

## **Part III. Supporting Documents**

### **Standardized Emergency Management System**

# **SEMS MAINTENANCE SYSTEM**

## **A System Description for the Ongoing Development, Maintenance, and Operations of SEMS**

### **1. Purpose of the SEMS Maintenance System:**

To establish and formalize a process for ensuring ongoing maintenance and operations related to the California Standardized Emergency Management System (SEMS).

### **2. Background**

SEMS came about as a result of State legislation that went into effect January 1, 1993. Paragraph 2425 of the SEMS regulation states that "...The Director, OES, shall establish the SEMS Advisory Board consisting of representatives from emergency response agencies to provide advice on all aspects of this Chapter. "Paragraph 2443 of the regulation states that "...On or before December 1, 1995, OES shall develop standards for compliance that will include a method of evaluation regarding planning, training, exercises and performance."

A SEMS Advisory Committee was appointed by the Director of OES in 1993 with the passing of the legislation. The Committee was instrumental in the development of the SEMS Regulations. A Training Working Group was also formed in 1993 to assist and advise the Advisory Committee on the development of a SEMS Training Curriculum. The Training Working Group was expanded in 1994 to oversee the development of both Guidance and Training materials.

With the statewide implementation of SEMS, it will be necessary to have an ongoing system in place to ensure an effective program for the long term maintenance and operation of SEMS.

### **3. SEMS Operating System Requirements:**

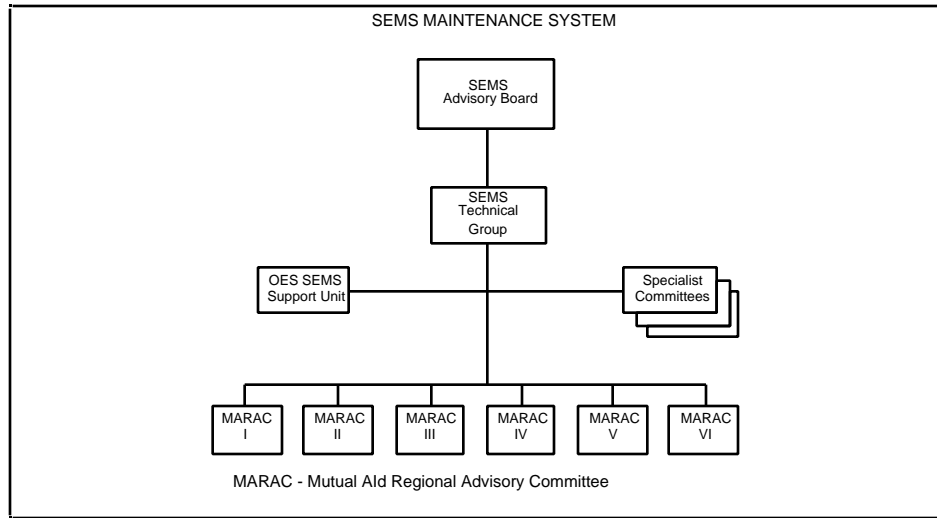
- A. All SEMS levels, i.e., field, local government, operational area, region and state, will require representation in any ongoing SEMS Maintenance System.
- B. SEMS will be used by emergency response personnel from a variety of agencies and disciplines throughout the state, therefore, multi-agency, and multi discipline representation is required in any SEMS Maintenance System.
- C. Statutory responsibility for SEMS rests with the Director of OES. The SEMS Maintenance System provides for an orderly process to assist the Director in implementing and maintaining SEMS.
- D. Planning, activation, implementation, modifications, after-action reporting, document control, training and compliance are all elements that may require specific procedures, on-going guidance and maintenance activities as a part of the SEMS Maintenance System.
- E. A well documented process is needed to ensure that SEMS is maintained and operated effectively on a long term basis.
- F. Because of the need to maintain a standardized national fire services Incident Command System (ICS), all SEMS recommended modifications to ICS must be coordinated with the FIRESCOPE Program prior to implementation.

