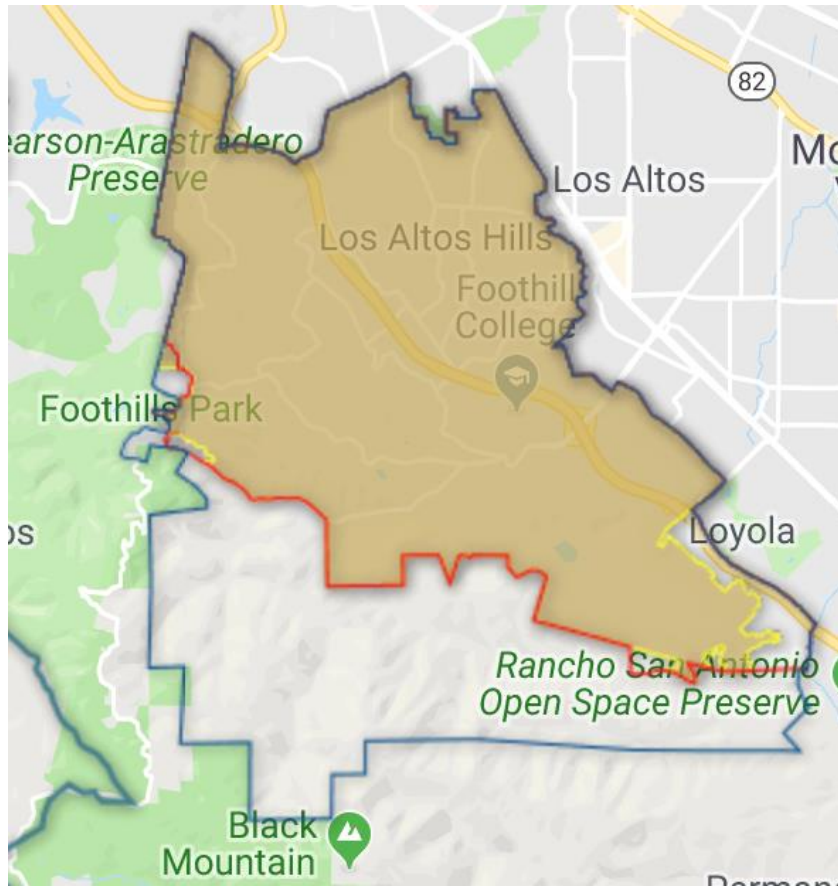


Annex E

Los Altos Hills Evacuation & Repopulation Plan

Adopted October 18, 2018 Updated October 2022



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

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

Table of Contents

Topic	Page
Title Page	1
Table of Contents	2
Annex Distribution	3
Record of Changes	3
Introduction	3
Purpose	4
Situation	4
Assumptions	4
Alert and Warning	5
Temporary Evacuation Points and Shelters	6
Protective Action Terms	7
Shelter-In-Place	7
Shelter Terms	8
Other Related Terms	8
Evacuation Related Responsibilities	9
Public Information	15
Zonehaven Evacuation Support	15
Evacuee Registration	16
Traffic Management <ul style="list-style-type: none"> • Road Access Terms • Cal Fire closure levels • Map Symbols 	16
Transportation	17
Fuel Management	18
Mutual Aid	18
Animals <ul style="list-style-type: none"> • Large Animal Evacuation • Service and Assistance Animals and Household Pets 	19
Signage	19
Access Control and Security	19
Recovery Operations Considerations	19
Re-Entry	21
Training, Exercises and Public Education	25
Hazard Mitigation	26
Annex Maintenance	27
References	27
Attachments (separate documents)	
<ul style="list-style-type: none"> • Attachment A – Potential Evacuation Sites • Attachment B - Sheltering • Attachment C – Messaging Guidelines • Attachment D - Checklists • Attachment E – Reoccupation/Reentry 	

Annex Distribution

Agency	Electronic	Binder
City of Los Altos	x	
City of Cupertino	x	
Foothill/DeAnza Community College District	x	
Los Altos Hills City Manager		x
Los Altos Hills EOC & Alternate		x
Los Altos Hills Mass Care Branch		
Los Altos Hills County Fire Protection District	x	
Los Altos Hills website	x	
Santa Clara County Fire Dept.	x	
Santa Clara County Office of Emergency Management		x
Santa Clara County Sheriff's Office	x	

Record of Changes

Date	Page Numbers Replaced
10/26/2022	Replace entire 2018 Evacuation Plan with 2022 version

Introduction

Recognizing that there could be a need to conduct an emergency evacuation of all or part of the Town of Los Altos Hills and the unincorporated lands within its sphere of influence, the following guidelines have been developed to guide a coordinated evacuation response and recovery effort. This plan is an Annex to the Los Altos Hills Emergency Operations Plan and is used as a companion document.

While the primary focus is evacuation from wildland urban interface fires, these guidelines may be modified for any disaster, 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 EOC team members and response agencies in overcoming the complexities that exist under actual emergency conditions.

Purpose

The purpose of this annex is to ensure the safe and orderly evacuation of people threatened by wildland fires and other hazards in Los Altos Hills and to provide for the safe re-entry of the affected area(s).

Situation

The Los Altos Hills General Plan identifies hazards that could occur and prompt the need for evacuation. Hazards include earthquake, flooding, hazardous materials, landslides, police activity and wildland fire. Those with access and functional needs, requiring additional assistance during evacuation, are considered throughout the planning process.

