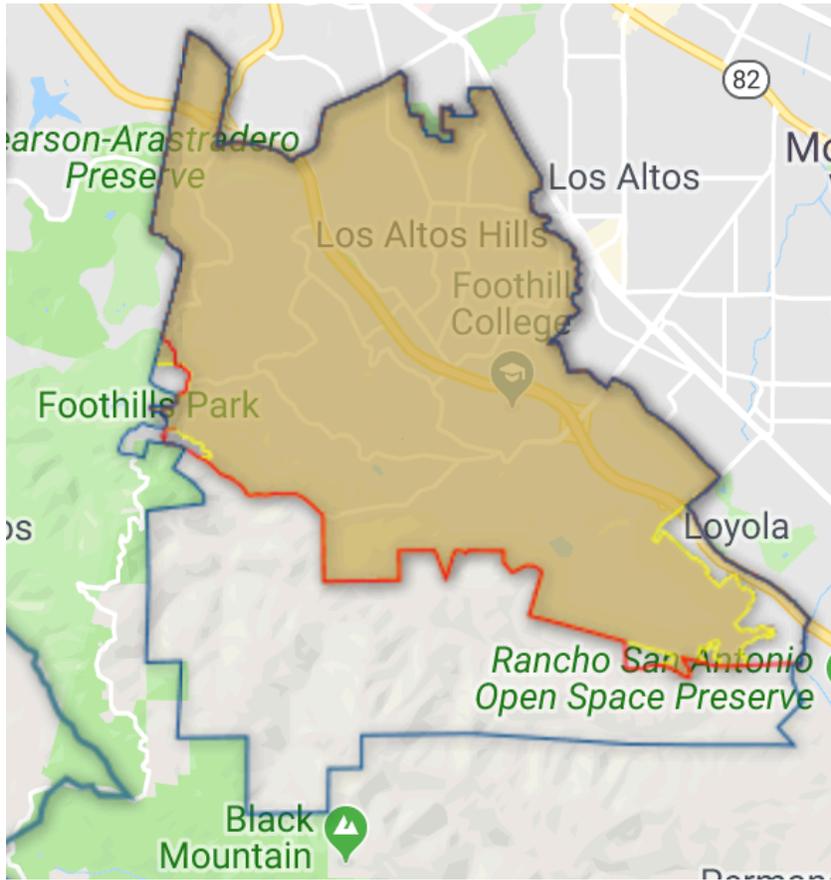


Annex E Evacuation and Repopulation Plan

October 18, 2018



Town of Los Altos Hills
26379 Fremont Rd
Los Altos Hills, CA 94022

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Questions related to this Annex should be forwarded to the City Manager.

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Annex Distribution

Agency	Electronic	Binder
City of Los Altos	x	x
Foothill/DeAnza Community College District	x	x
Los Altos Hills City Manager	x	x
Los Altos Hills County Fire Protection District	x	x
Los Altos Hills website	x	x
Santa Clara County Fire Dept.	x	x
Santa Clara County Office of Emergency Services	x	x
Santa Clara County Sheriff's Office	x	x

Introduction

Recognizing that there could be a need to conduct an emergency evacuation of all or part of the Town of Los Alto Hills, the following strategies have been developed to guide a coordinated evacuation response and recovery effort.

Every emergency will be different and these strategies may be modified, as needed, to provide the greatest good for the greatest number of people. Nothing in this annex shall be interpreted as an obstacle to the experience, initiative and ingenuity of the team members in overcoming the complexities that exist under actual emergency conditions.

Assumptions

- Evacuations could be needed for a variety of incidents including fire, flood, landslide and police activity.
- The annex focuses on hazards that provide sufficient warning time to implement a planned evacuation for people identified as being at risk in the Town.
- Spontaneous evacuation will occur when there is sufficient warning of the threat. Between 5 and 20 percent of the people at risk will evacuate before being directed to do so.
- Some people will refuse to evacuate, regardless of the threat.
- Some owners of companion animals will refuse to evacuate unless arrangements have been made to care for their animals.
- Roughly 20 percent of the population at risk will require shelter in a mass care facility. Many evacuees will seek shelter with relatives, friends, or motels rather than use government-provided mass care facilities. These same people may request sheltering options weeks after the event when these accommodations are no longer an option.
- When available, military support (as approved by the Governor) will be available to support evacuation efforts.
- Evacuations of people at risk for emergency situations that occur with little or no warning will be implemented on an *ad hoc* basis. The Field Unified Command will implement with support through the EOC as necessary.

