



## CITY MANAGER'S OFFICE

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### CITY COUNCIL INFORMATIONAL MEMORANDUM

Date: January 17, 2025

To: Cupertino City Council  
From: Pamela Wu, City Manager

Re: Status of the Emergency Operations Center

#### Reason for Recommendation

##### *Background*

This memorandum provides an update on the state of readiness of Cupertino's emergency operations including the operational status of the Emergency Operations Center (EOC) and backup EOC, as well as the training requirements for staff to ensure full preparedness for emergencies.

##### *Emergency Operations Centers*

###### *Primary EOC – City Hall:*

The Emergency Operations Center at City Hall is operational and designed as the central hub for managing emergencies in Cupertino. It is equipped with advanced audio-visual tools that facilitate real-time situational awareness and communication. These systems include:

- **Video Conferencing and Monitors:** For displaying real-time information from City systems, weather updates, and emergency mapping tools.
- **Audio Systems:** For clear and consistent communication between internal teams and external partners, including the Santa Clara County EOC, state agencies, and mutual aid resources.
- **Digital Dashboards:** For tracking resource allocation, situation status, and key performance indicators during emergencies.

The Office of Emergency Management (OEM) conducts regular maintenance checks to ensure functionality and recent upgrades to software and hardware have enhanced real-time data-sharing capabilities. The EOC is equipped with backup generators and uninterrupted power supply systems.

The EOC at City Hall has tools and technology to support emergency response and coordination; however, the current EOC has limitations and requires consistent and progressive improvement. As part of the City's commitment to public safety, staff will continue to evaluate opportunities to enhance the EOC to ensure it meets the growing needs of our community and remains a robust resource in times of crisis.

*Backup EOC – Service Center (10455 Mary Avenue):*

The backup EOC located at the Service Center has been equipped to serve as a secondary command center in the event that the primary EOC becomes inaccessible. The backup EOC undergoes semi-annual drills to ensure readiness and alignment with the primary EOC's systems and procedures.

*Training Requirements*

To ensure that all personnel are adequately prepared for emergency roles, the following training programs are mandatory for staff:

1. Federal Emergency Management Agency (FEMA) Independent Study Courses:
  - IS-100: Introduction to Incident Command System (ICS)
  - IS-200: ICS for Single Resources and Initial Action Incidents
  - IS-700: National Incident Management System (NIMS), An Introduction
  - IS-800: National Response Framework, An Introduction

These courses provide foundational knowledge on emergency response systems, coordination processes, and national frameworks for disaster management.

2. EOC-Specific Training:

Staff assigned to roles within the EOC are required to complete additional, section-specific training tailored to their responsibilities. These include:

- Operations Section: Training on resource coordination and strategic response management.
- Planning Section: Training on situational analysis, incident action planning, and documentation.
- Logistics Section: Training on resource acquisition, distribution, and tracking.
- Finance/Administration Section: Training on cost tracking, financial reporting, and reimbursement procedures.

OEM regularly conducts tabletop exercises and drills to strengthen interdepartmental and regional partnerships. In 2025, the City will begin revising the Emergency Operations Plan (EOP), focusing on expanding outreach and engagement to vulnerable populations.

Sustainability Impact

No sustainability impact.

Fiscal Impact

No fiscal impact.

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