Challenges exist when attempting to warn and move any population. The Town and first responders are aware of the need to:

- Initiate warning messages in appropriate languages and using standard terminology,
- Identify those without transportation, medically fragile, children at school or unattended at home and
- Understand the evacuation needs of those transporting horses and other animals.

Assumptions

- 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.
- Evacuation strategies for emergency situations that occur with little or no warning will be implemented on an *ad hoc* basis. The Field Unified Command will coordinate with the EOC as necessary.
- Some people at risk will evacuate before being directed to do so.
- Town employees will be unable to fill all needed EOC positions and support evacuation and shelter efforts. Mutual Aid/Mutual Assistance will be needed.
- The primary means of evacuation for individuals will be personal vehicles. Individuals who rely on other means of transportation may require assistance in evacuating.
- Individuals with access and functional needs may require evacuation assistance, medical transport and/or transportation coordination.
- Schools and facilities caring for medically fragile may need assistance.
- Individuals will attempt to obtain information from their trusted sources (social media, nextdoor.com, neighbors, etc.)
- Public information must be coordinated to eliminate conflicting messages.
- Some people will refuse to evacuate, regardless of the threat.
- Some pet owners will refuse to evacuate or will camp out in shelter parking lots unless arrangements have been made to care for their animals.

- Roughly 5 percent of the population at risk (425 people) 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 their accommodations are no longer an option.
- In the absence of actual numbers, the AVMA estimates the number of animals per household for shelter planning purposes. Town residents own 1,158 dogs, 766 cats. Five percent of cats and dogs would mean 96 dogs and cats. As of May 2022, Town volunteers completed a survey of large animals and estimates 270 horses and 30 other large animals including alpaca, burros and goats.
- Evacuation Routes. Will be established as soon as practical following an emergency and will be assessed regularly as the incident unfolds. These routes may change as the incident grows and/or changes.
- The combined expertise and capabilities of government at all levels, the private sector, and nongovernmental organizations will be required to prepare and respond to major evacuations.
- If available during the time of the evacuation, military support (as approved by the Governor) will be available to support evacuation efforts.
- A registration process will be implemented at Temporary Evacuation Points (TEPs) and General Population Shelters (GPS) in order to track evacuees and continue to support them.
- Our own volunteers (CERT and ECC/Ham Radio) may be evacuating and unavailable to assist.
- If a public health emergency exists during evacuation, additional social distance precautions will be needed.

Alert and Warning

Decisions to initiate evacuation warnings and orders are critical to a successful evacuation. Discussing scenarios to determine the optimal time to issue warnings and orders will take the guesswork out of when to send messages and have them disseminated as quickly as possible.

To speed emergency notifications, the Town has delegated Alert & Warning responsibilities to first responders on scene. This includes the need for translated information for the 36% of the population who speak a language other than English at home and others working in the community who do not speak English. The non-English language spoken by the largest group is Asian and Pacific Island languages, which is spoken by 18.78% of the population. Second largest is Indo-European languages at 12.8%.

First responders will coordinate public alert and warning messages with Unified Command, the Town and County EOC, as appropriate, and determine methods of Alert/Warning which may include

- AlertSCC message (also sends to registered Nixle users)
- Emergency Alert System message (EAS) & NOAA Weather Radios*

- IPAWs
- Zonehaven (to reference evacuation zones)
- Foothill College Alert System and
- KFJC Radio

***During extended Public Safety Power Shutoffs, NOAA weather radios may be the *only* way to send notifications.**

Simultaneous announcements through all communication methods are optimal which will require close coordination between the Town, County, and responder Public Information Officers (PIOs). The Town can support Alert and Warning by sending an email to the entire Disaster Council and publishing messages on

- Nextdoor.com,
- Social Media and
- Nixle (Town's notification system)

Key Message Elements

It is essential the alert and warning messages be planned, in advance of an evacuation in order to review the wording and make the language as simple and clear as possible.

Evacuation Warning Message should include:

- Reporting Agency.
- Warning of the (type of hazard) and a call to action to prepare for possible evacuation
- Evacuation zones affected
- Suggestion that those who need extra time to evacuate should leave now as a precaution and go to (Temporary Evacuation Point location), if needed.
- Those without transportation should call a neighbor for assistance before calling 9-1-1.
- Those needing medical or wheelchair transport should immediately contact providers for availability.

Evacuation Order Message should include:

- Reporting Agency.
- Order to evacuate immediately due to the (type of hazard) and the danger of delaying.
- Evacuation zones.
- Consequence of not evacuating
- Roads/areas to avoid
- Take one car to reduce road congestion.
- Those who need assistance or transportation should call a neighbor and then 9-1-1.
- Location of Temporary Evacuation Point or General Population Shelter

Temporary Evacuation Points and Shelters

Temporary Evacuation Points (TEPs) and shelter operations are the responsibility of the Mass Care and Shelter Branch. Memorandum of Understanding (MOU) will be created, as needed, and reviewed annually. Refer to Mass Care and Shelter Annex for guidelines.

Los Altos Hills has a MOU with Foothill-DeAnza Community College District to use their parking lots, restrooms and security for a Temporary Evacuation Point.

(Pending) Los Altos Hills has a MOU with the City of Cupertino to manage the DeAnza College Temporary Evacuation Point with Community Emergency Response Team (CERT) and Cupertino Amateur Radio Emergency Service (CARES) volunteer disaster service workers supervised by Town staff.