Protective Action Terms

- **Evacuation Warning.** The alerting of people in an affected area(s) of potential threat to life and property. An Evacuation Warning considers the probability that an area will be affected within a given time frame and prepares people for a potential evacuation order. Evacuation Warnings are particularly necessary when dealing with a variety of special issues such as special needs populations and large animals.
- **Evacuation Order.** Requests the immediate movement of people out of an affected area due to an imminent threat to life (one or two hours or less). *Note: There is no mandatory evacuation for adults; however, minor children may be taken out of a home and evacuated where adults refuse to leave.*

- **Fire Weather Watch.** A Fire Weather Watch is issued when weather conditions could exist in the next 12-72 hours. A Fire Weather Watch is one level below a warning, but fire danger is still high. Community at increased readiness.
- **Red Flag Warning.** A Red Flag Warning is the highest alert. A Red Flag Warning is issued for weather events which may result in extreme fire behavior that will occur within 24 hours. During these times extreme caution is urged by all residents, because a simple spark can cause a major wildfire.
- **Shelter-in-place.** Advises people to stay secure at their current location. May be used for chemicals in the air, police activity, active shooter or fire.

Shelter Terms

- **Community Refuge Area.** A designated location that is considered to provide a greater level of survivability than Shelter-In-Place. If unable to make it to a designated Evacuation Center or GPS, civilians should be directed to seek shelter at a Community Refuge Area.
- **Emergency Evacuation Center (EEC).** Temporary shelter for less than 24 hours.
- **General Population Shelter (GPS).** Also known as Evacuation Shelter, Shelter or Congregate Shelter. Dormitory shelter for displaced people and animals. Food and overnight lodging is available. Used when housing is needed for more than 24 hours.

Other Related Terms

- **Rescue.** Emergency actions taken within the affected area to recover and remove injured or trapped citizens. Responders have specific training and personal protective equipment necessary to accomplish the mission. Boundaries of the areas where rescue is planned should be identified on the incident map with the notation that entry is restricted to rescue workers only.

Road Access Terms

- Open - Open to all traffic
- Closed - Closed to all traffic
- Restricted - Access only to specified groups such as first responders, public works, residents.

Evacuation Related Responsibilities (per Los Altos Hills Emergency Operations Plan Function Responsibilities matrix)

- **All Participants** – 1. Develop strategies to assist people with access and functional needs and those without vehicles. 2. Responsibility to coordinate alert, warning and public information across agencies to minimize conflicting information.

- **Town of Los Altos Hills** – 1. Primary responsibility to provide alert/warning and public information 2. Primary responsibility for mass care & shelter 3. Primary responsibility for flood fight 4. Primary responsibility for transportation 5. Primary responsibility for logistics support. 6. Primary responsibility for disaster recovery. Note: Impacted unincorporated areas adjacent to Los Altos Hills boundaries require coordination of responsibilities.
- **Santa Clara County Sheriff’s Office** – 1. Primary responsibility to protect lives. 2. Primary responsibility for evacuations of people during law enforcement activities and coordinated responsibility (with fire) for evacuation route planning for people and animals for other types of incidents. 3. Primary responsibility for traffic and crowd control. 4. Primary responsibility to coordinate law enforcement mutual aid. 5. Secondary responsibility for alert/warning.
- **Santa Clara County Fire Department** –1. Primary responsibility to protect lives. 2. Primary responsibility (in coordination with the Sheriff’s Office) to determine the need for shelter in place or evacuation (except for crimes). 3. Primary responsibility for fire suppression, hazmat and emergency medical services (EMS). 4. Primary responsibility for search and rescue. 5. Primary responsibility to coordinate fire mutual-aid. 6. Secondary responsibility for alert/warning.
- **Santa Clara County Office of Emergency Services (OES)** – 1. Primary responsibility to assist with resource support across jurisdictions and disciplines. 2. Coordinate situational awareness across Operational Area in support of evacuation activities. 3. Assist in the coordination and dissemination of public information. 4. Tertiary responsibility for alert/warning when County Communications (County Dispatch) is unavailable to assist the Town. 5. Serve as conduit to Region/State. 6. Coordinate Emergency Management Mutual Aid resource requests.
- **Santa Clara County** - *For unincorporated areas* - 1. Primary responsibility to provide alert/warning and public information 2. Primary responsibility for mass care & shelter 3. Primary responsibility for flood fight 4. Primary responsibility for transportation 5. Primary responsibility for logistics support. 6. Primary responsibility for disaster recovery. Note: Impacted unincorporated areas adjacent to Los Altos Hills boundaries require coordination of responsibilities.
- **Community Emergency Response Team (CERT) volunteers** – 1. Primary responsibility to support Town, when activated, according to their training. (Basic first aid, information gathering, public information, messenger, crowd management, shelter support). 2. Support responsibility for community alert/warning.
- **Emergency Communications Committee (ECC) Ham Radio volunteers** – 1. Primary responsibility to support Town communications, when activated, according to their training. 2. Support responsibility for community alert/warning.

