during the power outages.
- Participate in scheduled planning meetings and/or coordination calls
- Ensure the public messaging is distributed concerning down powerlines and emergency preparedness regarding power outages due to severe weather and emergency power outages.
- Coordinate with EMD to provide combined assistance within IID's authority (e.g., feeding, beverages, generators, temporary sheltering, etc.) to impacted residents.

- Maintains communications with EMD, local emergency operations centers and other agencies.
- Assist in the coordination of the safe re-entry of IID customers.

Riverside County Emergency Management Department (EMD) Responsibilities

As the County's lead for all Emergency Management operations, the following items, but not limited to are key actions that the Riverside County Emergency Management Department are responsible for during a power outage event incident.

- Partner with the National Weather Service (NWS) to monitor incoming adverse weather events that could cause damage and power outages
- Utilize NWS information to pre-position resources and staff when potentially damaging storms are identified
- Respond as Emergency Services Coordinator to the incident as an agency representative
- Develop and implement the overall Incident Action Plan (IAP)
- As the operational area coordinator for emergency management issues, EMD is the lead department for access to all non-fire and non-law county departments, local, tribal, state, and federal governments and non-governmental/private organizations and the activities related to and in support of the incident
- Coordinate with Incident Command/Unified Command to issue Evacuation Warnings, Evacuation Orders and Shelter-in-Place orders via the Riverside County regional notification system (e.g., WEA, AlertRivCo)
- Draft and coordinate approval of alert & warning messages
- Coordinate establishment of Care and Reception/Shelter Locations with Incident Command/Unified Command following the Riverside County Mass Care and Shelter Plan
- Assure transportation resources for evacuees and shelter operations are established to meet whole community needs including individuals with access and functional needs.
- Activate the County Emergency Operations Center (EOC) or the Incident Response Team (IRT) as needed to support incident management objectives and resource needs
- Provide a direct line of communication from the ICP to the County EOC if activated in coordination with Incident Command/Unified Command
- Provide information to the Medical and Health Operational Area Coordination (MHOAC) Program
- Coordinate identification of critical care customers and facilities with IID and the appropriate partner agencies
- Coordinate support to critical care customers and facilities with IID and the appropriate partner agencies
- If appropriate, coordinate deployment of Safety Assessment Teams (SAT) to assess damaged buildings and structures for hazards prior to repopulation
- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected
- Coordinate public messaging with stakeholders as appropriate
- Coordinate community meeting(s) as needed

CALFIRE/Riverside County Fire Department Responsibilities

As the County's lead for Fire and Rescue operations, the following items, but not limited to are key actions that the Riverside CALFIRE/Riverside County Fire Department are responsible for during a power outage event incident:

- Assume command of the incident, if incident command in the field is required
- Respond to residents who are or may become affected by loss of power
- Request an Agency Representative from the Riverside County Sheriff's Department or appropriate jurisdictional law enforcement agency(s) to respond to the established Incident Command Post (ICP)

- Request an Agency Representative from the Emergency Management Department (EMD) to respond to the ICP
- Lead for all fire & rescue related activities and official source of information for, but not limited to, fire containment %, acreage, number of personnel on fire, etc.)
- Participate as requested, during planning meetings and/or coordination calls
- Approve alert & warning messaging to go out to general public
- Approve appropriate public information is sent out to the general public
- Collect information and report it to the EOC or IRT through the assigned Fire representative when activated

Riverside County Sheriff's Department Responsibilities

As the County's lead for Law Enforcement operations, the following items, but not limited to are key actions that the Riverside County Sheriff's Department are responsible for during a power outage event incident:

- Participate in the Unified Command in cooperation with CALFIRE/Riverside County Fire Department
- Lead for all law enforcement related activities and official source of information for, but not limited to, evacuation and re-entry strategy's, total number of individuals evacuated, number of fatalities and notifications, etc.
- Participate in the Unified Command decisions to activate evacuation alert & warning messaging
- Conduct evacuations if required at the direction of the Incident Commander
- Restrict citizen movement during evacuation events and or disasters, by delivering evacuation notices, and establishing area and road closures.
- Provide security patrols in evacuated areas (when safe to do so)
- Collect information and report through appropriate channels
- Participate as requested, during planning meetings and/or coordination calls
- Participate in search and rescue as requested
- Assist with re-entry plan development

Local Municipal Law Enforcement Agencies Responsibilities

The IID area of responsibilities cover multiple areas, cities, and tribal jurisdictions. As such, there may be times when Riverside County Sheriff's Department, CHP, or other local municipal law enforcement agency has responsibilities or jurisdiction. In these cases, all law enforcement agencies will collaborate via the law enforcement liaison within the incident command structure, whether in the field, IRT, or EOC.