Protective Action Terms

In order of least to most severe

- **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 is asked to prepare and be alert.
- **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.
- **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 (more than two hours) and prepares people for a potential evacuation order. Evacuation Warnings are particularly necessary for those who need extra time to evacuate like those with access and functional needs or those with horses and other large animals to evacuate.
- **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, by law enforcement, and evacuated where adults refuse to leave.*

Shelter-In-Place

Jurisdictions should always consider shelter-in-place as the first/default option, when feasible. This may mean looking at risk more closely and when possible, advising populations to shelter-in-place.

Shelter-in-place involves the use of a structure, including homes, to temporarily separate individuals from a hazard or threat.

Shelter-in-place is appropriate when conditions require that individuals seek protection in their homes, places of employment, or other locations when certain hazards or threats are imminent or occurring.

Individuals with access and functional needs should be a priority for restoration of services and safety checks, as they may be at greater risk throughout a prolonged shelter-in-place order.

When populations shelter in place, jurisdictions reduce costs, resource requirements, and negative impacts of evacuations, while promoting improved response and quicker re-entry (for those who spontaneously evacuate) and recovery.

Shelter Terms

- **General Population Shelter (GPS).** Also known as Evacuation Shelter, Shelter or Congregate Shelter. Dormitory shelter for displaced people and service animals. Food and overnight lodging are available. Used when housing is needed for more than 24 hours. Pets not allowed.
- **Temporary Evacuation Points (TEP)** Location where evacuees assemble (in vehicles or socially distanced) to check in and receive information about housing options and to wait for additional information. Not designed for overnight accommodations. No meals served. Service animals and pets are allowed outside.
- **Temporary Refuge Area (TRA)** A *last resort* location that is considered to provide some protection from wildfire. TRAs are open areas without combustible materials (parking lots, water sources, etc.) and are used by individuals who are trapped in their neighborhood. (Sometimes called Community Refuge Areas or Safe Refuge Areas).

Other Related Terms

- **Rescue.** Emergency actions taken within the affected area to recover and remove injured or trapped people or animals. 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.
- **Debris Flow Watch.** Issued when a heightened state of awareness and monitoring is recommended. Work in areas along the base of steep slopes and drainages within and below fire burn areas should be approached with caution and personnel should at all times be cognizant of the surrounding land conditions and weather changes. Periodic check-ins should be conducted with all field personnel.
- **Debris Flow Warning.** Issued when continued monitoring of rainfall throughout this storm event indicates the potential for short-duration, intense precipitation that poses a heightened likelihood for initiation of debris flows within vulnerable slopes. The greatest likelihood is in heavily burned areas at the base of steep

slopes and downstream drainages but could also include areas of moderate slopes and along larger creeks.

Evacuation Related Responsibilities

All Participants

- Develop strategies to assist people with access and functional needs and those who need transportation.
- Coordinate alert, warning and public information across agencies to minimize conflicting information.

Unified Command

- Ensure that Public Information updates 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), commercial radio/television, social media, or other appropriate method.
- Determine if a Town Liaison is needed at the Command Post.
- Coordinate selection of evacuation routes with the Town. **(Attachment A)**
- Coordinate transportation resources with the Town.
- Work with the Town to coordinate Temporary Evacuation Points (TEPs) or General Population Shelters (GPS), for people and pets, as needed. **(Attachment B)**
- Coordinate ingress/egress of response vehicles and evacuation transportation vehicles.
- Scope of authority granted to Unified Command to act under standing orders from the City Manager.

Town of Los Altos Hills (see EOC Evacuation checklist for full list)
Management Section <ul style="list-style-type: none">• Proclaim a local emergency and request a <u>Fire Management Assistance Grant</u> from the State (if appropriate)• Primary responsibility to provide public information throughout the event.<ul style="list-style-type: none">○ Document Alert & Warning messages sent by responders and share information on social media, website and Nextdoor.com○ Provide updates to stakeholders, per checklist.• Communicate and coordinate with all participating organizations, as needed.
Operations Section <ul style="list-style-type: none">• Primary responsibility for flood fight.• Primary responsibility to survey damage• Primary responsibility for debris removal• Coordinate evacuations with the County if unincorporated areas are affected.

- Communicate and coordinate with all function-specific organizations, as needed.

Planning & Intelligence Section

- Coordinate with Unified Command to prepare maps of evacuation routes, shelters and damage areas.
- Document incidents and damage
- Action Planning
- Communicate and coordinate with all function-specific organizations, as needed.

Logistics Section

- Primary responsibility for mass care & shelter including animals.
- Primary responsibility for transportation.
 - Coordinate transportation assets with Unified Command.
- Primary responsibility for logistics support.
 - Coordinate logistics resource requests with Unified Command.
 - Provide Logistics support/housing for Mutual Aid resources.
- Coordinate with Unified Command and Red Cross to identify and establish Temporary Evacuation Points (TEPs) or General Population Shelters (GPS), for people and pets, as needed. **(Attachment B)**
- Coordinate with other jurisdictions supporting TEPs.
- Develop Memorandums of Understanding (MOU) with organizations who can support shelter response.
- Communicate and coordinate with all function-specific organizations, as needed.

Finance Section

- Track staff and volunteer work hours
- Secure contracts for security and debris removal
- Manage insurance and injury claims
- Manage FEMA Cost Recovery
- Track cash donations
- Recovery Coordination

Community Emergency Response Team (CERT) volunteers

- Primary responsibility to support Town, when activated, according to their training. (Basic first aid, information gathering, public information, messenger, crowd management, shelter support).
- Support community alert/warning efforts as directed.
- Notify members.
- Confirm the Town's communication plan to obtain and distribute current information.
- Conduct activities as requested by the Town.