### **4. SEMS Maintenance System Description**

The SEMS Maintenance System consists of three levels of operation. Each level is described in terms of responsibilities, membership, operating procedures and information flow. The three levels in the SEMS Maintenance System are:

- SEMS Advisory Board
- SEMS Technical Group (supported by)
  - Specialist Committees as needed
  - An OES SEMS Support Unit
- SEMS Mutual Aid Regional Advisory Committees

The overall organization is depicted in the figure below:



## 4.1. SEMS Advisory Board

### Membership

The SEMS Advisory Board develops and recommends policy to the OES Director. The SEMS Advisory Board shall consist of the following members:

- OES Director, Board Chairperson
- Adjutant General California National Guard
- Chairperson California Utilities Emergency Association
- Chairperson FIRESCOPE Board of Directors
- Chairpersons from six Mutual Aid Region Advisory Committees
- Commissioner California Highway Patrol
- Director, California Department of Forestry and Fire Protection
- Director, Emergency Medical Services Authority (EMSA)
- Director, Toxic Substances Control Department
- Director, Department of Health Services
- Administrator, Office of Oil Spill Prevention and Response (OSPR)
- President, California Emergency Services Association (CESA)
- President, California Chiefs of Police Association
- President California State Sheriffs Association
- State Fire Marshal
- Public Utilities Representative
- Chairperson of the SEMS Technical Group (non voting)

### Responsibilities of the SEMS Advisory Board:

The primary purpose of the Board is to give advice and recommendations to the Director of OES in the administration of the SEMS regulations. The responsibilities of the Board are to assist the Director OES in the following matters related to maintaining and operating SEMS:

1. Oversee the functioning of the SEMS Maintenance System.
2. Provide policy guidance and direction to the SEMS Technical Group
3. Set multi-year goals, objectives and annual implementation workplans
4. Review, arbitrate and make final recommendations regarding unresolved issues on guidance, training and compliance.
5. Make decisions on funding, scheduling, functions and composition of the SEMS Maintenance System.
6. Ensure participating agency and jurisdictional commitment to SEMS.
7. Support and encourage SEMS implementation within SEMS member agencies at all levels.

### **Operating Procedures**

1. The SEMS Advisory Board shall meet bi-monthly or quarterly.
2. Special meetings of the Board can be called by the Director OES as required.
3. All meetings will be held at OES Headquarters unless otherwise scheduled.
4. Board meetings will be conducted under Robert's Rules of Order.
5. Board membership can be modified by the Director of OES.
6. Each Board member will have a designated alternate who must be delegated authority to commit the agency in decision matters before the Board.
7. The Chairperson of the SEMS Technical Group will be a non-voting member of the Advisory Board. This will ensure a close coordination and information transfer process between the two levels.
8. Decision issues brought before the Board from the Technical Group will be presented by the Chairperson of the SEMS Technical Group along with prior staff work which will include recommendations of the Technical Group/Specialist Committees as appropriate.
9. The Board will provide timely resolution on all issues presented. Where consensus cannot be achieved, the Board may require further staff action on the

part of the Technical Group or Specialist Committees or refer the matter to the Director of OES for decision.

10. At each meeting, the Board will review the current status of SEMS implementation, operations, and training.
11. The Board may task the Technical Group and/or Specialist Committees with specific issues for analysis and recommendations.

## **4.2. SEMS Technical Group**

### **Membership**

- California Chiefs of Police Association
- California Department of Forestry and Fire Protection
- California Emergency Medical Services Authority
- California EPA
- California Highway Patrol
- California Sheriffs Association
- Commission on Peace Officer Standards and Training
- FIRESCOPE
- Governor's Office of Emergency Services
- Representative from the six Mutual Aid Regional Advisory Committees.
- Representative of a Local EMS organization
- Special District Representative
- State Fire Marshal

### **Responsibilities**

1. Responds to the needs and directives of the Advisory Board
2. Recommends policy changes to the Advisory Board
3. Ensures necessary staff work (Technical Group or Specialist Committees) is done on issues presented to the Technical Group by the Board.
4. Reviews and coordinates proposals/recommendations submitted by Specialist Committees, Regional Advisory Committees and the OES SEMS Support Unit.
5. Makes consensus decisions on all SEMS matters brought to the Technical Group unless those matters must be decided at the Advisory Board level.