Riverside County Transportation & Land Management Agency (TLMA) Responsibilities

As the County's lead for all Transportation and Road Operations, they may be responsible for the following:

- Maintain and/or restore County roads
- Set up road closure barricades and signs where requested
- Coordinate with the California Department of Transportation (Caltrans) for the maintenance of state highways, local public works agencies, and/or tribal governments for local/tribal roadways
- Assist with flood and debris flow mitigation and preparedness efforts
- Clear debris on county roadways
- Maintain county public facilities
- Provide technical supervision over emergency construction
- Coordinate with appropriate law enforcement agencies when expected or actual impacts to surrounding highways due to local road closures
- Collect information and report it to the EOC when activated

Riverside County Department of Animal Services Responsibilities

As the County's lead for Animal Services, the following items are some of the key actions they may be responsible for during a power outage event.

- Respond the appropriate officer to the incident as an agency representative, if requested
- Coordinate animal evacuations with EMD Liaison
- Coordinate animal shelter locations
- Develop appropriate staffing and response plans to accept large and small animals during evacuations
- Coordinate the care of animals sheltered in place during evacuation
- Continue public education campaigns about power outages and how to prepare for their pets needs during those events
- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected
- Coordinate with EMD on specific small & large animal public messaging

Riverside County Environmental Health Responsibilities

As the County's lead for Environmental Health issues, the following are some activities that they may be responsible for during a power outage event:

- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected
- Draft proclamations or other documents in anticipation of needing Public Health Officer to declare an emergency that allows them to enter private property to search for hazardous materials and other hazards
- Coordinate and have public messaging ready for distribution regarding use of refrigerated food following power outages
- Procedures for septic tank failures and water wells that have been inundated by floodwaters or negatively impacted by power outage.
- Respond and oversee Safety Assessment Team (SAT) efforts, if required
- If necessary, request the Public Health Officer to proclaim local emergency to allow them access to private property as required to conduct safety assessments
- Coordinate public messaging regarding disposal or use of refrigerated items after power outages

Riverside County Executive Office Responsibilities

During any event, the Executive Office has numerous overall responsibilities. During a sustained power outage, some of those duties may include:

- Provide Policy Group leadership and direction
- Coordinate public messaging strategies amongst stakeholders
- Coordinate communications with City Managers and elected leadership of impacted areas
- Develop and share the Joint Information Center (JIC) plan with stakeholders
- Designate stakeholder representatives for the JIC if not available
- Assist in maintaining communication flow/incident updates with policy stakeholders

Riverside County Department of Public Social Services Responsibilities

As the lead for Mass Care & Shelter, the following items, but not limited to are key actions that the Riverside County Department of Public Social Services is responsible for during a power outage event incident.

- Coordinate with EMD and appropriate local and tribal governments to pre-identify potential shelter locations, stage appropriate resources at those locations.
- Coordinate mass care and shelter services for whole community
- Aid the whole community and work with VOAD to identify and fulfill unmet needs
- Prepare staffing plans for shelter operations to support the County and cities
- Supervise the onsite operations of mass care facilities
- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected.
- Coordinate with the American Red Cross, Behavioral Health and other agencies as required to support mass care and shelter operations
- Collect information and report it to the EOC as required
- Coordinate extended hours for cooling centers and/or identify additional cooling center locations
- Coordinate with Logistics (County Purchasing, faith-based, or other non-profits) to ensure feeding of residents as appropriate for the whole community
- Coordinate assistance to impacted vulnerable populations through the in home healthcare service (IHHS) providers

Housing and Workforce Solutions (HWS) Responsibilities

- Provide available resources to affected residents
- Assist with housing solutions when requested
- Participate in coordination calls, planning meetings, or other events as necessary

Office on Aging Responsibilities

- Identify vulnerable clients within impacted areas
- Provide available resources to affected residents within demographic age groups
- Assist with short-term housing solutions when requested
- Assist in coordination of feeding of vulnerable populations
- Participate in coordination calls, planning meetings, or other events as necessary

County Purchasing Responsibilities

- Coordinate all elements of logistical support including execution of existing or development of new contracts for resources
- Responsible to coordinate feeding elements with DPSS to ensure, to the extent feasible, residents are provided appropriate meals
- Coordinate with DPSS to provide meals for all residents, including those with allergies, vegans, vegetarians, religious exemptions, etc. to serve the whole community
- Provide resources as requested for all other response elements to include tracking and documentation