Community Members

- Maintain a defensible space around your home.
- Register with Nixle and AlertSCC to receive alerts.
- Have a “Go Bag” for rapid escape.
- Know your Zonehaven Zone
- Keep gas tank at least 1/2 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.
- Purchase a NOAA weather radio as a backup evacuation notification system.

Emergency Communications Committee (ECC) Ham Radio volunteers

- Primary responsibility to support Town communications, when activated, according to their training.
- Support community alert/warning efforts as directed.
- Notify members.
- Establish a communication net to keep the information flowing between the Town, County, activated volunteers, and other stakeholders with ham radio capability.
- Conduct activities as requested by the Town.

Westwind Barn

- Coordinate large animal evacuation with LAH Horseman’s Association and Santa Clara County Large Animal Rescue

Partner Organizations

California Highway Patrol

- Monitor traffic conditions on state and federal highways and report to Town or County EOC.
- Coordinate freeway message information.

California Department of Forestry and Fire Protection

- Depending on the location of the fire, support local fire resources or serve as fire lead agency

California Water Service

- Maintain water service.

City of Cupertino

- Receive LAH evacuees at DeAnza College and coordinate use of local City resources and Town resources to conduct evacuee registration. (upon agreement)
- Broadcast information messages via Cupertino Radio 1670 AM

City of Los Altos

- Provide staff, CERT and Ham radio volunteers to assist with evacuation
- Identify city temporary evacuation points for use in LAH evacuation

City of Palo Alto

- Support LAH resource requests when appropriate, available, and within organizational capabilities.

City of Palo Alto Animal Control

- Support the evacuation of small animals and assist in the coordination of large animal evacuation within organizational capabilities.
- Coordinate animal sheltering with Pets in Need

Collaborating Agencies' Disaster Relief Effort (CADRE)

- Serve as VOAD to coordinate local nonprofit support
- Assist with the establishment of the Local Assistance Center (inviting nonprofits)
- Provide evacuee registration system

County of Santa Clara - *For the unincorporated areas*

- Primary responsibility to plan for evacuation of individuals in unincorporated areas adjacent to Los Altos Hills boundaries including (Sheriff)
- Primary responsibility to provide alert/warning and public information.
- Primary responsibility for mass care & shelter.
- Primary responsibility for flood fight.
- Primary responsibility for transportation.
- Primary responsibility for logistics support.
- Primary responsibility for disaster recovery.

Note: Impacted unincorporated areas adjacent to Los Altos Hills boundaries require coordination of responsibilities.

Foothill/DeAnza Community College District

- Provide facilities and support for General Population Shelter or Temporary Evacuation Point. (upon agreement)

Green Waste

- Provide vehicles or fuel when requested

Hidden Villa (pending agreement)

- Serve as a Temporary Refuge Area, when available
- Provide resources and facilities, if available

Los Altos Hills County Fire District

- Coordinate CERT team response.
- Share public information on the LAHCFD website.
- Encourage neighborhoods to practice evacuations

- Provide contract fire services to the Town
- Identify Temporary Refuge Areas in coordination with the Sheriff's Office and Santa Clara County Fire Department

Los Altos Hills Horsemen's Association

- Assist with evacuation education of association members
- Coordinate horse evacuation with Westwind Barn

Los Altos School District

- Provide transportation, shelter, or other resources, if available

Mid-peninsula Regional Open Space District

- Assist with evacuation of open space areas

Pets in Need

- Coordinate emergency sheltering of small animals in partner cities.

Purissima Hills Water District

- Maintain/restore water service.

Santa Clara County Sheriff's Office

- Primary responsibility to protect lives.
- 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.
- Identify Temporary Refuge Areas in coordination with the Los Altos Hills County Fire District and Santa Clara County Fire Department
- Primary responsibility for traffic and crowd control.
 - Monitor road conditions, keep roads clear and report traffic flows and counts.
 - Establish, coordinate and monitor checkpoints and roadblocks in Town.
- Primary responsibility to coordinate law enforcement mutual aid.
- Primary responsibility for alert/warning (with fire department)
- Establish access control points to limit entry into evacuated areas
- Conduct periodic patrols in impacted areas
- 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 and the Town of Los Altos Hills **(EOP Annex C Communications)**.
 - Determine a schedule to provide status updates to the Town.
- Keep roadways clear.
- Conduct search and rescue in impacted areas.
- Enforce curfews.
- Conduct aerial surveys of the impacted area.

- Ensure that Public Information efforts are being coordinated between Command Post, the Town and other participating agencies.
- 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 and advised that emergency services may not be available if they change their mind.
- Coordinate door-to-door notifications with designated personnel, as appropriate.
- If needed, request additional resources from the Town (Public Works, CERT, ECC/Ham, etc.) to assist with traffic/crowd control.
- Coordinate evacuation transportation with EOC Logistics through Unified Command

Santa Clara County Fire Department

- Primary responsibility to protect lives.
- Primary responsibility (in coordination with the Sheriff's Office) to determine the need for shelter in place or evacuation (except for crimes).
- Primary responsibility for fire suppression, hazmat and emergency medical services (EMS).
- Primary responsibility for search and rescue.
- Primary responsibility to coordinate fire mutual-aid.
- Primary responsibility for alert/warning
 - Manage Zonehaven program
 - Create and send out Emergency Action messages with Sheriff's Office.
- 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 Fire Department and the Town of Los Altos Hills **(EOP Annex C Communications)**.
- Create and send out Emergency Action messages with 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.
- 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, ECC/Ham, etc.)
- Assist with door-to-door notifications, if resources are available.
- Identify Temporary Refuge Areas in coordination with the Sheriff's Office and Los Altos Hills County Fire District

Santa Clara County Office of Emergency Management (OEM)

- Primary responsibility to assist with resource support across jurisdictions and disciplines.
- Activate the Operational Area or County EOC, if deemed necessary.
- Coordinate situational awareness across Operational Area in support of evacuation activities.