6. Completes necessary staff work on issue related matters to insure that the Advisory Board has sufficient information to make policy decisions.
7. Oversees the establishment and functioning of the SEMS Specialist Committees. Provides direction to these committees, and analyzes and evaluates their recommendations.
8. Keeps the Advisory Board informed of the progress of SEMS development, implementation, operations and training.
9. Implements within their respective agencies, agreements and policies established by the Advisory Board.
10. Advises the Board on the effectiveness of the SEMS Maintenance System, the work of Specialist Committees and Mutual Aid Regional Advisory Committees

### **Operating Procedures**

1. The SEMS Technical Group will meet (monthly or bi-monthly).
2. Meeting locations will alternate from northern to southern California.
3. Chairperson of the Technical Group will be rotated on a semi-annual or annual basis.
4. The Chairperson of the Technical Group shall establish meeting agendas, and ensure that the OES Technical Support Unit provides meeting announcements, agendas, and working documents for review to all members at least one week prior to Technical Group meetings.
5. Technical Group will make consensus decisions on issues presented to the group wherever possible. Voting on issues for which consensus is not achieved will be recorded by member.
6. Issues for which consensus is achieved will be recorded and the issue resolution provided to the initiator, and/or to the general SEMS community through the Mutual Aid Regional Advisory Committees in the form of a memorandum or other appropriate publication.
7. Decisions on issues for which consensus cannot be achieved at the Technical Group level will be forwarded to the SEMS Advisory Board for resolution at their next meeting. All issues forwarded will be accompanied by adequate staff work describing the issue, advantages, disadvantages and Technical Group membership voting on the issue.
8. Procedures of the Technical Group shall be carried out under Robert's Rules of Order.

9. Chair of the Technical Group will be a non-voting member of the SEMS Advisory Board, and will attend Advisory Board meetings.
10. Each meeting of the Technical Group will include a review of SEMS implementation and current operation.
11. Issues for which insufficient staff work has been completed and/or for which new staff work is needed may be referred to a Specialist Committee for further action.
12. Final action on all issues presented to the Technical Group by one of the Mutual Aid Regional Advisory Committees will be disseminated to that Committee in a timely manner.

#### **4.2.1 Specialist Committees**

Specialist Committees may be formed under the direction of the Technical Group as necessary, and membership will be decided by the Technical Group. Membership will be kept to the minimum necessary to represent the functional area and with the necessary expertise to staff out the issue.

Specialist Committees will only function on an issue by issue basis. They are not intended as permanent committees, unless that is essential to preserve continuity. Examples of Specialist Committees could be:

- Guidance Specialist Committee - To draft revisions or additions to existing guidance.
- Training Specialist Committee - To draft revisions or additions to existing training materials. To develop innovative training approaches using, e.g., using multi-media techniques. To revise and update course syllabuses, tests, instructor guides etc.
- Compliance Specialist Committee - To draft revised compliance documentation, and/or recommend changes to compliance related issues.
- Operational Area Specialist Committee - To consider ways in which Operational Areas are being implemented, and to document and/or revise procedures or guidelines for improved use of the Operational Area concept.
- Mutual Aid Systems Specialist Committee - To explore procedures for better coordination and communication between existing and developing mutual aid systems.

#### **4.2.2 OES SEMS Technical Support Unit.**

Ongoing Technical support will be required for the Maintenance System. Activities to be performed could include: document control, printing, preparation of meeting

agendas and minutes, travel arrangements, announcements, preparation of a monthly or bi-monthly status report, news letters etc. for the SEMS Advisory Board, Technical Group and Specialist Committees.

### **Membership**

It is anticipated that the OES will provide staff support necessary to meet the administrative needs of this Unit.

### **Responsibilities**

1. Prepare and distribute meeting announcements and agendas.
2. Prepare and distribute mail-out material for Technical Group and Advisory Board meetings.
3. Support administrative and technical needs of Regional Advisory Committees as directed.
4. Provide travel arrangements and travel accounting for Technical Group and Advisory Board meetings as determined.
5. Prepare, maintain, and distribute rosters of Advisory Board, Technical Group, Mutual Aid Regional Advisory Committees and Specialist Committees.
6. Provide minutes of Technical Group and Board meetings.
7. Compile a SEMS status report for distribution through the Maintenance System
8. Provide other technical support as directed.

### **4.3. Mutual Aid Regional Advisory Committees**

Six mutual aid regions (I - VI) are in existence, with several discipline specific mutual aid systems functioning within the mutual aid region framework. Each mutual aid system works within a defined set of counties and with its own procedures, communications and personnel structure. OES has established three Administrative Regions (Coastal, Inland, Southern) The Administrative Region functions in a general coordinative and information exchange role with regard to the mutual aid regions and systems that operate within the Administrative Region.

To provide a broad base for local government participation in the SEMS Maintenance System, it is recommended that Regional Advisory Committees be established within the existing six mutual aid regions. These can be formed around, or incorporate existing local government advisory committees.