Notifications of Evacuation Warning or Evacuation Order

- The Incident Commander (or Unified Command) will establish communication with the Town per the Standard Operating Guidelines (SOG) for Communication between the Santa Clara County Sheriff's Office, the Santa Clara County Fire Department and the Town of Los Altos Hills **(EOP Annex C Communications)**.
- If there is a need to evacuate large animals, notify County OES Duty Officer through County Communications.

Considerations for Evacuation Warning or Evacuation Order

Unified Command

- Ensure that Public Information efforts are being coordinated between Command Post, the Town and other participating agencies.
 - Provide the "script" for any risk communication messages to be sent to the community via AlertSCC or IPAWS (Primary), Nixle (Secondary), radio, social media, or other appropriate method.
- Coordinate selection of evacuation routes with the Town. **(Attachment A)**
- Coordinate transportation resources with the Town.
- Work with the Town to coordinate emergency evacuation centers or general population shelters, for people and pets, as needed. **(Attachment B)**
- Coordinate ingress/egress of response vehicles and evacuation transportation vehicles.

Town of Los Altos Hills

- Make notifications and provide updates to stakeholders, per checklist.
- Coordinate evacuations with the County if unincorporated areas are affected.
- Determine the level of activation of the Emergency Operations Center (EOC)
- Coordinate public information with Unified Command and County EOC, as appropriate, and determine types of Alert/Warning methods which may include
 - AlertSCC message (also sends to registered Nixle users)
 - Emergency Alert System message (EAS)
 - IPAWS
 - Nixle
- Coordinate with Unified Command and Red Cross to identify and establish emergency evacuation centers or general population shelters, for people and pets, as needed. **(Attachment B)**
- Coordinate with Unified Command to identify evacuation routes.
- Coordinate with Unified Command to prepare maps of evacuation routes, shelters and burn/flood areas.
- Consider activating large animal rescue and animal shelter functions.
- Call back Town staff, as needed.
- Coordinate logistics resource requests with Unified Command.
- Coordinate transportation assets with Unified Command.
- Prepare an Initial Damage Estimate.

- Provide Logistics support for Mutual Aid resources.
- Proclaim a local emergency, if appropriate.
- **If there are cascading affects related to the emergency, refer to EOP Appendix 6 for other Hazard Specific Considerations.**

Sheriff's Office

- Ensure that Public Information efforts are being coordinated between Command Post, the Town and other participating agencies.
- Determine a schedule to provide status updates to the Town.
- Attempt to evacuate all people who are willing to leave and all children under 18 years old. No one may be forced to leave but will be asked for information on their next of kin.
- Coordinate door to door notifications with designated personnel, as appropriate.
- Request law enforcement mutual aid, as needed.
- If needed, request additional resources from the Town (Public Works, CERT, Ham, etc.) to assist with traffic/crowd control.
- Coordinate evacuation transportation with EOC Logistics through Unified Command
- Arrange for Emergency Evacuation Centers and/or Safe Refuge Areas (coordinate with fire).

Fire Department

- Ensure that Public Information efforts are being coordinated between Command Post, the Town and other participating agencies.
- Determine a schedule to provide status updates to the Town.
- Coordinate fire mutual aid, as needed.
- Report any access hazards or unsafe routes to the Sheriff's Office and Town.
- Request additional resources from the Town (Public Works, CERT, Ham, etc.)
- Assist with door to door notifications, if resources are available.