- Assist in the coordination and dissemination of public information.
- Tertiary responsibility for alert/warning when field or County Communications (County Dispatch) is unavailable to assist first responders.
- Serve as the conduit between Town/Region/State/FEMA
- Coordinate any requested Emergency Management Mutual Aid resources.
- Send Liaison to Town EOC as appropriate.
- Coordinate with the Town to identify additional Op Area shelter locations if necessary.
- Source and adjudicate in-Op Area resources to assist with evacuation, shelter operations, and state/federal resources
- Assist in coordinated public information efforts.

West Bay Sanitary District

- Report system status to LAH EOC

Public Information

Although preparedness information is readily available on the Town website, many community members will not be prepared to evacuate. Providing helpful information in the hours before and after an evacuation may improve the outcome. **(Attachment C Evacuation Message Guidelines)**

Motorist Communication. Highway message signs, radio broadcasts, weather alert radio broadcasts, and law enforcement will direct the flow of traffic and communicate information on evacuation routes. If evacuating to Cupertino, broadcast messages on their Radio Station WQGH344 1670 AM as well.

Public information messages emphasizing the need for the community to help their neighbors who lack transportation or need assistance can significantly reduce requirements for public transportation during an evacuation.

Animals in Shelters

Animals are not allowed in human shelters because of the risk of animal allergies and phobias, potential bites, fights, food hygiene and other public health issues. Service animals are the exception. The Town will arrange for an animal shelter near the General Population Shelter but it is recommended that individuals attempt to make their own arrangements. Suggest that animals be sheltered with friends, veterinarians, Humane Society, local board or grooming kennels, local pet-friendly hotels/motels.

Assure the public that Sheriff's patrols are routinely monitoring the evacuated areas to discourage theft and/or looting.

Zonehaven Evacuation Support

Zonehaven creates online data-driven smart zones that are reviewed, adjusted, and approved by local law, fire, and city staff.

Zonehaven has 2 web applications. One (Zonehaven EVAC) is for first responders to add evacuation pre-plan data and make operational decisions on changing the status of a zone during an ongoing incident. The second (Zonehaven AWARE) is community facing. Zonehaven AWARE allows the public to view zones, find what zone they live in and see any changes to zone status.

When a zone status changes there is a process that occurs that gets this information to those who then push out the AlertSCC notifications that will include what zones are affected and include a link to the Zonehaven AWARE map for easy visual display of what is under a protective action (i.e. Evacuation Order, Evacuation Warning, Shelter-in-Place, etc)

Zonehaven Link

Evacuee Registration

It's important to identify all evacuees as soon as possible in order to ensure they are receiving communication and access to available resources. Evacuee registration should be available at all "touch points" such as transfer points and reception processing sites, welcome/information centers, shelters, or any facility or point of entry into a host jurisdiction that assists evacuees.

In coordination with the Town, CADRE, as the local VOAD, will establish an online registration system for evacuees to support the Long-Term Recovery Group. As recovery progresses, caseworkers will assist individuals and families and document all resources and services received, insurance or FEMA claims processed, and the status of reconstruction. Having one data set for all evacuees reduces duplication of effort, maximizes the use of scarce resources, and allows all support organizations to have a common operating picture of the support provided and the needs of clients.

Damage and safety assessment data may be uploaded into the system to ensure all relevant data is associated with each evacuee and supports recordkeeping efforts for Federal reimbursement policies.

Traffic Management

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.
- TCP – Traffic Control Point (CalFire)

Cal Fire Closure Levels

- **Level 1 / Color Code Green:** Closed to all traffic except local residents; may require escorts.

- **Level 2 / Color Code Yellow:** Closed to all traffic except FD, LE, and other critical incident resources (i.e. utility companies, Caltrans, County Roads etc.)
- **Level 3 / Color Code Orange:** Closed to all traffic except FD and LE
- **Level 4 / Color Code Red:** Closed to all traffic including FD and LE

Map Symbols

- TEP – Temporary Evacuation Point
- TCP – Traffic Control Points
- red cross - Shelter

Inbound Emergency Access Routes. When possible, one lane on every evacuation route will be kept available for inbound emergency vehicles. The inbound routes will be used for authorized emergency travel including ambulances, buses, fuel trucks, tow trucks, etc. There may be circumstances where both lanes of any given road/highway will be used for evacuation purposes or circumstances where the road is not wide enough for two-way traffic.

Means of Controlling Flow of Evacuees. The evacuation of large numbers of people from vulnerable areas will stress the limited capabilities of roadways available for this purpose, potentially requiring additional time to complete an evacuation. Consequently, evacuation must be initiated as soon as feasible upon recognition of the threat, and must continue to function efficiently until completion. In order to manage the flow of evacuees in a safe and orderly manner, Zonehaven evacuation zones will be identified by the Incident Command to clearly inform the public of areas requiring evacuation.