Mutual Aid Regional Advisory Committees (MARACS) will be a principal source of input and information to the SEMS Maintenance System. Recommendations from these committees to the Technical Group will be a primary means by which SEMS is maintained and improved.

### **Membership (each mutual aid region)**

- The OES Regional Administrator or deputy for the Administrative Region encompassing the mutual aid region(s).
- Regional Mutual Aid Coordinators (fire, law, disaster medical, and other established mutual aid systems.)
- A representative from each Operational Area from within the mutual aid region.
- Representatives from two municipalities (small/large and rotate annually)
- Regional Public Utility Representative
- Private utility representative
- Special District Representative.

### **Responsibilities**

1. Adopts regional goals and objectives that support the development, and implementation of SEMS.
2. Ensures that local governments, operational areas other agencies special districts and other organizations including the private sector are kept informed on the developmental progress of SEMS.
3. Recommend to the Technical Group changes or modifications to SEMS.
4. Provide personnel and/or technical support to SEMS Specialist Committees as appropriate.
5. Ensure local agency/jurisdictional commitment to SEMS in terms of staffing, time and the development of local agreements as required.
6. Ensure that local agencies and jurisdictions are provided the opportunity for ongoing comment, suggestions for system improvements.

### **Operating Procedures**

1. Mutual Aid Regional Advisory Committees (MARACs) will meet on a bi-monthly basis or quarterly as needed.
2. A chairperson for each MARAC will be elected from the general membership, and membership will be rotated annually or semi-annually.

3. MARAC membership may be modified based on the unanimous vote of the representatives.
4. A representative of the MARAC will attend and be a voting member of Technical Group Meetings.
5. The Chairperson of each MARAC will attend SEMS Advisory Board meetings as a voting member.
6. Each issue presented to the MARAC will be reviewed and discussed by the committee. If deemed appropriate, recommendations relative to the issues presented will be forwarded to the Technical Group for action at their next scheduled meeting.
7. Issues recommended for action to the MARAC Committee by any source within the mutual aid region will be responded to in writing in a timely manner. Actions resolvable at the MARAC level (that would not influence other MARACs) may be decided at that level. Issues for which further action is needed and/or are recommended for state-wide approval or informational only issues will be submitted to the Technical Group.
8. Administrative staff support to mutual aid regional advisory committees will be provided through the associated OES Administrative Region.

## **5. Information Flow within the SEMS Maintenance System**

Organizational elements of the SEMS Maintenance System may at any time be involved in:

- Providing general information to the entire SEMS community
- Resolving technical issues related to ongoing SEMS implementation, operation or training.
- Resolving issues regarding problems requiring additional guidance or training materials.

- Developing, approving, implementing new guidance, or training material.
- Resolving issues of compliance.

All levels of the system are considered appropriate points of entry for issues to be resolved. Any person or agency may bring an issue (in writing) to the attention of any level of the SEMS Maintenance System. This includes SEMS Specialist Committees and the OES Technical Support unit.

Issues will be forwarded to, and resolved at the lowest level possible within the organization. Issues that cannot be successfully resolved at a lower level will be forwarded to the next higher level.

**Example:** The Board Member of agency (x) requests the organization consider the addition of an additional training module to cover a certain subject of particular interest to his/her agency. This matter, originally brought up at the SEMS Advisory Board level, would be forwarded to the Technical Group who would consider the issues and if necessary forward it to the Training Specialist Committee for action. The Training Specialist Group may recommend to the Technical Group that adequate information on the subject is contained in existing training materials and is not necessary.. The Technical Group would indicate that to the requesting Board member indicating where the subject is covered. If the Board member persists, then the Board could take action and direct the Technical Group to pursue the additional development of training material.

**Example:** City \_\_\_\_, recommends to the Region III MARAC that an additional guidance element is needed to cover SEMS participation by a certain agency. The MARAC determines that this issue has validity and is of concern to the general SEMS community. The issue is forwarded to the Technical Group. The Technical Group concurs and requests the Guidance Specialist Committee to draft appropriate guidance. The Technical Group will review the guidance, and if consensus is reached will recommend the Guidance to the Advisory Board for adoption.

**Example:** Guidance Specialist Committee recommends to the Technical Group that additional terms and definitions be added to the SEMS Glossary to cover new guidance. The Technical Group could approve the additions. An action of this nature would not be referred to the Board, unless there was failure to reach consensus at the Technical group level.

All issues at the mutual aid regional advisory committee level which could affect other regions must be brought to the Technical Group for resolution.