County Office of Emergency Services

- Send Liaison to TOWN EOC as appropriate and possible.
- Activate the County EOC, if deemed necessary.
- Coordinate with the Town to identify additional Op Area shelter locations if necessary.
- Source and adjudicate in-Op Area resources to assist with evacuation and shelter operations.
- Assist in coordinated public information efforts.
- Serve as conduit between TOWN and the Region/State
- Coordinate any requested Emergency Management Mutual Aid resources.

CERT – When activated by the Town

- Notify members.
- Confirm the Town’s communication plan to obtain and distribute current information.
- Conduct activities as requested by the Town.

Emergency Communications Committee (ECC) – When activated by the Town

- Notify members.
- Establish a communication net to keep the information flowing.
- Conduct activities as requested by the Town.

Community

- Maintain a defensible space around your home.
- Register with Nixle to receive alerts.
- Have a “Go Bag” for rapid escape.
- Keep gas tank at least ½ full at all times.
- Strategize with neighbors who may need assistance.
- Plan for horses, livestock and pets.
- Attend Town wildfire presentations and review website information

Transportation

Town EOC Logistics Section coordinates with Unified Command to identify resources

- Refer to Transportation Checklist in Town Emergency Operations Plan
- Need wheelchair accessibility
- Note: Some roads are too small for large busses

Transportation Contacts	
VTA and VTA Access	Op Area EOC or County Communications
County Special Schools	
Elmwood Busses	Sheriff’s Office
School Districts	
Churches	
Worst case – Helicopter, pickup trucks, vans, horse trailers, horseback, bicycle	

Mutual Aid

Both the Sheriff’s Office and Fire Department have access to additional resources through the California Master Mutual Aid Agreement. Incident/Unified command will single-point order resources through the dispatch center which will be routed to the discipline appropriate mutual-aid coordinator. The Town supports mutual aid through the Logistics Section by providing housing, food and fuel.

Large Animal Evacuation

Santa Clara County has a large animal evacuation plan. Large animals are not addressed in this plan.

Signage

- Evacuation placards may be posted on barricades along the evacuation route.
- Electronic signage will be considered if available.

Recovery Operations Considerations

Once the threat is over, the Town will begin the recovery process. Recovery Operations will include the Town, Fire, Sheriff, County OES and others as identified.

Town of Los Altos Hills

- Coordinate a safety assessment with public works, fire and Sheriff.
- Post barricades and signs at entrances to restricted areas.
- Consider posting CERT and Ham radio members at entrances to field safety questions.
- Coordinate with fire, Sheriff to create a Re-entry Plan to collect possessions or repopulate.- See Checklist
- Support temporary and/or long-term shelters for evacuees and their pets.
- Establish and support evacuation sites for large animals (per County Large Animal Evacuation Plan).
- Coordinate family reunification efforts with Sheriff and fire.
- Coordinate the preparation of an After Action Report and Improvement Plan.

Sheriff's Office

- Coordinate security in the burn, flood, or affected areas so as to prevent crime and assist with unification.

Fire Department

- Coordinate with the Town to conduct a safety assessment to confirm which areas can be accessed.

County Office of Emergency Services

- Assist in coordinating any appropriate cost recovery efforts.
- Participate and assist in After Action Report development.
- Assist in coordinating Family Assistance Center and Local Assistance Center activities.
- Participate in Recovery Framework activities as appropriate and requested.
- Assist in other recovery activities as appropriate and requested.

Training, Exercise and Public Education

In order to be ready to implement this plan, all stakeholders must review, discuss, train and exercise ahead of time. In addition, the public must be well aware of the evacuation process.

Training

- Annual briefing to Disaster Council

Exercises

- Tabletop with first responders and CERT/Ham
- Functional exercise
- CERT could conduct a small full-scale evacuation or we could ask the public
- After Action Reports/Improvement Plans will be developed for each exercise.