Evacuation Clearance Time. Evacuation clearance time is the estimated time necessary to safely evacuate people, from the time an evacuation order is given until the time when either the last evacuee leaves the evacuation zone (given various factors such as the type of hazard or threat, level of notice of the incident, population characteristics of the area at the time, and public behavior) or the remaining population is forced to shelter-in-place due to conclusion of operations as the hazard begins to impact the area. Jurisdictional analysis of clearance times should include a calculation of individuals with access and functional needs, spontaneous evacuees, and evacuees from other jurisdictions who may pass through. Clearance time calculations should include the time required for evacuees to secure their homes and prepare to leave, the time spent by all vehicles traveling along an evacuation route network, and the additional time spent on the road caused by traffic, road congestion, bridge closures, and other unexpected complications. Realtime Evacuation Planning Model **(Attachment TBD Sample Planning Model)**

Transportation

Town EOC Logistics Section coordinates with Unified Command to identify resources

- Refer to Transportation Checklist in Town Emergency Operations Plan
- Need wheelchair accessibility

Transportation Contacts	
Organization	Contact
VTA and VTA Access	County Sheriff, Op Area EOC or County Communications
County Special Schools	County Office of Education
Elmwood Busses	Sheriff's Office
School Districts	Pinewood or Los Altos School District
Schools/Colleges	Foothill College, Gardner Bullis, Hidden Villa, Pinewood, St. Nicholas School, Waldorf School
Churches	Christ Episcopal, Congregation Beth Am, Daughters of Charity, Orthodox Church of the Redeemer, Poor Clare Monastery, St. Lukes Chapel
Other	Fremont Hills Country Club and Stables, Los Altos Hills Golf and Country Club
Any private sector busses nearby?	
Worst case – Helicopter, pickup trucks, vans, horse trailers, horseback, bicycle	

Note: Some roads are too small for large busses and other large vehicles. See **attachment XX for a list of VTA bus sizes.**

Fuel Management

A large-scale evacuation places increased stress on a variety of resources. Fuel management is a crucial challenge. Failure to manage fuel supplies ahead of time leads to fuel shortages, which impact traffic patterns and slow down evacuation operations. Jurisdictions should plan to retain a supply of fuel to support evacuation operations, first responder operations, and evacuation, if necessary.

Fuel management guidelines include

- Identify evacuation routes that have ample businesses in pass-through communities to provide fuel to evacuees.
- Make an effort to ensure that secondary and tertiary evacuation routes are also well supplied with fuel resources.
- Work with private sector partners to identify additional fuel supplies and coordinate additional deliveries to providers along evacuation routes.
- Partner with fuel trade organizations to encourage station owners to install generators along evacuation routes in the case of power loss, as fuel will remain inaccessible without power.
- Identify the locations of alternative fuel vehicle sites along mapped routes and communicate these alternative fuel sites as part of the evacuation response.

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.

Animals

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

Service and Assistance Animals and Household Pets. Animals require their own resources and supportive services. While service animals are trained to do a specific task, assistance animals do not need to be trained to perform an emotional or physical benefit. Under the Rehabilitation Act and the ADA, individuals with service animals will evacuate and remain with their animals at all times. Previous disasters demonstrated that many individuals refuse to evacuate if they are forced to leave their household pets behind. Therefore, accommodating household pets and service animals is a critical component of evacuation operations.

Signage

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

Access Control and Security

Security in evacuated areas is extremely important. Those who have evacuated may not do so in the future if their property has been damaged or stolen during their absence. The Sheriff's Office should establish access control points to limit entry into evacuated areas and, where possible, conduct periodic patrols within such areas to deter theft by those on foot. To the extent possible, fire department will take measures to ensure continued fire protection.

Recovery Operations Considerations

Once the threat is over, the Town will begin the recovery process. Recovery Operations will include the Town, Fire, Sheriff, County OEM, and others listed below. (See Town checklists for a complete activity list)

Town of Los Altos Hills

- Work with Unified Command, responders, Public Health and utilities to coordinate re-entry activities.
- Primary responsibility for damage/safety assessment (coordinate with public works, fire and Sheriff).
- Primary responsibility to coordinate debris removal activities.
- Primary responsibility for disaster recovery and cost recovery.
- Post barricades and signs at entrances to restricted areas.

- Consider posting CERT and ECC/Ham radio members at entrances to field safety questions.
- 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).
- Track locations and support of evacuees.
- Coordinate family reunification efforts with Sheriff and fire.
- Coordinate the preparation of an After Action Report and Improvement Plan.

Community Emergency Response Team (CERT) volunteers

- Assist with access control upon re-entry.
- Assist with other activities, as requested.

Emergency Communications Committee (ECC) Ham Radio volunteers

- Assist with access control upon re-entry.
- Assist with other activities, as requested.

Partner Organizations

California Department of Forestry and Fire Protection

- Advise Town staff on impacts to the State Responsibility Areas (SRA)

California Water Service

- Restore water service.

Green Waste

- Assist with debris clearance
- Provide vehicles or fuel when requested

Los Altos School District

- Coordinate debris removal at Gardner Bullis
- Provide other resources if available

PG&E

- Repair/replace damaged utility poles, gas lines, etc.

Purissima Hills Water District

- Restore water service.

Santa Clara County Fire Department

- Coordinate with the Town to conduct a safety assessment to confirm which areas can be accessed.
- Work with Town, Public Health and utilities to coordinate re-entry activities.

Santa Clara County Office of Emergency Management (OEM)

- Assist in coordinating any appropriate cost recovery efforts.

- Participate and assist in After Action Report development.
- Work with the Town, responders, Public Health and utilities to coordinate re-entry activities. (if unincorporated areas impacted).
- Assist in coordinating Reunification Center and Local Assistance Center activities (if unincorporated areas impacted).
- Participate in Recovery activities as appropriate and requested.