Local and Tribal Government Public Works Responsibilities

Because IID areas impact multiple cities, unincorporated areas, and tribal jurisdictions, it may be necessary for coordination and collaboration amongst county, city, and tribal entities. Collectively, they will:

- Maintain and/or restore transportation roadways
- Set up road closure barricades and signs, as necessary
- Coordinate roads and transportation mutual aid to restore infrastructure when necessary
- Assist with the clearing of flood and debris when necessary
- Provide technical supervision over emergency construction
- Implement traffic management plan
- Collect information and report it to the EOC or IRT when activated

Coachella Valley Water District Responsibilities

As the lead for Stormwater Protection and Flood Control of the eastern portion of the Coachella Valley, the following key actions may be taken during a power outage event.

- Provide policy level and technical advisory staff to the IC, and/or EOC.
- Participate as requested, during planning meetings and/or coordination calls when adverse weather or power outages are expected
- Monitor District-owned and operated channels, storm drains, debris basins and other facilities. Where safe, storm patrol areas of concern.
- If available, provide access to near real-time telemetered data from District field networks using GIS maps and other tools to enhance situational awareness.
- Share historical photography, topographic mapping, hydraulic, hydrologic, and other District data with partner agencies as requested to support broader planning and risk assessment efforts.
- Evaluate the need for enhancements to District telemetered networks (e.g., rain gauges, cameras, and other field sensors) to promote situational awareness in hazard areas (where appropriate).
- Develop tools to deliver appropriate telemetry data to the Emergency Operation Center (e.g., GIS maps, websites, etc.). *Note: These data are not for early warning, they are for situational awareness and improve operating picture during events.*
- Obtain state and regulatory permitting for the clearance of District debris basins, culverts, drains and channels annually.
- In coordination with County Information Technology and other stakeholders, develop or enhance existing GIS layers and tools as necessary to develop a common operating picture across agencies. Assist with the development of public-facing interactive web maps for residents/property owners as necessary to support EMD public communication and education goals.
- Support local public works entities by providing mutual aid using staff and equipment not already dedicated to emergency response.

Bureau of Land Management (BLM) Responsibilities

- Participate in Unified Command
- Respond a liaison to the EOC as requested
- Coordinate land access and authorization issues with IID as needed to effect infrastructure repairs

Coachella Valley Unified School District

- Provide a point of contact or liaison to EMD or the EOC as requested
- Participate in coordination calls and briefings to communicate impacts to schools including status/interruption of bus routes and access issues
- Coordinate with transportation and law enforcement to implement alternative routes to access schools as needed
- Support establishment of TEPs and shelters pursuant to existing agreements

EVACUATIONS (If needed)

Evacuations of a community based solely on power outages is unlikely because residents retain the ability to come and go despite power availability. In most cases, agencies prefer residents to either stay home or stay with immediate family or friends during an outage because it is most conducive for everyone. However, in some cases of extreme weather, such as flooding or monsoonal weather, shelter or other temporary sites may need to be established to support affected residents. As noted in this document, the county and other stakeholders

remain ready to assist if needed. IID will notify EMD of IID's system conditions and critical care customers that may require assistance. When Incident Command or Unified Command determine it is necessary to evacuate, Sheriff's Department will be primarily responsible for the physical notification to residents and EMD will be responsible for public alert & warning. In some cases, cities will be directly responsible if within their city boundaries and/or they have their own alerting system. At the time of an evacuation order or warning in the unincorporated area, or when requested to assist a city, DPSS will ensure a site is established to receive and provide appropriate services either directly or through their non-profit partners.

Evacuation Objectives and Principles

Evacuation planning will maintain the following principles:

- 1) Ensure public safety.
- 2) When possible, evacuate early before worsening conditions are present.
- 3) Evacuate only when necessary.
- 4) Evacuate only those areas necessary.
- 5) Return people home as soon as is deemed safe.
- 6) Provide the community with clear, timely information, and rationale for evacuations.

Evacuation Priorities

Critical response evacuation priorities:

- 1) When a decision is made to evacuate, continue to provide timely, accurate and consistent messaging regarding evacuation routes and areas.
- 2) Utilize only standardized evacuation and road closure nomenclature – evacuation warning, evacuation order, hard and soft road closures.
- 3) Determine methods to reduce evacuation impacts on schools and persons with access and functional needs.
- 4) Determine if any individuals require assistance to evacuate such as transportation. This will most likely come from officers who are conducting the physical evacuation notifications, but it could come from other sources.