Public Education Ideas

- Included in Personal Emergency Preparedness Training
- Annual Evacuation presentation(s) by Fire Safe Council, Fire Dept & Town
- Information posted in newsletter (annually)
- Information posted on Town website
 - Ready, Set, Go! Video links and information on website. Wildlandfires.org
 - lafc.org/fac – Community Wildfire Readiness CWR Toolkit
 - Link to the Santa Clara County Fire Safe Council
- Information on LAHCFD website
- Information on SCCFD website
- Presentation at a council meeting – annually.
- Presentation to Disaster Council – annually.
- Flyers at community events
- Mailers
- Record a presentation and post online.
- MESSAGE:
 - It is VERY important to share rides to keep traffic moving. Fire moves fast. Go early. Avoid traffic, keeps roads clear for firefighters.
 - Know how to get out. Have a “Go bag” for family and pets. Identify all ways out of your neighborhood. (including on foot). Town will publish recommended evacuation routes based on the hazard location but you should know all options. Fires are fluid. They can change in a moment. Be alert. Be ready to go.
 - Create a defensible space.
 - Avoid the crowds, if you feel unsafe, leave. Do not wait for official evacuation notice.
 - Have supplies for pets, babies, elderly, medications, important records.
 - Stay aware of the latest news through town website, social media and radio stations KFJC 89.7 FM and KCBS 740 AM and 106.9 FM
- Create a refrigerator magnet “In case of...”

Annex Maintenance

This annex will be reviewed annually and updated as needed. For additions/corrections, contact the City Manager.

References

- Santa Clara County Local Fire Service and Rescue Mutual Aid Plan Appendix 13, Chapter 20 Protective Action Guidelines
- State Local Guidance (SLG) 101 1996
- Los Altos Hills Emergency Operations Plan 2018
- FEMA National Integration Center Planning Considerations: Evacuation and Shelter-In-Place
Town of Woodside Evacuation Plan
- CalFire Evacuation and Repopulation Plan 2013

Attachments

Attachment A – Potential Evacuation Routes – Map

Potential evacuation routes evaluated at the time of the incident.

Page Mill Rd – head away from town

Hwy 280 – head north or south away from town

Moody Rd - head away from town

Arastradero Rd - head away from town

Magdalena toward Freeway or Foothill

El Monte toward freeway (El Monte to Stonebrook through the locked gate to

Magdalena) **Questionable based on road width and terrain. Strong probability of traffic bottleneck if residents think that this particular route is a primary route.**

Fremont to Foothill Expressway and away from town

Evacuation Route Considerations

East Sunset / West Sunset – **was a circle – reopen it?**

Saddle Mountain/Saddle Ct/Stirrup – **45 homes one way out and locked gates to trails. (City and some CERT have keys to some gates)**

Sherlock Road access/egress?

Attachment B - Sheltering

Emergency Evacuation Centers (Temporary)

For short term evacuation, sites could include

- Town ball field
- Local churches and schools
- Foothill College – Primary evacuation shelter with Red Cross supplies
- Country Club
- Hidden Villa

Or locations outside the Town boundaries including

- Los Altos, Stanford lands, Palo Alto Hills, Gunn High School, Rancho San Antonio County Park. There are no agreements in place

Considerations may include traffic flow and the ability to exit if a significant event occurs. Potential impacts to egress.

General Population Shelter Considerations

Foothill College – Has Red Cross supplies.

Attachment C – Messaging Guidelines

Wildland Fire message should include

Volunteers (CERT/HAM) be on the lookout for spot fires. If you see smoke or fire in a different area, report to 9-1-1 or 408-299-3233. If phones are not working coordinate through ham radio and the Town EOC. Monitor (identified communication methods) for other requests for assistance. Watch for hazards such as downed power lines. Check Facebook, Twitter and the Town Safety Alert page and listen to radio station KFJC FM 89.7 for more information.

Evacuation – Wildfire message should include

Affected area. Safe evacuation routes. Emergency evacuation locations, Community Refute Area locations or shelter locations.

Pack only necessary medications, family and pets. Take as few cars as possible. Share a ride with a neighbor. Turn on lights take curtains down and away from windows, (standard WUI instructions). Call 9-1-1 if you cannot get out. Watch for hazards such as downed power lines. Check Facebook, Twitter and the Town Emergency Information page and listen to radio station KFJC FM 89.7 for more information.

Evacuation – Flood/Debris Flow message should include

Affected area. Safe evacuation routes. Emergency evacuation locations, Community Refute Area locations or shelter locations.

Pack only necessary medications, family and pets. Take as few cars as possible. Share a ride with a neighbor. Do not drive through running water. Watch for hazards such as downed power lines. Call 9-1-1 if you cannot get out. Check Facebook, Twitter and the Town Emergency Information page and listen to radio station KFJC FM 89.7 for more information.