Santa Clara County Sheriff's Office

- Work with Unified Command, Town, Public Health and utilities to coordinate re-entry activities.
- Coordinate security in the burn, flood, or affected areas so as to prevent crime and assist with unification.
- Keep roads clear for response and recovery vehicles.

Santa Clara County Public Health Department/Environmental Health

- Authority to evaluate and release an area impacted by a hazard for re-entry.
- Evaluate and control health hazards
 - Asbestos
 - Household Hazardous Waste
- Determine health protective measures
 - Water Quality Standards
 - Potable Drinking Water
 - Safe Clean-up
 - Breathing masks
 - Tetanus and First Aid Guidance
 - Food Safety Guidance
 - Infectious Disease

Santa Clara Valley Transportation Authority (VTA)

- Provide evacuation busses, upon request, suitable for Town roadways.
- Provide accessible busses, as needed

West Bay Sanitary District

- Restore the sewers and two pump stations (contract with the Town)

Re-Entry

Returning to the Risk Area. The process for re-entry into the evacuated areas must be coordinated to ensure safety of the public, protection of property, and the continuation of response and recovery activities. The Town will be responsible for notifying residents when it is safe to return to their homes and businesses. Law enforcement will be responsible for ensuring the return occurs in an orderly and safe fashion.

1. Re-Entry Scenarios - Once the threat has passed, Town/county re-entry policy may be based upon one of three (3) scenarios.
 - Incident has passed and there are little or no damages that affect the community.
 - Affects are isolated to a localized area with minimal or isolated significant damages.
 - Total devastation with significant infrastructure damages over a widespread area.
2. Re-Entry Decision - The decision of when to permit residents to return to the affected area will be made cooperatively between the Unified Command, Town, responders, Public Health, utilities and the County EOC based on the three scenarios above. The decision to allow re-entry will be based on an overall evaluation of the situation, including the following major factors:
 - Access – Following a major event a survey (ground or aerial) of the impacted areas should be conducted immediately to identify and prioritize the most seriously damaged areas of the locality. This can determine the level of damage to major routes into the area and help to determine the time needed for debris clearance from those routes.
 - Essential Emergency Services – Emergency Services agencies that have been moved to a safe haven prior to an evacuation should to return back to their service areas.
 - Water Levels – Floodwaters have receded from most of the area.
 - Wildfire Areas – Wildfire activity is controlled and no longer a threat to the public.
 - Subsistence – Food is available or made available in the impacted area.
 - Utilities – Electricity, water, sewer, cell phone, landline telephone, propane and natural gas services are operating or information is available about when they will be available in the affected area or reasonable accommodations are in place or available.
 - Existing services can support the people already in the impacted area as well as an additional influx of people.
3. Temporary Housing - If the impacted areas cannot support the return of evacuated residents, temporary housing may be established in the non-impacted areas near the disaster area. State, county and Town authorities will make decisions on the location and operation of temporary housing facilities. If the area is able to support evacuee return, temporary housing may be set up on the owner's property.
4. Assisted Living Centers and Nursing Homes are NOT to bring residents back to the community until all services have been restored to normal. To include power, water, sewer, communications and local suppliers of commodities used by the facilities.
5. Phased Re-Entry - Once the decision to permit re-entry has been established, law enforcement personnel should set up checkpoints and roadblocks as needed based upon the level of damage that has occurred. Re-entry can proceed as recommended based upon a phased re-entry. This can ensure primary access to essential personnel and help to manage the number of people entering the disaster area.

Phase A – Phase A allows the re-entry of agencies and groups that play key roles in restoring normal operations in the impacted areas following a disaster. Law enforcement personnel should monitor access during this phase to provide for area safety and security.

Phase A agencies and groups may include, but are not limited to, the following:

- Law enforcement and security agencies (including private security for facilities and residential communities)
- Search and Rescue Responders
- Fire and EMS crews
- Facility/Industry Emergency Response Teams
- Debris Clearing and Removal Crews
- Infrastructure and Utilities Repair Personnel
- Official Damage Assessment Teams
- Other personnel at the direction of the County/Town EOCs

Phase B – Phase B allows for the short-term limited re-entry of other critical groups as well as residents and business owners to assess damages. The local EOC in coordination with public safety personnel should determine when it is safe to begin Phase B entry. These groups may include, but are not limited to, the following:

- All agencies and personnel listed under Phase A
- Residents (with Insurance Adjusters and Contractors) to conduct insurance assessments (access may be temporary)
- Relief Workers
- Commodities Points of Distribution (POD) Teams
- Health Agencies

Phase C – Phase C allows for the re-entry of only those residents and business owners who can prove they live, own, rent, lease, or work for a resident (housekeepers, pool cleaners, etc.) or otherwise have a need to be allowed into the affected areas. It includes all agencies and personnel from Phase A and B, as well as residents and business owners within the evacuated area. Phase C may still involve road blocks and areas where access is limited.

6. Implement a permit system to limit access to emergency workers, homeowners, business owners, utility workers and contractors restoring damaged structures and removing debris. **(Attachment XX)**

7. Checkpoints and Routes

In order to expedite the reentry process, identification verification should occur at or near each checkpoint with a separate line for more detailed reference checks for individuals without proper identification. Every effort should be made to ensure that residents return to their homes as soon as safely possible. Law enforcement may limit the flow of returning traffic to better manage the checkpoints.