Evacuation Timeline and Public Messaging

All agencies agree that the messaging to the public needs to be consistent before, during and after an event. In cases of unplanned outages, messaging in advance will not be possible. The messaging will utilize the statewide standardized evacuation definitions. Specifically, for flood events, additional messaging may include "evacuate if it is safe to do so," and the "turn around don't drown" campaign.

Evacuation Alerts & Warnings

EMD shall serve as the primary agency to release pre-scripted messaging for each evacuation type assuming the messaging is in an unincorporated area, or an area that the primary jurisdiction has requested assistance with messaging. Messaging templates have been reviewed and approved by the appropriate policy makers or incident command authority in advance. Agencies agree that AlertRivCo, Wireless Emergency Alert (WEA) and social media will be used to inform residents of the issuance and lifting of such advisories or orders. *Note: WEA cannot be used to notify residents of an evacuation being lifted.*

Timeframe Estimates

It is unknown if mother-nature will provide advanced warning of a storm or not. All stakeholder agencies should prepare themselves to respond to any weather-related events on a moment's notice.

Emergency Operations Center Response

Activation Guidelines

The County EOC may activate if/when:

- 1) If incident conditions will be sustained and expected to cause negative impacts to life, property, and/or the environment.
- 2) Two or more cities, special districts or tribes are negatively impacted.
- 3) Anytime conditions warrant as determined by the Director of the Emergency Management Department in concurrence with the Executive Office

Communications

The following primary and redundant forms of communications are available for stakeholder use. Systems only available to a singular department should not be included as part of this communication plan methodology.

Method	Type	Comments
Cell phones	Primary	Ensure stakeholder contacts are updated and available to all appropriate personnel.
Email	Primary	Stakeholders may receive incident intel in advance of an event or County EOC activation and should remain vigilant about checking emails regularly until further notice. Email should not be considered a primary source of communication when the EOC is activated, unless you have confirmation with the individuals you are sharing information/intel with that they are able to receive/view it.
Internet-based Emergency Management Systems	Primary *during activation	All stakeholders are expected to utilize appropriate information systems for information/intel sharing.
Public Enterprise Communications Systems (PSEC) Radios	Secondary	Many departments utilize PSEC radios for communication between the field and office; depts. may continue such practices as required. The EOC may monitor PSEC ICS channels if requested or if primary methods are unavailable.
Satellite phones	Secondary	If needed, departments who have satellite phones may use them as a communication method.
Amateur radio	Secondary	Upon activation of the County EOC, a minimum of two operators are staffed in the EOC. If necessary, additional operators may be deployed to the field to support incident operations.

Communication Pathways

All stakeholder agencies shall have direct access to other agencies in advance. If communication needs to occur amongst all stakeholders simultaneously, such as: imminent weather updates, response protocols, threats, etc., these will be communicated via email to all or some of the identified agencies. Stakeholders are encouraged to remain vigilant to check emails before and during expected storm periods, periods of extreme weather, or assign that responsibility to someone in their agency. EMD may initiate conference calls as needed to inform stakeholders and to assure coordinated decision making and actions.

RECOVERY OVERVIEW

Stakeholder Responsibilities

All stakeholders involved in the mitigation and preparedness and/or response components should take the following actions in preparation for recovery operations. There are two instances of recovery operations: financial and infrastructure restoration.

Financial:

- 1) Agencies members should immediately begin tracking all actions and costs related to their mitigation and response activities. Excel spreadsheets denoting personnel costs, equipment costs and other costs should be maintained regularly and should be shared with the response structure when requested.
- 2) Before any mitigation and preparedness efforts begin, agencies must document by pictures and other sources, the areas of concern and what is needed to mitigate the issue(s) and what the issue(s) potential impact to life, property and the environment are.
- 3) After work is completed, agencies should again document their progress and denote what the actions likely prevented with pictures and written documentation.

Infrastructure:

- 1) Agencies should ready their staff to immediately implement infrastructure restoration efforts as required.
- 2) Agencies should ensure proper education to their staff about the dangers of extreme weather, flooding, mud and debris flows and how to protect themselves and their families from all disasters.

Funding

There are no guaranteed funding streams for disaster recovery efforts for residents or members of the Operational Area (OA). EMD and appropriate stakeholders will continue to seek appropriate funding sources when and if they become available, to include but not be limited to California Disaster Assistance Act (CDAA) for local governments and/or tribal partners. Federal funding for individuals or businesses on a qualification basis may or may not be made available.