

September 16, 2025
City Manager

TITLE: RECEIVE AN UPDATE ON THE CITY'S EMERGENCY PREPAREDNESS EFFORTS TO ADVANCE THE ONE PLEASANTON STRATEGIC PLAN PRIORITY SAFEGUARDING OUR CITY D.1. TO IMPROVE THE CITY'S EMERGENCY PREPAREDNESS CAPABILITIES

SUMMARY

September is National Emergency Preparedness Month, and staff is updating the City Council on emergency preparedness progress, in alignment with the ONE Pleasanton Strategic Plan priority *Safeguarding Our City D.1. Assess the City's overall emergency preparedness capabilities, resources, and tools and implement changes as needed to ensure the City is properly positioned to respond to disasters*, which was identified as a top City Council strategic priority for the current fiscal year. Staff has completed significant improvements across all areas of the Emergency Preparedness implementation plan. Key accomplishments include relocating the Emergency Operations Center, training 196 staff through the Disaster Academy program, conducting functional exercises, and updating critical safety plans and procedures.

RECOMMENDATION

Receive an update on the City's Emergency Preparedness efforts to advance the ONE Pleasanton Strategic Plan priority *Safeguarding Our City D.1. to improve the City's emergency preparedness capabilities*.

BACKGROUND

In October 2023, the City Council unanimously approved the ONE Pleasanton Strategic Plan, which identified "Safeguarding Our City D.1. Assess the City's overall emergency preparedness capabilities, resources, and tools and implement changes as needed" as one of four top-priority strategies for the first two years of implementation. This priority led to a comprehensive review and enhancement of the City's emergency preparedness program. This priority was reaffirmed by the City Council as an ongoing strategic priority at a strategic planning workshop in January 2025.

Since 2023, the City has undertaken significant preparedness initiatives across five implementation areas of the Emergency Preparedness Work Plan: Planning, Organizing, Equipping, Training, and Exercising. Key accomplishments include:

- Created the Emergency Services Manager position within the City Manager's Office to centralize emergency management functions (this is not a new position, but rather a repurposing of an existing position)
- Relocated the primary Emergency Operations Center (EOC) from the Police Briefing Room to the Remillard Conference Room at the Operations Service Center in May 2025
- Implemented the Disaster Academy program, training 196 City staff members to date on their roles as Disaster Service Workers

- Conducted functional exercises, including a Fire Season exercise in May 2025
- Updated Emergency Action Plans for all City facilities with regular evacuation drills

On January 21, 2025, staff presented a Citywide Emergency Preparedness Update to the City Council as an informational item in response to the Southern California wildfires, highlighting the City's ongoing progress in implementing citywide emergency preparedness with a focus on emergency communications.

As a critical component of these efforts, the City engaged Tetra Tech, Inc. in 2024 to assist with updating the Emergency Operations Plan (EOP). The EOP serves as the foundational document for the City's emergency management activities, outlining how the City coordinates its response to major emergencies and disasters. The previous comprehensive EOP update was completed in March 2018, with periodic revisions made as needed to maintain compliance with evolving state and federal requirements.

The updated 2025 EOP incorporates current requirements from the Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), and California Office of Emergency Services (Cal OES). It reflects the City's commitment to a "whole community" approach that addresses the needs of all residents, including those with disabilities and access and functional needs. The plan addresses the high and medium natural hazards identified in the Tri-Valley Hazard Mitigation Plan, including earthquakes, severe weather, landslides, and floods.

DISCUSSION

The City's emergency preparedness program has made substantial progress implementing the City Council's strategic priority. This report provides an update on accomplishments to date and shares the updated 2025 Emergency Operations Plan (Attachment 1).

Emergency Preparedness Accomplishments

The City has systematically enhanced its preparedness capabilities across all five areas of the Emergency Preparedness Work Plan:

1. Planning:

- Updated the 2025 Emergency Operations Plan with defined roles and responsibilities for City Staff and Council Members, including practical appendices for EOC activation.
- Finalized the Injury and Illness Prevention Program following review by the City's Health & Safety Committee.
- Finalizing Power Outage Guidelines to include unplanned outages and Public Safety Power Shut-Offs (PSPS).
- Continuing work on Crisis Communications Plan and Alert & Warning Annex.