- Evacuees will return to the area following primary and secondary evacuation routes.
- Pre-established Traffic Control points will be used to verify residents or workers have a need to re-enter a restricted area, or serve as a road block to deny entry for those looking to sight-see or other undesirable intent.
- Local law enforcement officers should be primarily responsible for establishing and staffing checkpoints for re-entry in their locality. Local check points may be supplemented by county, state, and mutual aid assistance. Secondary check points may be established by local jurisdictions where required.

8. Roadblocks

The strategic location of roadblocks is an important part of the re-entry process. Roadblocks can be used to seal entry points into devastated areas for two main reasons:

- Roadblocks can be used to prevent mass entry of the civilian population, which can clog rescue routes for people in the impacted areas who may require medical attention.
- Roadblocks are a method to help curtail acts of unlawfulness such as looting.

9. Identification Procedures

- Identification procedures are intended to provide guidance for law enforcement personnel who may be directing access to disaster-impacted localities.
- Residents should have proper identification that proves residence within the disaster area, such as a driver's license, voter's registration, utility bills, property tax receipts, etc.
- Relief workers and business owners should have a company ID card, and/or Dash Pass with agency information to enter an impacted area.

10. Informing Evacuees of Re-Entry Procedures – Public Information Officers at the Incident Command Post, EOC and Joint Information Center (JIC) will coordinate messaging regarding re- entry procedures. This will be done through multiple means, including news releases, public briefings, social media, website messaging and Nixle notifications.

11. Property Retrieval

Residents should be provided safety instructions when returning to their property including:

- Personal protective equipment
- Property hazards
- Sifting Ash

National nonprofit organizations, including the Red Cross are trained to assist with property retrieval. Town volunteers can assist law enforcement to check for passes and be additional eyes and ears in the hazard area.

12. Curfews

Curfews may be initiated as a crime prevention measure depending on the intensity of the disaster and the level of damage sustained. The decision to implement a curfew and the duration rests with the local governing body, but said curfews should be coordinated between appropriate law enforcement agencies and governing bodies to ensure continuity among jurisdictions. Curfews may be implemented countywide, regionally or within a municipality depending on the impact of the emergency.

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 (Recorded for future review)
- Annual Evacuation presentation(s) by Fire Safe Council, Fire Dept & Town
- Neighborhood evacuation drills in partnership with LAHCFD and Fire Safe Council.

Public Education

Key preparedness messages and educational videos are:

- Posted on Town and LAHCFD websites and reviewed annually
 - Recorded Evacuation Presentation online
- Submitted to the Town newsletter (annually)
- Promoted at Town Community events via Eprep Booth staffed by CERT/ECC.

Topics include:

- Maintain a defensible space around your home.
- Register with Nixle and AlertSCC to receive alerts.
- Purchase NOAA weather radios for backup notification.
- Have a “Go Bag” for rapid escape.
- Take only 1 car unless your family won’t fit.
- Know your Zonehaven zone.
- Monitor Social Media for law/fire and the Town.
- Evacuate immediately upon notification or sooner if you need more time.
- 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.
- Identify reunification points in case an evacuation occurs while a family is separated. Families should establish a communication plan that supports the evacuation plan and helps members communicate even when cellular communications are disabled.
- Develop a transportation plan

- Identify all potential evacuation routes and Temporary Refuge Areas
- Individuals and households that use visiting nurses or other service providers may work with the service provider to identify potential sources of similar services that would be available during an evacuation and displacement. Alternatively, households may establish a plan for the service provider to evacuate with the individual in order to administer care during the evacuation and displacement

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

- Include evacuation information in Personal Emergency Preparedness Training
- Flyers at community events
- Mailers
- KEY MESSAGES:
 - If you see a fire and there are no fire engines in site, call 9-1-1.
 - It is VERY important to share rides to keep traffic moving. Fire moves fast. Go early. Avoid traffic, keeps roads clear for firefighters and Sheriff's deputies.
 - Register for AlertSCC and Nixle.
 - Know your Zonehaven zone.
 - Purchase a NOAA weather radio for backup notification.
 - 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..."
- Support neighborhood education and evacuation practice

Hazard Mitigation

Key elements to reduce the impact of fires, floods and evacuation revolve around encouraging the community to understand the threats of wildfires and other emergencies and prepare themselves and their homes. Public education provided by the Town, LAHCFD and Santa Clara County Fire Department encourage and instruct the community to prepare.

FEMA's Hazard Mitigation Grant Program (HMGP) has funds to support wildfire recovery and implement mitigation projects absent a major disaster declaration.

This post fire program, titled HMGP Post Fire, is part of the agency's implementation of the Disaster Recovery Reform Act (DRRA) of 2018 to provide HMGP Post Fire assistance to any area that received a Fire Management Assistance grant (FMAG) declaration under Section 420 on or after October 5, 2018.

FEMA encourages the mitigation of wildfire and related hazards, such as flood or erosion. The amount of funding available to recipients will be determined by the type of hazard mitigation plan, i.e., standard or enhanced, approved for each state, territory, or tribe, and the number of FMAG declarations recipients receive during a fiscal year (Oct 1-Sept 30).

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 2016
- State Local Guidance (SLG) 101 1996
- Los Altos Hills Emergency Operations Plan 2018
- FEMA National Integration Center Planning Considerations: Evacuation and Shelter-In-Place 2019
- Town of Woodside Evacuation Plan
- Larimer County, Colorado Evacuation and Re-Entry Annex
- CalFire Evacuation and Repopulation Plan 2013
- Planning Considerations: Evacuation and Shelter-In-Place 2019

Attachments are separate documents