2. Organizing:

- Relocated the primary EOC from the Police Briefing Room to the Remillard Conference Room at the Operations Service Center following assessment.
- Updated City's Emergency Preparedness webpage with expanded power outage

information: <https://www.cityofpleasantonca.gov/emergency-preparedness/>.

3. Equipping:

- The Disaster Preparedness Working Group continues to refresh emergency supplies, EOC materials, food, water, and communication devices.
- Migrated the County's Genasys Evacuation platform data into the City's Veoci Emergency Management software for enhanced Common Operating Picture.

4. Training:

- Expanded the Disaster Academy to 196 City staff members (90 additional since last update).
- Maintained Emergency Preparedness Training Calendar with EOC orientations, Disaster Academy sessions, and exercises.
- Next community Personal Emergency Preparedness workshop scheduled for September 23, 2025 in the Council Chambers. The presentation is currently available on the City's website: <https://www.cityofpleasantonca.gov/emergency-preparedness/>.
- Developing a Business Emergency Preparedness project following the August 12 presentation to the City Business Organization Partners Group.

5. Exercising:

- Conducted a 4-hour Fire Season functional exercise in May 2025 with County OES and facilitation by SenseMakers (consultant), simulating a Pleasanton Ridge wildfire scenario based on the 2022 Canyon Fire incident. Exercise tested EOC activation, evacuation protocols, multi-agency coordination, and public information procedures.
- Completed evacuation drills at Civic Center and Operations Service Center campuses per Emergency Action Plans.
- Planning November 2025 Wet Season functional exercise incorporating lessons from May exercise.

2025 Emergency Operations Plan

The updated EOP (Attachment 1) modernizes the City's emergency response framework with the following enhancements:

- Full compliance with current SEMS, NIMS, and Cal OES requirements
- Integration of lessons learned from recent exercises and real-world events
- Strengthened "whole community" approach with specific provisions for diverse populations
- Clarified roles and responsibilities during emergencies
- Updated coordination protocols with the Alameda County Operational Area
- Practical appendices with step-by-step EOC activation procedures
- Streamlined documentation requirements to maximize disaster cost recovery

The EOP ensures the City maintains eligibility for state and federal disaster assistance programs while providing clear operational guidance for all hazards identified in the Tri-Valley Hazard Mitigation Plan.

Next Steps:

- Distribute the EOP to all departments and partner agencies
- Complete the Crisis Communications Plan and Alert & Warning Annex
- Continue Disaster Academy training for remaining staff
- Conduct the Wet Season functional exercise in November 2025
- Advance the Business Emergency Preparedness initiative
- Host the next Personal Emergency Preparedness workshop on September 23, 2025

EQUITY AND SUSTAINABILITY

The City has adopted a “whole community” approach that actively promotes the inclusion of community partners, neighbors, residents, people with disabilities, access and functional needs, people with language or cultural differences, and other stakeholders in all phases of emergency management planning. Through such collaboration, the City will be better prepared to meet the needs of both its residents and daytime population (visitors, employees, etc.).

OUTREACH

City staff, including through the Disaster Preparedness Working Group and their partners, promote public awareness and education to strengthen overall preparedness and community resilience. By providing community education, outreach, training, and coordination, the City increases the ability of community members and organizations to adequately prepare for and meet their own needs. By promoting self-reliance and preparedness, the City reduces the overall burden on resources and competing needs that may arise during critical incidents.

STRATEGIC PLAN ALIGNMENT

This item advanced the ONE Pleasanton Strategic Priority of *Safeguarding Our City* D.1. Assess the City's overall emergency preparedness capabilities, resources, and tools and implement changes as needed to ensure the City is properly positioned to respond to disasters, which is one of the top seven City Council priorities identified for focus at the last strategic planning workshop. This effort also supports *Optimizing Our Organization* B.6. Update City policies and procedures to clarify roles, provide training and proactively plan to address workplace health and safety issues, ensuring compliance with state and federal Occupational Health and Safety Administration (OSHA) requirements.

FISCAL IMPACT

The Emergency Management Division is allocated \$40,000.00 from the General Fund for training, professional services, and miscellaneous supplies and equipment for Fiscal Year 2025-2026.

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Attachments:

1. Pleasanton Emergency Operations Plan (Attachment 1)
2. Presentation-Emergency Preparedness Update (Attachment 2)